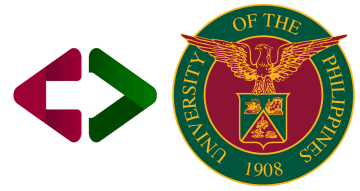




**UNIVERSITY OF THE PHILIPPINES
LOS BAÑOS**

CITIZEN'S CHARTER
(2026, 1st Edition)



I. MANDATE

As the national university, a public and secular institution of higher learning, and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders, the University of the Philippines shall perform its unique and distinctive leadership in higher education and development.

II. VISION

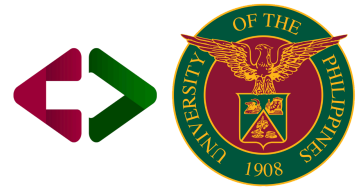
A future-proof university that provides agile leadership in higher education for the betterment of local and global communities

III. MISSION

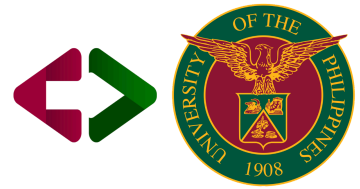
To sustain UPLB's relevance by developing methods, approaches, and frameworks to minimize the cost and impacts of shocks of future events and by honing leaders committed to knowledge creation, innovation and cutting-edge research, and public service

IV. SERVICE PLEDGE

1. Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
2. Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
3. Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
4. Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
5. Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
6. Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.



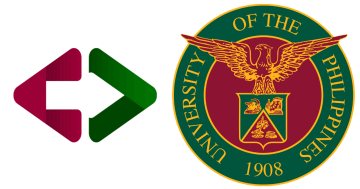
7. Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
8. Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of fora for students, faculty, research, extension and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



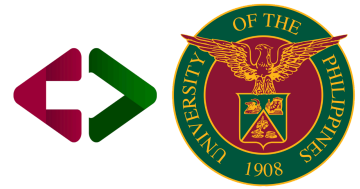
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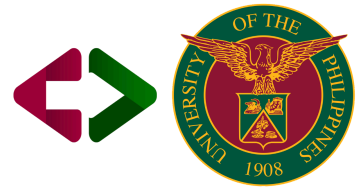
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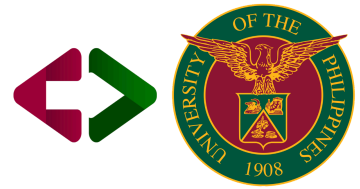
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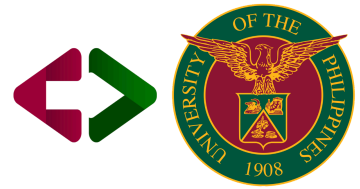
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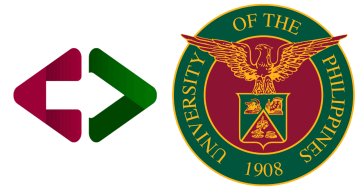
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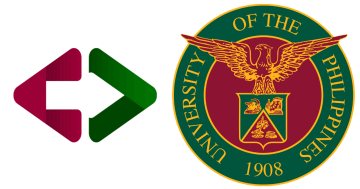
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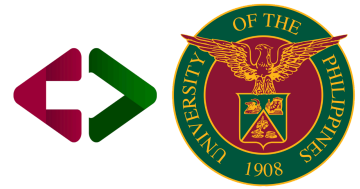
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OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION

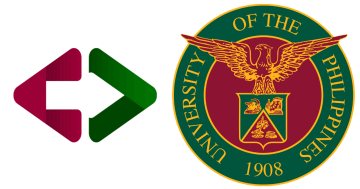
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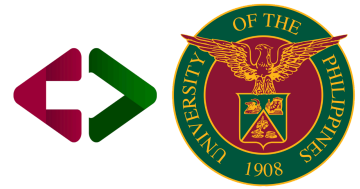
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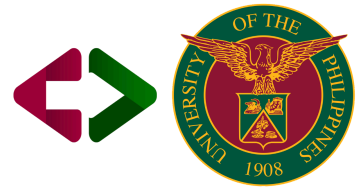
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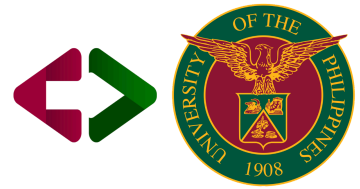
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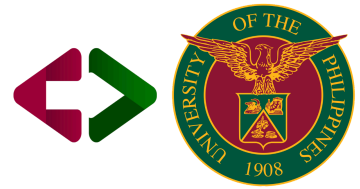
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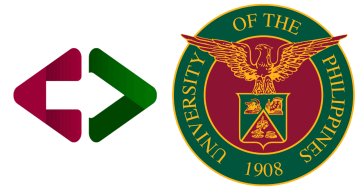
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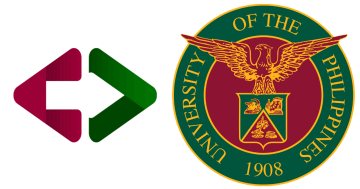
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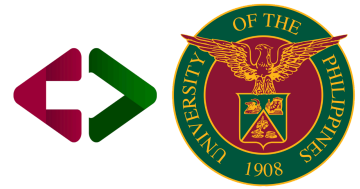
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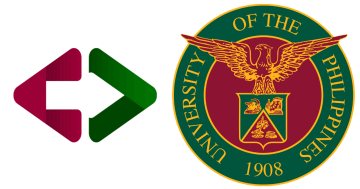
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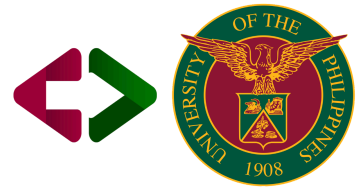
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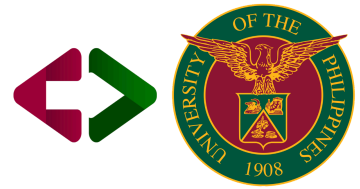
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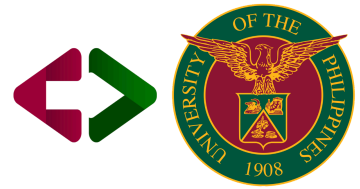
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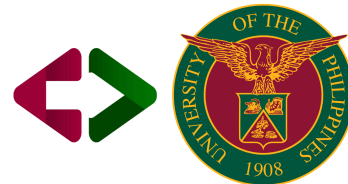
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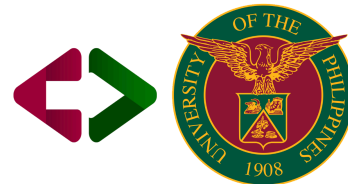
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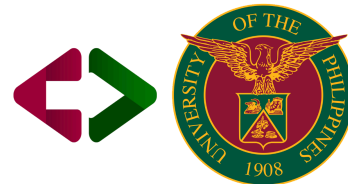
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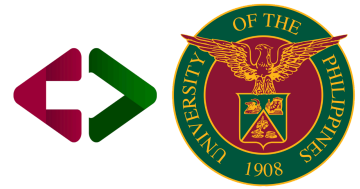
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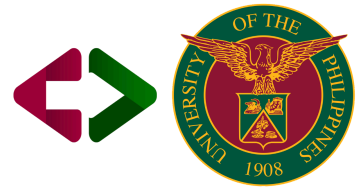
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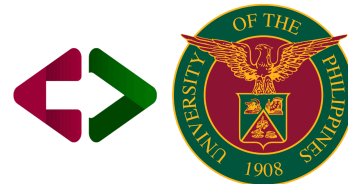
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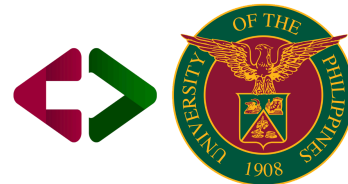


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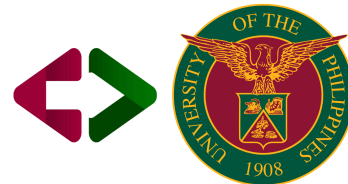


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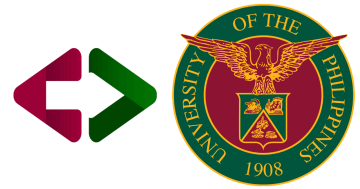
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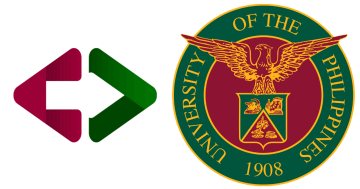
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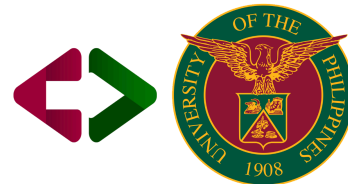
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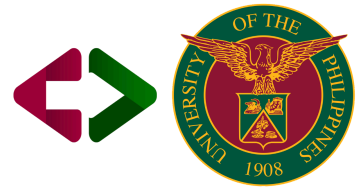
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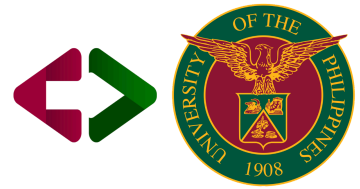
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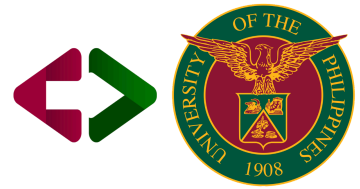
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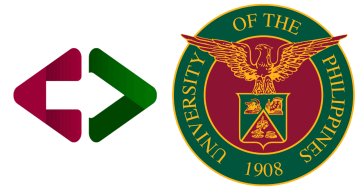
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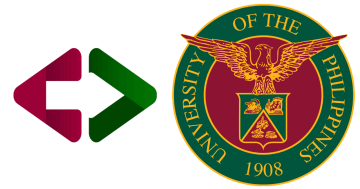
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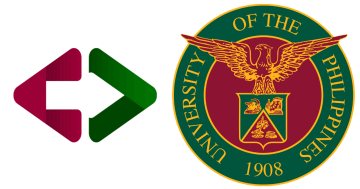
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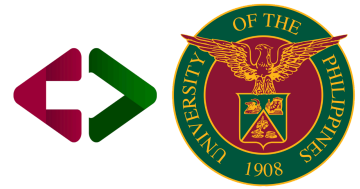
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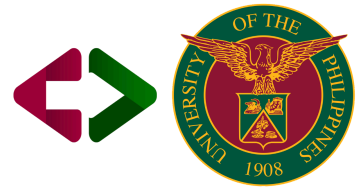
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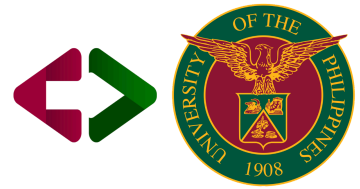
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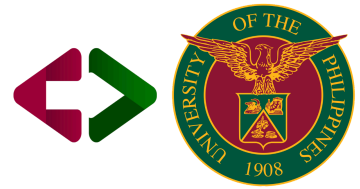
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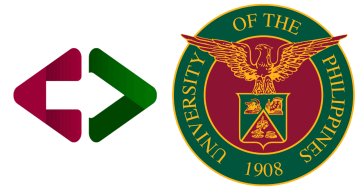
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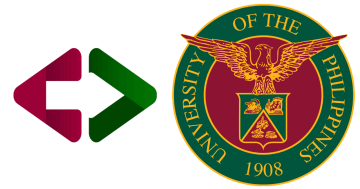
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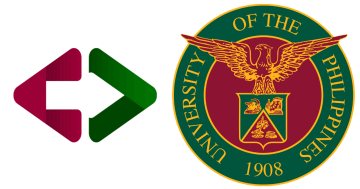


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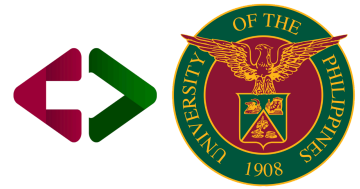
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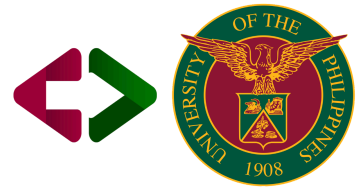


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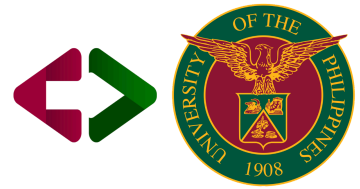


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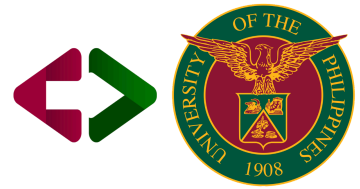
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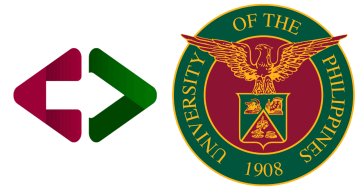
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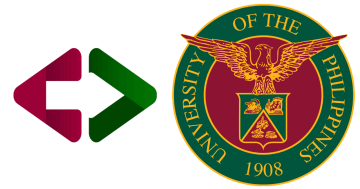
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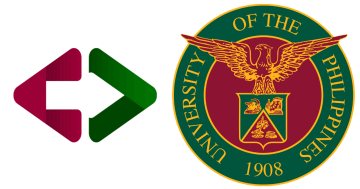
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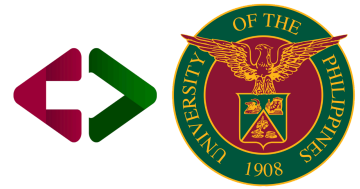
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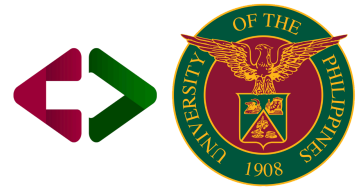
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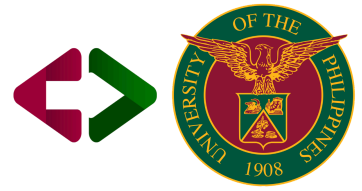
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OFFICE OF THE CHANCELLOR INTERNAL SERVICES

OC-MAIN 1. TRAVEL INDORSEMENT FOR REGULAR OFFICIAL & PERSONAL FOREIGN TRAVEL

A mandatory document for all active government employees who intend to travel abroad for official or personal purposes. It ensures that the travel is properly recognized, documented, and compliant with Philippine government regulations.

Office or Division	Office of the Chancellor
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements	
1 copy of Yellow Sheet	Unit/HRDO Website
1 copy of Letter Request	Requester
Additional Requirements	
For Official Foreign Travel Invitation/Acceptance	Organizing Institution/University
For Personal Foreign Travel 2 copies of Leave Form	Requester

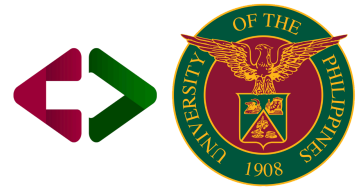
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gather all the required documents and send the hard copies to to HRDO	1.1 Receive the documents and forward to the processor	none	2 days	<i>Junior Office Aide</i>
	Official 1.2.1 Receive the document in Doctrax 1.2.2 Evaluate the request 1.2.3 Indicate the personnel clearance and notes for official travel			<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	Personal 1.2.2 Indicate the leave balance and personnel clearance for personal travel			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Forward the documents to the Section Chief for verification			
	1.4 Verify the details of the request and personnel clearance 1.5 Forward the documents to the HRDO Director	none		<i>Administrative Officer IV/ PCSD Section Chief OVCA-HRDO</i>
	1.6 Sign the yellow sheet	none		<i>HRDO Director/OIC OVCA-HRDO</i>
	1.7 Forward the documents to the Budget Management Office	none		<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	2.1 Receive the document and forward to the processor 2.2 Provide budget clearance 2.3 Forward the	none	2 days	<i>Junior Office Assistant OVCPD-BMO</i> <i>Supervising Administrative Officer/ Administrative Officer V/ Administrative Officer IV/ Administrative Officer II/ Senior Administrative Assistant/ Senior Office Assistant OVCPD-BMO</i> <i>Junior Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document to the BMO Chief			OVCPD-BMO
	2.4 Sign the yellow sheet	none		<i>BMO Chief/OIC</i> OVCPD-BMO
	2.5 Forward the documents to the respective VC Office of the requester OVCAA - FAC OVCA - ADMIN OVCRE - REPS	none		<i>Junior Office Assistant</i> OVCPD-BMO
	3.1 Receive the documents and forward to the processor	none	3 days	<i>Administrative Assistant V</i> OVCAA-Main <i>Administrative Aide III</i> OVCA-Main <i>Senior Office Aide</i> OVCRE-Main
	3.2 Review the details of request			<i>Administrative Officer V</i> OVCAA-Main
	3.3 Forward the documents to the Vice Chancellor			<i>Administrative Officer V</i> OVCA-Main <i>University Researcher I</i> OVCRE-Main
	3.4 Sign the Yellow Sheet			Vice Chancellor for

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Forward the documents to the Office of the Chancellor			Academic Affairs/ Administration/ Research and Extension or OIC <i>Administrative Assistant V</i> OVCAA-Main <i>Administrative Aide III</i> OVCAA <i>Senior Office Aide</i> OVCRE-Main
	4.1 Receive the document and forward to the pre-screener 4.2 Pre-screen the documents 4.3 Verify recommendation of the Vice Chancellor 4.4 Draft indorsement 4.5 Forward the document to the 4.6 Forward the document to the Chancellor 4.7 Sign the	none	3 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	yellow sheet and indorsement 4.8 Release the document to RMO			
	5.1 Receive the approved request from OC 5.2 Release the approved request to HRDO	none	1 day	<i>Administrative Aide III</i> OVCA-RMO
	6.1 Receive approved documents in Doctrax 6.2 Photocopy/scan the indorsement 6.3 Send a pick up notification email to the requester	none	15 minutes	
7. Pick up the approved documents	7.1 Release the document to the requester	none	5 minutes	
TOTAL		None	11 days, 20 minutes	



**OFFICE OF THE CHANCELLOR
INTERNAL CONTROL OFFICE
INTERNAL SERVICES**

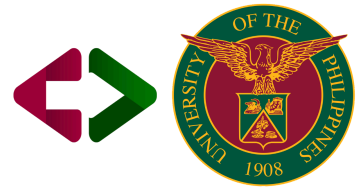
OC-ICO.1. ISSUE CERTIFICATION AS ACCOUNTABLE OFFICER

Certify that the requester, as the accountable officer, is duly designated and bonded in accordance with law and is authorized to issue accountable forms. This certification is required for the request of official receipts from the Supply and Property Management Office (SPMO).

Office or Division	Internal Control Office
Classification	Simple
Type of Transaction	G2C—Government to Clients
Who may Avail	Special/Regular Collecting Officer of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for issuance of certification	Accountable Officer
2. Latest Report of Collection and Deposits (RCD)	Accountable Officer
3. Latest Report of Accountability for Accountable Forms (RAAF)	Accountable officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through email the issuance of certification				<i>Accountable Officer</i> CO-ICO
2. Attach a scanned copy of the following: a. Latest RCD b. Latest RAAF				<i>Accountable Officer</i> CO-ICO
3. Route to ICO	3.1 Acknowledge receipt of the request 3.2 Check the latest RCD and RAAF 3.3 Prepares the certification 3.4 Issue the certification	None	1 minute 10 minutes 10 minutes 1 minute	<i>Senior Office Assistant</i> CO-ICO
TOTAL		None	22 minutes	



**OFFICE OF THE CHANCELLOR
LEGAL OFFICE
EXTERNAL SERVICES**

OC-LO.1. REQUEST FOR DESIGNATION OF NEXT OF KIN

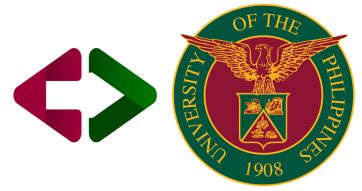
Issued to qualified beneficiaries of deceased UPLB Employees.

Office or Division	Legal Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Qualified Beneficiaries of Deceased UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Designation of Next of Kin	
1. Request letter from the Office of the Vice Chancellor for Administration(OVCA)	Office of the Vice Chancellor for Administration
2. Proof of Filiation	Qualified beneficiaries of deceased UPLB Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request in hard copy to the Legal Office	1.1 Receive the document and refer to appropriate staff.	None	3 minutes	<i>Administrative Officer II/ Administrative Officer III OC-LO</i>
	1.2 Log in logbook, assign unique ID and encode/scan.	None	2 days	<i>Administrative Officer II OC-LO</i>
	1.3 For distribution to assigned personnel.	None	5 minutes	<i>Legal Assistant II/ Administrative Officer II OC-LO</i>
	1.4 Verification of filiation documents	None	3 days	<i>Administrative Officer II OC-LO</i>
	1.5 Issuance of discrepancies for correction	None	3 days	<i>Administrative Officer II OC-LO</i>
	1.6 Final draft for discrepancy correction	None	3 days	<i>Legal Assistant II OC-LO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Re-verification of submitted documents	None	3 days	<i>Administrative Officer II/ Legal Assistant II OC-LO</i>
	1.8 Final draft of next of kin	None	1 day	<i>Legal Assistant II OC-LO</i>
	1.9 Approval of draft of next of kin	None	1 day	<i>Acting Chief OC-LO</i>
	2.0 Release of document to the Office of the Chancellor	None	1 day	<i>Administrative Officer II OC-LO</i>
TOTAL		None	17 Days, 8 minutes	



**OFFICE OF THE CHANCELLOR
LEGAL OFFICE
INTERNAL SERVICES**

OC-LO.2. REQUEST FOR REVIEW OF MOA's/MOU's

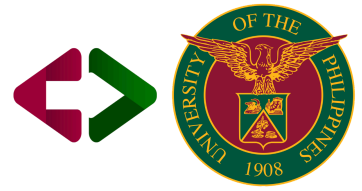
Issued to respective College/Department and/or affiliated agencies needing review and/or legal opinion

Office or Division	Legal Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Offices, Units, Employees and Affiliated Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Review of MOA's/MOU's	
1. Reference Slip from the Office of the Chancellor (OC) or the requesting office transmitted through the Document tracking system	Office of the Chancellor/ Requesting Office
2. Letter of Request to the Chancellor	Respective College/Department and/or affiliated agency
3. Draft MOA/MOU(with attached annexes)	Respective College/Department and/or affiliated agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter in hard copy or through the official email of the UPLB Legal Office	1.1 Receive the document and refer to appropriate staff.	None	3 minutes	<i>Administrative Officer II or Administrative Officer III</i> OC-LO
	1.2 Log in logbook, assign unique ID and encode/scan.	None	5 minutes	<i>Administrative Officer II</i> OC-LO
	1.3 For distribution to assigned personnel.	None	2 minutes	<i>Acting Chief</i> OC-LO
	1.4 Review of MOA/MOU	None	5 days	<i>Attorney III or Attorney IV</i> OC-LO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Issuance of Preliminary Checklist and/or legal opinion	None	21 days	<i>Legal Assistant II or Attorney III or Attorney IV</i> OC-LO
	1.6 Final Review	None	5 days	<i>Acting Chief</i> OC-LO
	1.7 Release to the Office of the Chancellor or affiliated agencies.	None	1 day	<i>Administrative Officer II or Legal Assistant II</i> OC-LO
TOTAL		None	32 Days, 10 minutes	



**OFFICE OF THE CHANCELLOR
OFFICE OF ALUMNI RELATIONS
EXTERNAL SERVICES**

OC-OAR.1. JOB POSTING

Request for job posting announcements and sharing of news articles in the social media accounts and bulletin board of OAR

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Government Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request for posting	From requesting office (OAR)
2. Hard or soft copy of the announcement or job advertisement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request for posting to OAR Website (Hard copy or thru email: oar.uplb@up.edu.ph)	1.1 Receive the letter of request.	None	5 minutes	<i>Administrative Officer</i> OC-OAR
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.3 Letter will be forwarded to the staff in charge.	None	20 minutes	<i>Director</i> OC-OAR
	1.4 The staff will review the contents of the announcement or articles to be posted.	None	10 minutes	<i>Administrative Officer or University Extension Specialist I</i> OC-OAR
	1.5 If approved, will immediately post the announcement/article. If there are concerns, a staff will contact the requester if there	None	15 minutes	<i>Administrative Officer or University Extension Specialist I or University Research Associate I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	are revisions to be made.			OC-OAR
TOTAL			1 hour	

OC-OAR.2. REQUEST FOR UPDATING OF UPLB ALUMNI INFORMATION SYSTEM

Update information of graduate to the Alumni Information System (AIS) database

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or email	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph).	1.1 Receive the request letter.	None	5 minutes	<i>Administrative Officer</i> OC-OAR
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.3 If approved, letter will be forwarded to the staff in charge	None	20 minutes	<i>Director</i> OC-OAR
	1.4 The staff will verify the names in the Alumni database. If there are concerns about the request, the staff will contact the client. If none,	None	30 minutes	<i>University Extension Specialist</i> IOC-OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	appropriate action will be taken.			
TOTAL			1 hour and 5 minutes	

OC-OAR.3. ALUMNI HOSTEL SERVICES

This service is for the availment of the Alumni Hostel accommodation.

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2G - Government to Citizen G2G - Government to Government
Who may Avail	External Clients, Alumni, Students, Government Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or email	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter of request to OAR(Hard copy or thru email: oar.uplb@up.edu.ph)	1.1 Receive the request letter.	None	5 minutes	<i>Administrative Officer or Administrative Assistant</i> OC-OAR
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.3 If approved, letter will be forwarded to the staff in charge	None	20 minutes	<i>Director</i> OC-OAR
	1.4 The staff in charge will contact the client if there are concerns about the request. If none, hostel reservation will be	None	10 minutes	<i>Administrative Officer</i> OC-OAR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	done			
	1.5 The staff will prepare the billing statement for the hostel accommodation and will forward it to the client for payment before check-in	None	10 minutes	<i>Administrative Officer OC-OAR</i>
TOTAL			55 minutes	

OC-OAR.4. REQUEST FOR ALUMNI GROUP RECOGNITION

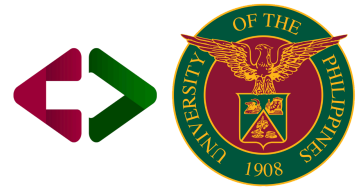
Collaborate and Strengthen Alumni Group Chapter

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Alumni from Regions of Domestic and International Scenes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or email	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph).	1.1 Receive the request letter.	None	5 minutes	<i>Administrative Officer or University Extension Specialist I OC-OAR</i>
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer or University Extension Specialist I OC-OAR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 If approved, letter will be forwarded to the staff in charge	None	20 minutes	<i>Director OC-OAR</i>
	1.4 The staff in charge will contact the client if there are concerns about the request. If none, assistance will be given to the client.	None	10 minutes	<i>Administrative Officer or University Extension Specialist I OC-OAR</i>
TOTAL			45 minutes	



**OFFICE OF THE CHANCELLOR
OFFICE OF ALUMNI RELATIONS
INTERNAL SERVICES**

OC-OAR.5. REQUEST FOR UPDATING OF UPLB ALUMNI INFORMATION SYSTEM

Update information of graduate to the Alumni Information System (AIS) database

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB colleges and/or units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or email	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter of request to OAR (Hard copy or thru email: oar.uplb@up.edu.ph).	1.1 Receive the request letter.	None	5 minutes	<i>Administrative Officer</i> OC-OAR
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.3 If approved, letter will be forwarded to the staff in charge	None	20 minutes	<i>Director</i> OC-OAR
	1.4 The staff will verify the names in the Alumni database. If there are concerns about the request, the staff will contact the client. If none, appropriate action will be taken.	None	30 minutes	<i>University Extension Specialist I</i> OC-OAR
TOTAL		None	1 hour and 5 minutes	

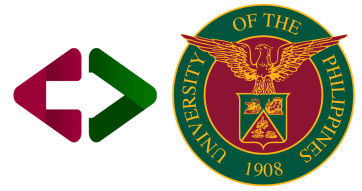
OC-OAR.6. ALUMNI HOSTEL SERVICES

Hostel accommodation

Office or Division	Office of Alumni Relations
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB colleges, units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter or email	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter of request to OAR(Hard copy or thru email: oar.uplb@up.edu.ph)	1.1 Receive the request letter.	None	5 minutes	<i>Administrative Officer or Administrative Assistant</i> OC-OAR
	1.2 Refer to the unit's Director for approval.	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.3 If approved, letter will be forwarded to the staff in charge	None	20 minutes	<i>Director</i> OC-OAR
	1.4 The staff in charge will contact the client if there are concerns about the request. If none, hostel reservation will be done	None	10 minutes	<i>Administrative Officer</i> OC-OAR
	1.5 The staff will prepare the billing statement for the hostel accommodation and will forward it to the client for payment before check-in	None	10 minutes	<i>Administrative Officer</i> OC-OAR
TOTAL		None	55 minutes	



**OFFICE OF THE CHANCELLOR
OFFICE OF ANTI-SEXUAL HARASSMENT
EXTERNAL SERVICES**

OC-OASH.1. FILING OF SEXUAL HARASSMENT CASE

The Office of Anti-Sexual Harassment as provided by the UP Anti-Sexual Harassment Code investigates and proceeds with cases of sexual harassment (Section 9. ASH Code). Approved by the Board of Regent, 26th January 2017.

Office or Division	Office of Anti-Sexual Harassment
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Alumni, Retirees, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized affidavit of complaint	Complainant or Aggrieved Party
2. Evidentiary requirements as deemed necessary(e.g. Written testimonies of witnesses, screenshots of group chats.)	Complainant or Aggrieved Party
3. Response from the Person being complained, duly signed, and notarized	Person being Complained
4. Position papers from the complaint and person being complained, as agreed upon by the parties and Hearing Committee	Complainant and Perso being Complained

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a notarized affidavit of Complaint (hard copy, oral, or email) signed by the aggrieved party	1.1 Receive Letter of Complaint	None	5 days	<i>Receiving Personnel</i> OC-OASH
	1.2 Notarized Complaint			<i>Legal Aide</i> OC-OASH
	1.3 Advise complainant to submit necessary evidentiary requirements			
	1.4 Advise Complainant to wait for a Response from the Person being Complained 5 days upon receipt of Complaint			<i>Admin Asst II</i> OC-OASH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the complaint was received thru phone, personnel will note down the complaint or incident of sexual harassment and encourage the complainant to submit a complaint in writing			
2. The client will be called to an Anti-Sexual Harassment Council Clarificatory Hearing	2.1 2. The Anti-Sexual Harassment Council will meet to determine if there is or is no prima facie for the complaint filed: if there is prima facie, a preliminary investigation report will be issued: if no prima facie, the case will be dismissed. If the affidavit is vague, the client will be called for a clarificatory meeting	None	30 days	<i>Anti-Sexual Harassment Council (see ASH Code Sec. 8)</i>
3. The client will be called for a Hearing Committee Clarificatory Hearing	If a case will proceed, a Hearing Committee will be convened 3.1 Hearing Committee will request the attendance of both parties in a Clarificatory Hearing	None	60 days	<i>Hearing Committee (HC) (see ASH Code sec. 20)</i>
	3.2 Hearing Committee will decide if there is, or no sexual harassment based on the position papers submitted			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and results of the Clarificatory Hearing			
TOTAL		None	95 days	

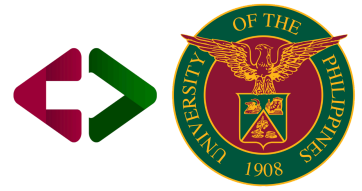
OC-OASH.2. REQUEST FOR ANTI-SEXUAL HARASSMENT ORIENTATION

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on Anti-Sexual harassment, once every three (3) years.

Office or Division	Office of Anti-Sexual Harassment
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Alumni, Retirees, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request or invitation for an Orientation on Anti-Sexual Harassment signed by the requesting partyt	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request or invitation (hard copy or email) signed by the requesting party	1.1 Receive document and refer to appropriate staff.	None	1 day	<i>Receiving Personnel</i> OC-OASH
TOTAL		None	1 Day	



**OFFICE OF THE CHANCELLOR
OFFICE OF ANTI-SEXUAL HARASSMENT
INTERNAL SERVICES**

OC-OASH.3. FILING OF SEXUAL HARASSMENT CASE

The Office of Anti-Sexual Harassment as provided by the UP Anti-Sexual Harassment Code investigates and proceeds with cases of sexual harassment (Section 9. ASH Code). Approved by the Board of Regent, 26th January 2017.

Office or Division	Office of Anti-Sexual Harassment
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized affidavit of complaint	Complainant or Aggrieved Party
2. Evidentiary requirements as deemed necessary(e.g. Written testimonies of witnesses, screenshots of group chats.)	Complainant or Aggrieved Party
3. Response from the Person being complained, duly signed, and notarized	Person being Complained
4. Position papers from the complaint and person being complained, as agreed upon by the parties and Hearing Committee	Complainant and Perso being Complained

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a notarized affidavit of Complaint (hard copy, oral, or email) signed by the aggrieved party	1.1 Receive Letter of Complaint	None	5 days	<i>Receiving Personnel</i> OC-OASH
	1.2 Notarized Complaint			<i>Legal Aide</i> OC-OASH
	1.3 Advise complainant to submit necessary evidentiary requirements			
	1.4 Advise Complainant to wait for a Response from the Person being Complained 5 days upon receipt of Complaint			<i>Admin Asst II</i> OC-OASH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If the complaint was received thru phone, personnel will note down the complaint or incident of sexual harassment and encourage the complainant to submit a complaint in writing			
2. The client will be called to an Anti-Sexual Harassment Council Clarificatory Hearing	2.1 2. The Anti-Sexual Harassment Council will meet to determine if there is or is no prima facie for the complaint filed: if there is prima facie, a preliminary investigation report will be issued: if no prima facie, the case will be dismissed. If the affidavit is vague, the client will be called for a clarificatory meeting	None	30 days	<i>Anti-Sexual Harassment Council (see ASH Code Sec. 8)</i>
3. The client will be called for a Hearing Committee Clarificatory Hearing	If a case will proceed, a Hearing Committee will be convened 3.1 Hearing Committee will request the attendance of both parties in a Clarificatory Hearing	None	60 days	<i>Hearing Committee (HC) (see ASH Code sec. 20)</i>
	3.2 Hearing Committee will decide if there is, or no sexual harassment based on the position papers submitted			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and results of the Clarificatory Hearing			
TOTAL		None	95 days	

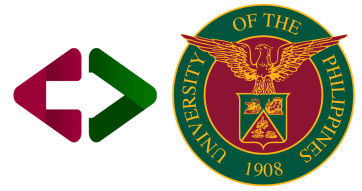
OC-OASH.4. REQUEST FOR ANTI-SEXUAL HARASSMENT ORIENTATION

Section 30 of the UP Anti-Sexual Harassment (ASH) Code states that “All UP members of the UP community shall undergo an orientation on Anti-Sexual harassment, once every three (3) years.

Office or Division	Office of Anti-Sexual Harassment
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request or invitation for an Orientation on Anti-Sexual Harassment signed by the requesting party	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request or invitation (hard copy or email) signed by the requesting party	1.1 Receive documents and refer to appropriate staff.	None	1 day	<i>Receiving Personnel</i> OC-OASH
TOTAL		None	1 Day	



**OFFICE OF THE CHANCELLOR
OFFICE FOR INITIATIVES IN CULTURE AND
THE ARTS
EXTERNAL SERVICES**

OC-OICA.1. REQUEST FOR DL UMALI HALL RESERVATION

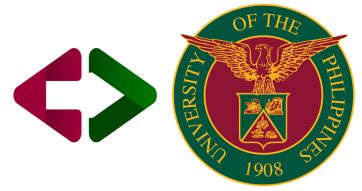
This service facilitates the reservation and authorized use of the DL Umali Hall for rehearsals and/or events, in accordance with approved schedules and institutional policies and guidelines.

Office or Division	Office for Initiative in Culture and the Arts
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to OICA Director, stating the purpose of activity, the facility being reserved, date, and time period covered by the activity.	Requesting Party
2. Student Activity Permit (For UPLB recognized student organizations)	SOAD-SOA
3. Fill-up the Application for rent and use of the DL Umali Hall form	OICA Office
4. Statement of Account (SOA)	Administrative Staff (OC-OICA)
5. Original Copy of Official Receipt of Bond Fee	UPLB Cash Division
6. Photocopy of Official Receipt to rent and to use DL Umali Hall	UPLB Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the preferred date of event at OICA	1..1 Once, available, pencil-booked reservation	None	5 Minutes	<i>Administrative Staff</i> OC-OICA
2. Submit the requirements needed	2.1 Submit a letter of intent to rent the Hall addressed to the OICA Director 2.2 Received the documents	None	5 Minutes	<i>Administrative Staff</i> OC-OICA
3. Route to Unit Head	3.1 Evaluate Request 3.2 Affix signature of approval of use to proceed the payment	None	10 Minutes	<i>Director</i> OC-OICA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Route to requesting party	4.1 One Approved , proceed to payment of Bond Fee or Reservation Fee at the Cashier's Office 4.2 Submit the Original Copy of Official Receipt to OICA together with a scan copy of Landbank Account (any ATM or Passbook) of the owner of the receipt for the returning of the Bond Fee (needed as attachment in DV)	₱2,000.00 Refundable		<i>Requesting Party</i>
5. Route to Administrative Staff	5.1 Compute rate (Statement of Account)	None	30 Minutes	<i>Administrative Staff</i> OC-OICA
6. Route to Requesting Party	6.1 Proceed to payment at the Cashier's Office 6.2 Submit the Photocopy of Official Receipt to OICA			<i>Requesting Party</i>
7. Route to Administrative Staff	7.1 Accept Photocopy of Official Receipt, Record File, and Block Calendar for schedule of the event/activity 7.2 Prepare Request for UPMO Technicians	None	30 Minutes	<i>Administrative Staff</i> OC-OICA
TOTAL		₱2,000.00	80 Minutes	



**OFFICE OF THE CHANCELLOR
OFFICE FOR INITIATIVES IN CULTURE AND
THE ARTS
INTERNAL SERVICES**

OC-OICA.2. REQUEST FOR DL UMALI HALL RESERVATION

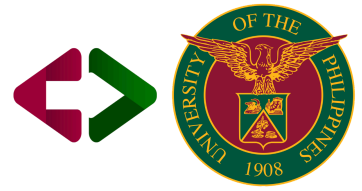
This service facilitates the reservation and authorized use of the DL Umali Hall for rehearsals and/or events, in accordance with approved schedules and institutional policies and guidelines.

Office or Division	Office for Initiative in Culture and the Arts
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees, Office/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to OICA Director, stating the purpose of activity, the facility being reserved, date, and time period covered by the activity.	Requesting Party
2. Student Activity Permit (For UPLB recognized student organizations)	SOAD-SOA
3. Fill-up the Application for rent and use of the DL Umali Hall form	OICA Office
4. Statement of Account (SOA)	Administrative Staff (OC-OICA)
5. Original Copy of Official Receipt of Bond Fee	UPLB Cash Division
6. Photocopy of Official Receipt to rent and to use DL Umali Hall	UPLB Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the preferred date of event at OICA	1..1 Once, available, pencil-booked reservation	None	5 Minutes	<i>Administrative Staff</i> OC-OICA
2. Submit the requirements needed	2.1 Submit a letter of intent to rent the Hall addressed to the OICA Director 2.2 Received the documents	None	5 Minutes	<i>Administrative Staff</i> OC-OICA
3. Route to Unit Head	3.1 Evaluate Request 3.2 Affix signature of approval of use to proceed the payment	None	10 Minutes	<i>Director</i> OC-OICA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Route to requesting party	4.1 One Approved , proceed to payment of Bond Fee or Reservation Fee at the Cashier's Office 4.2 Submit the Original Copy of Official Receipt to OICA together with a scan copy of Landbank Account (any ATM or Passbook) of the owner of the receipt for the returning of the Bond Fee (needed as attachment in DV)	₱2,000.00 Refundable		<i>Requesting Party</i>
5. Route to Administrative Staff	5.1 Compute rate (Statement of Account)	None	30 Minutes	<i>Administrative Staff</i> OC-OICA
6. Route to Requesting Party	6.1 Proceed to payment at the Cashier's Office 6.2 Submit the Photocopy of Official Receipt to OICA			<i>Requesting Party</i>
7. Route to Administrative Staff	7.1 Accept Photocopy of Official Receipt, Record File, and Block Calendar for schedule of the event/activity 7.2 Prepare Request for UPMO Technicians	None	30 Minutes	<i>Administrative Staff</i> OC-OICA
TOTAL		₱2,000.00	80 Minutes	



**OFFICE OF THE CHANCELLOR
OFFICE FOR INSTITUTIONAL DEVELOPMENT
IN HIGHER EDUCATION
EXTERNAL SERVICES**

OC-OIDHE.1. REQUEST FOR CROSS-LEARNING ACTIVITIES

This service assists clients in facilitating official meetings and cross-learning activities for local partner higher education institutions (HEIs) visiting UPLB. Assistance may include coordination of visits, itinerary planning, and logistical support.

Office or Division	Office for Institutional Development in Higher Education
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Any higher education institution (HEI) in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request or email addressed to the UPLB Chancellor	Requesting Party
List of visitors, proposed itinerary, and designated contact person	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request addressed to the UPLB Chancellor (hard copy or via email at oidhe.uplb@up.edu.ph).	Receives and records the request.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Endorses the request to the OIDHE Director for review and approval.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
2. Wait for approval.	Reviews and approves the request; refers it to the concerned UPLB unit(s) for appropriate action.	None	2 Days	<i>Director</i> OIDHE
3. Submits visit details (list of visitors, itinerary, contact person).	Coordinates with the client to finalize visit details, including the UPLB unit(s) involved, number of visitors, schedule,	None	3 Days	<i>Administrative Assistant or Designated Program Coordinator</i> OIDHE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	duration, and logistical requirements.			
4. Confirms finalized arrangements.	Finalizes and confirms cross-learning activity arrangements.	None	2 Days	<i>Administrative Assistant or Designated Program Coordinator</i> OIDHE
TOTAL		None	7 Days, 10 Minutes	

NOTES:

- Processing time may vary depending on the complexity of the request and availability of concerned UPLB units.
- Clients will be informed if additional coordination or clarification is required.
- Clients may shoulder additional costs related to the conduct of cross-learning activities, such as food, accommodation, and transportation, if applicable and subject to mutual agreement.

OC-OIDHE.2. REQUEST FOR TRAININGS, WORKSHOPS, AND SEMINARS

This service assists local partner higher education institutions (HEIs) in the planning and conduct of trainings, workshops, and seminars. Support may include coordination of resource persons, scheduling, and logistical arrangements.

Office or Division	Office for Institutional Development in Higher Education
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Partner higher education institution (HEI) in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request or email addressed to the UPLB Chancellor	Requesting Party
Training Needs Assessment	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request addressed to the UPLB Chancellor (hard copy or via email at oidhe.uplb@up.edu.ph).	Receives and records the request.	None	5 Minutes	<i>Administrative Assistant OIDHE</i>
	Endorses the request to the OIDHE Director for review and approval.	None	5 Minutes	<i>Administrative Assistant OIDHE</i>
2. Attends the exploratory meeting.	Schedules and conducts an exploratory meeting with the HEI representative to discuss the proposed training/workshop/seminar.	None	3 Days	<i>Administrative Assistant or Program Coordinator or Director OIDHE</i>
3. Submits finalized training/workshop/seminar topics.	Identifies and coordinates with resource persons and concerned teams; arranges schedules.	None	7 Days	<i>Administrative Assistan or Designated Program Coordinator OIDHE</i>
4. Confirms logistical requirements.	Coordinates with the client to finalize dates, venue, and other logistical arrangements.	None	5 Days	<i>Administrative Assistant or Designated Program Coordinator OIDHE</i>
TOTAL		None	15 Days, 10 Minutes	

NOTES:

- Processing time may vary depending on the complexity of the training and availability of resource persons.
- Final implementation is subject to approval of concerned UPLB units and availability of resources.

- Clients may be requested to shoulder all or part of the costs related to the conduct of trainings, workshops, or seminars, subject to existing guidelines and mutual agreement.

OC-OIDHE.3. PROCESSING OF MEMORANDUM OF UNDERSTANDING (MOU)

This service facilitates and formalizes partnerships between the University of the Philippines Los Baños (UPLB) and local higher education institutions (HEIs) through the execution of a Memorandum of Understanding (MOU).

Office or Division	Office for Institutional Development in Higher Education
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Any higher education institution (HEI) in the Philippines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent addressed to the UPLB Chancellor, signed by the Head of Institution	Requesting Party
Proposed MOU Template	UPLB OIDHE
For Private HEIs: - SEC Certificate of Registration - SEC-certified Articles of Incorporation and By-Laws - Latest Mayor's/Business Permit - Latest General Information Sheet (GIS) submitted to SEC - Secretary's Certificate attesting to the Board Resolution approving the MOU with UPLB and designating the authorized signatory - Latest Audited Financial Statement submitted to SEC/BIR - Latest Income Tax Return submitted to BIR	Requesting Party
List of attendees during the MOU signing ceremony	Requesting Party
Designated contact person	Requesting Party
Scanned government-issued ID of the Head of the HEI	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter of Intent addressed to the	Receives and records the request; verifies	None	5 Minutes	<i>Administrative Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UPLB Chancellor (hard copy or via email at oidhe.uplb@up.edu.ph).	the the requesting institution's eligibility.			OIDHE
	Schedules and conducts an exploratory meeting with the HEI representative to discuss the proposed partnership.	None	3 Days	<i>OIDHE Director or Administrative Assistant or Designated Program Coordinator OIDHE</i>
2. Reviews draft MOU.	Prepares and sends draft MOU using the UPLB Legal Office template for review by the HEI.	None	5 Days	<i>Administrative Assistant OIDHE</i>
3. Submits the finalized MOU and additional documentary requirements.	Receives and checks submitted documents for completeness.	None	1 Day	<i>Administrative Assistant OIDHE</i>
	Coordinates with the Office of the Chancellor for the scheduling of the ceremonial MOU signing.	None	1 Day	<i>Administrative Assistant OIDHE</i>
4. Attends the ceremonial MOU signing at UPLB	Conducts the ceremonial signing with authorized UPLB officials and witnesses.	None	1 Hour	<i>OIDHE Director or Administrative Assistant or Designated Program Coordinator OIDHE</i>
	Verifies completeness of signatures on all MOU pages.	None	5 Minutes	<i>Administrative Assistant OIDHE</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Facilitates notarization of the signed MOU.	None	1 Day	<i>Administrative Assistant</i> OIDHE
	Records the executed MOU in the OIDHE database and releases copies to the UPLB Records Management Office (RMO) and the client.	None	1 Day	<i>Administrative Assistant</i> OIDHE
TOTAL		None	12 Days, 1 Hour, 10 Minutes	

NOTES:

- Processing time may vary depending on the completeness of submitted documents and availability of signatories.
- Only duly authorized representatives may sign on behalf of the requesting HEI.

OC-OIDHE.4. PROCESSING OF MEMORANDUM OF AGREEMENT (MOA) ON STUDENT INTERNSHIP PROGRAM

This service facilitates the formalization of specific partnerships between the University of the Philippines Los Baños (UPLB) and higher education institutions (HEIs) through the execution of a Memorandum of Agreement (MOA) for the Student Internship Program.

Office or Division	Office for Institutional Development in Higher Education
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Any higher education institution (HEI) in the Philippines with an existing and valid Memorandum of Understanding (MOU) with UPLB

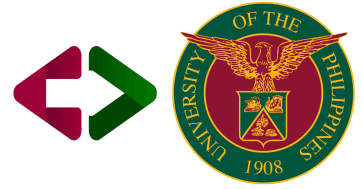
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter / Letter of Intent addressed to the UPLB Chancellor,	Requesting Party

signed by the Head of the Partner HEI or authorized representative	
Memorandum of Agreement (MOA) for Student Internship Program (UPLB template or HEI-initiated template, as applicable)	UPLB OIDHE / Requesting Party
Student Internship Program Request Form (OIDHE Form No. 1)	UPLB OIDHE
Joint Undertaking of the Student and Parent/Legal Guardian	UPLB OIDHE
Scanned signed and notarized copy of the Memorandum of Understanding (MOU)	UPLB OIDHE
Endorsement Letter / Reference Slip from the UPLB Legal Office	UPLB OIDHE
Designated contact person	Requesting Party
Scanned government-issued ID of the Head of the HEI	Requesting Party

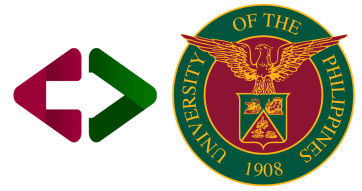
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter of Intent addressed to the UPLB Chancellor (hard copy or via email at oidhe.uplb@up.edu.ph).	Receives and records the request; verifies the existence and validity of the MOU	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Schedules and conducts exploratory meetings with HEI representatives and concerned UPLB host units.	None	3 Days	<i>OIDHE Director or Administrative Assistant or Designated Program Coordinator</i> OIDHE
2. Reviews draft MOA.	Prepares and transmits draft MOA using the prescribed UPLB template or receives HEI-initiated MOA.	None	5 Days	<i>Administrative Assistant</i> OIDHE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits finalized MOA and required documents.	Receives and checks documents for completeness.	None	1 Day	<i>Administrative Assistant</i> OIDHE
	Endorses MOA to the UPLB Legal Office for review.	None	1 Month	<i>Administrative Assistant</i> OIDHE
	Informs HEI of Legal Office approval and provides reference slip.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
4. Submits signed MOA.	Receives signed MOA.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Facilitates signing of MOA by authorized signatories; Chancellor signs last.	None	5 Days	<i>Administrative Assistant</i> OIDHE
	Verifies completeness of signatures on all MOA pages.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Facilitates notarization of the executed MOA.	None	1 Day	<i>Administrative Assistant</i> OIDHE
	Records the executed MOA in the OIDHE database and releases copies to the UPLB Records Management Office (RMO) and the client.	None	1 Day	<i>Administrative Assistant</i> OIDHE
TOTAL		None	1 Month, 16 Days, 20 Minutes	

NOTES:



- Processing time is dependent on the review period of the UPLB Legal Office.
- All MOAs are subject to mandatory review by the UPLB Legal Office.
- If revisions recommended by the Legal Office are not adopted, the MOA shall undergo another round of legal review prior to endorsement.
- In exceptional cases, MOAs that have undergone at least two (2) rounds of legal review may be endorsed to the Office of the Chancellor, subject to existing institutional guidelines.
- Requests from HEIs without an existing MOU with UPLB shall be referred to the Processing of Memorandum of Understanding (MOU) service.



**OFFICE OF THE CHANCELLOR
OFFICE FOR INSTITUTIONAL DEVELOPMENT
IN HIGHER EDUCATION
INTERNAL SERVICES**

OC.OIDHE.5. REQUEST FOR INFORMATION

This service allows clients to request information on the programs, services, and activities of the UPLB Office for Institutional Development in Higher Education (OIDHE). Requests may include, but are not limited to, information on UPLB's local partner higher education institutions (HEIs) and activities conducted in collaboration with these HEIs.

Office or Division	Office for Institutional Development in Higher Education
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB offices, units, and employees

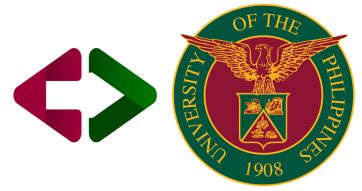
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request transmitted through the UPLB Document Tracking System or via email	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request addressed to the OIDHE Director (hard copy via UPLB Document Tracking System or email at oidhe.uplb@up.edu.ph).	Receives the request.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Forwards the request to the OIDHE Director for approval.	None	5 Minutes	<i>Administrative Assistant</i> OIDHE
	Reviews and approves the request, then endorses it to the staff-in-charge.	None	5 Minutes	<i>Director</i> OIDHE
	Verifies the requested information based on existing records. Contacts the client if clarification is needed; otherwise, provides the	None	3 Days	<i>Administrative Assistant</i> OIDHE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requested information.			
TOTAL		None	3 Days, 15 Minutes	

NOTES:

- Processing time may vary depending on the availability and completeness of requested information.
- Clients will be notified if additional clarification or documentation is required.



**OFFICE OF THE CHANCELLOR
MEDIA AND COMMUNICATION OFFICE
EXTERNAL SERVICES**

OC-MCO.1. REQUEST FOR INFORMATION/ ENDORSEMENT FOR LED WALL POSTING

Request for posting of information or endorsement at LED Wall in front of Carabao Park

Office or Division	Media and Communication Office (MCO) - Creative Media Production and Administrative Support Services
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	UPLB student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for LED wall posting (currently unavailable)	
1. Filled out e-form	MCO
Request for approval from MCO Director	
2. E-copy of the announcement to be posted on the LED	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the e-form via LED Wall Posting and attach the e copy of the announcement to be posted on the LED wall	1.1 Receive request online	None	5 Minutes	<i>Administrative Aide</i> OC-MCO
	1.2 Assess request by reviewing package selection and layout of announcement. If an announcement needs revision, the layout will be returned to the client. Otherwise, request will be referred to the	None	30 minutes	<i>Administrative Aide and University Research Associate</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	director for approval.			
	1.3 Approve request	None	30 minutes	<i>Director</i> OC-MCO
	1.4 Post announcement for viewing.	None	30 minutes	<i>Administrative Aide</i> OC-MCO
2. Pay the corresponding fee at the Cashier's Office and email a copy of the receipt to MCO via ledpost.uplb@up.edu.ph	2. Transmit a copy of the signed document to the client.	Please see Table below on the rates for LED posting		
TOTAL			1 hour and 10 minutes	

Tables of fees: Approved Rates (Based on OC Memorandum No. 143 Series of 2022):

TABLE OF FEES	
Rates for LED Wall Posting	
Package	Rate
Package A	₱ 7.00 per spot for 1x per hour (14x per day) = ₱ 490.00
Package B	₱ 6.00 per spot for 2x per hour (28x per day) = ₱ 840.00
Package C	₱ 5.00 per spot for 4x per hour (56x per day) = ₱ 1,400.00
Package D	₱ 4.00 per spot for 6x per hour (84x per day) = ₱ 1,680.00

OC-MCO.2. REQUEST FOR INFORMATION/ENDORSEMENT FOR BANNER POSTING

Request for posting of information or endorsement on lamppost banners and/or at the D.L. Umali Hall Bulletin Board

Office or Division	Media and Communication Office (MCO) - Creative Media Production and Administrative Support Services
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	UPLB student organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement for Banner posting	
1. Filled out e-form	MCO
2. Printed copy (A4) of the banner design	Requesting units and student organizations
3. Approved activity permit from the Office of Student Activities (OSA) (for student organizations)	Office of Student Activities (OSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit from OSA (for student organizations)	OVCSA			Requesting party
2. Fill out the permit form Banner Posting	2.1 Review the filled out form	None	5 minutes	<i>Administrative Assistant</i> OC-MCO
	2.2 Review the layout and content of the announcement (e.g., compliance with UP VIG 2017). If there are comments, the client will be asked to revise their layout/design. Otherwise, the client will be	None	30 minutes	<i>Administrative Aide and University Extension Associate</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	asked to print their banner.			
	2.3 Approve request for viewing.	None	5 minutes	<i>Director</i> OC-MCO
TOTAL			40 minutes	

OC-MCO.3. REQUEST FOR INFORMATION/ ENDORSEMENT FOR VISITOR'S ASSISTANCE

Request for assistance in facilitating or coordinating services for visitors, including guidance, information provision, or endorsement to the appropriate unit/s to ensure that guests are properly received and assisted during their visit

Office or Division	Media and Communication Office (MCO) - External Relations and Brand Management and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Government G2B – Government to Business G2C- Government to Citizen
Who may avail	Government and Private Institutions and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for visitor's assistance	
Email request to visit/tour the university	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Email MCO via mco.uplb@up.edu.ph with subject VISIT UPLB, indicating the purpose of the visit and the specific	1.1 Receive request via email	None	5 minutes	<i>Administrative Officer</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
facilities/units to be visited/included in the tour				
	1.2 Review request and coordinate with concerned units, SSO, and others	None	2 days	<i>University Extension Associate OC-MCO</i>
	1.3 Advise client on the clearance/ requirements of the concerned units	None	30 minutes	<i>University Extension Associate OC-MCO</i>
	2.2. Once clearances are secured, prepare itinerary for the director's approval	None	1 day	<i>University Extension Associate OC-MCO</i>
	Approve request	None	5 minutes	<i>Director OC-MCO</i>
	Inform client of the approval of the request	None	5 minutes	<i>University Extension Associate OC-MCO</i>
TOTAL			3 days and 45 minutes	

OC-MCO.4 REQUEST FOR INFORMATION/ ENDORSEMENT FOR MESSAGES/SPEECHES FROM THE CHANCELLOR

Office or Division	Media and Communication Office (MCO) - Content Production and Publications and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Citizen G2G - Government to Government G2B – Government to Business
Who may avail	Student organizations, Government and Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for messages/speeches from the Chancellor	
1. 1. Send letter of request to the Office of the Chancellor (OC) including relevant information on the event/ activity/ program or draft of the message/speech	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Forward the request to MCO	None		Office of the Chancellor
	1.2 Receive request	None	5 minutes	<i>Administrative Officer</i> OC-MCO
	1.3 Draft	None	5 days	<i>University Research Associate</i> OC-MCO
	1.4 Edit	None	1 day	<i>University Extension Specialist or University Research Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC-MCO
	1.5 Approve	None	2 hours	<i>Director</i> OC-MCO
	1.6 Send the message to the Office of the Chancellor (OC)	None	5 minutes	<i>University Research Associate</i> OC-MCO
	1.7 OC will send the message to the client			
TOTAL		None	6 days 2 hours and 10 minutes	

OC-MCO.5. REQUEST FOR INFORMATION/ENDORSEMENT FOR UPLB LIVE EVENTS PRODUCTION TEAM SERVICES

Office or Division	Media and Communication Office (MCO) - Internal Communication and Special Events and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	UPLB units and university partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for UPLB Live Events Production Team services	
1. Email request, one month before event	Requesting party

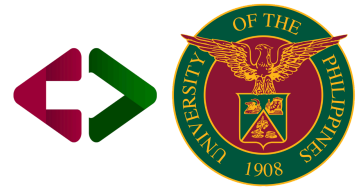
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email MCO via mco.uplb@up.edu.ph with subject LIVE EVENTS, attaching a copy of the event program and other details	1.1 Receive request online	None	5 minutes	<i>Administrative Officer</i> OC-MCO
	1.2 Review request	None	1 day	<i>University Researcher</i> OC-MCO
	1.3 Meet with client to clarify needs and expectations	None	1 day	<i>University Researcher</i> OC-MCO
	1.4 Prepare cost estimate	None	2 hours	<i>University Researcher</i> OC-MCO
	1.5 Note cost estimate and approve team engagement	None	5 minutes	<i>Director</i> OC-MCO
3. Approve cost				
	2.1 Engage with the client	None	1 day	<i>University Researcher</i> OC-MCO
TOTAL			3 days, 2 hours, and 10 minutes	

OC-MCO.6. REQUEST FOR INFORMATION/ENDORSEMENT FOR UPLB TALENT POOL SERVICES

Office or Division	Media and Communication Office (MCO) - Internal Communication and Special Events and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	UPLB units and university partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for UPLB Talent Pool services	
1. Email request	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email MCO via mco.uplb@up.edu.ph with subject TALENT POOL, attaching a copy of the event program and other details	1.1 Receive request online	None	5 minutes	<i>Administrative Officer</i> OC-MCO
	1.2 Review request (e.g., availability of talent, event requirements)	None	1 day	<i>University Researcher</i> OC-MCO
	1.3 Secure talents and endorse engagement to the director	None	1 day	<i>University Researcher</i> OC-MCO
	1.4 Approve request	None	5 minutes	<i>Director</i> OC-MCO
TOTAL			2 days and 10 minutes	



**OFFICE OF THE CHANCELLOR
MEDIA AND COMMUNICATION OFFICE
INTERNAL SERVICES**

OC-MCO.7. REQUEST FOR INFORMATION/ ENDORSEMENT FOR LED WALL POSTING

Request for posting of information or endorsement at LED Wall in front of Carabao Park

Office or Division	Media and Communication Office (MCO) - Creative Media Production and Administrative Support Services
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for LED wall posting (currently unavailable)	
1. Filled out e-form	MCO
Request for approval from MCO Director	
2. E-copy of the announcement to be posted on the LED	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the e-form via LED Wall Posting and attach the e copy of the announcement to be posted on the LED wall	1.1 Receive request online	None	5 Minutes	<i>Administrative Aide</i> OC-MCO
	1.2 Assess request by reviewing package selection and layout of announcement. If an announcement needs revision, the layout will be returned to the client. Otherwise, request will be referred to the	None	30 minutes	<i>Administrative Aide and University Research Associate</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	director for approval.			
	1.3 Approve request	None	30 minutes	<i>Director</i> OC-MCO
	1.4 Post announcement for viewing.	None	30 minutes	<i>Administrative Aide</i> OC-MCO
2. Pay the corresponding fee at the Cashier's Office and email a copy of the receipt to MCO via ledpost.uplb@up.edu.ph	2. Transmit a copy of the signed document to the client.	Please see Table below on the rates for LED posting		
TOTAL			1 hour and 10 minutes	

Tables of fees: Approved Rates (Based on OC Memorandum No. 143 Series of 2022):

TABLE OF FEES	
Rates for LED Wall Posting	
Package	Rate
Package A	₱ 7.00 per spot for 1x per hour (14x per day) = ₱ 490.00
Package B	₱ 6.00 per spot for 2x per hour (28x per day) = ₱ 840.00
Package C	₱ 5.00 per spot for 4x per hour (56x per day) = ₱ 1,400.00
Package D	₱ 4.00 per spot for 6x per hour (84x per day) = ₱ 1,680.00

OC-MCO.8. REQUEST FOR INFORMATION/ENDORSEMENT FOR BANNER POSTING

Request for posting of information or endorsement on lamppost banners and/or at the D.L. Umali Hall Bulletin Board

Office or Division	Media and Communication Office (MCO) - Creative Media Production and Administrative Support Services
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement for Banner posting	
1. Filled out e-form	MCO
2. Printed copy (A4) of the banner design	Requesting units and student organizations
3. Approved activity permit from the Office of Student Activities (OSA) (for student organizations)	Office of Student Activities (OSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit from OSA (for student organizations)	OVCSA			Requesting party
2. Fill out the permit form Banner Posting	2.1 Review the filled out form	None	5 minutes	<i>Administrative Assistant</i> OC-MCO
	2.2 Review the layout and content of the announcement (e.g., compliance with UP VIG 2017). If there are comments, the client will be asked to revise their layout/design. Otherwise, the client will be	None	30 minutes	<i>Administrative Aide and University Extension Associate</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	asked to print their banner.			
	2.3 Approve request for viewing.	None	5 minutes	<i>Director</i> OC-MCO
TOTAL			40 minutes	

OC-MCO.9. REQUEST FOR INFORMATION/ ENDORSEMENT FOR PUBLISHING OF ARTICLES/ INFORMATION ON THE UPLB WEBSITE

Office or Division	Media and Communication Office (MCO) - Content Production and Publications, Online and Emerging Media Management, and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	UPLB units only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for publishing of articles/ information on the UPLB website	
1. Email request to publish article/information	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email MCO via mco.uplb@up.edu.ph with subject MCO ARTICLE, attaching a Google Doc file of the article draft and HD copies of photos	1.1 Receive request via email	none	5 minutes	<i>Administrative Officer</i> OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review request and edit article	None	1 day	<i>University Extension Specialist or University Researcher</i> OC-MCO
	1.3 Prepare/ Optimize banner photo	None	2 hours	<i>University Research Associate or Administrative Aide</i> OC-MCO
2. Fact-check the article		None	1 day	
	2.1 Proofread and tag article	None	2 hours	<i>University Research Associate</i> OC-MCO
	2.2 Approve for publication	None	30 minutes	<i>Director</i> OC-MCO
	2.3 Post the article/ information	None	10 minutes	<i>University Researcher</i> OC-MCO
TOTAL			2 days 4 hours and 45 minutes	

OC-MCO.10. REQUEST FOR INFORMATION/ENDORSEMENT FOR VIDEO RECORDED MESSAGES/ SPEECHES FROM THE CHANCELLOR

Office or Division	Media and Communication Office (MCO) - Content Production and Publications, Creative Media Production, and Administrative Support Services
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail	UPLB units only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for video recorded messages/ speeches from the Chancellor	
1. Request letter addressed to the Office of the Chancellor	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the Office of the Chancellor (OC) including relevant information on the event/activity/program or draft of the message/ speech				
	1.1 Forward the request to MCO	None		Office of the Chancellor
	1.2 Receive request	None	5 minutes	<i>Administrative Officer</i> OC-MCO
	1.3 Draft	None	5 days	<i>University Research Associate</i> OC-MCO
	1.4 Edit	None	1 day	<i>University Research Associate</i> OC-MCO
	1.5 Approve	None	2 hours	<i>Director</i> OC-MCO
	1.6 Shoot video	None	1 day	<i>University Research Associate</i> OC-MCO
	1.7 Edit video	None	3 days	<i>University Research Associate</i> OC-MCO
	1.8 Preview video	None	2 hours	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC-MCO
	1.9 If there's any revision, re-edit the video	None	1 day	University Research Associate OC-MCO
	1.6 Approve the video	None	5 minutes	University Research Associate OC-MCO
	1.7 Send video message to client			OC
TOTAL		None	11 days, 4 hours and 10 minutes	

OC-MCO.11 REQUEST FOR INFORMATION/ENDORSEMENT PHOTO/VIDEO COVERAGE OF UNIVERSITY ACTIVITIES/ EVENTS

Office or Division	Media and Communication Office (MCO) - Creative Media Production and Administrative Support Services
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail	UPLB units only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement photo/video coverage of university activities/ events	
1. E-mail request to MCO	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email MCO via mco.uplb@up.edu.ph with subject MCO COVERAGE, attaching a copy of the event	1.2 Receive request	None	5 minutes	Administrative Officer OC-MCO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
program and other details				
	1.2 Review request (e.g., availability of staff)	None	15 minutes	<i>Administrative Assistant</i> OC-MCO
	1.3 Approve request	None	5 minutes	<i>Director</i> OC-MCO
TOTAL			25 minutes	

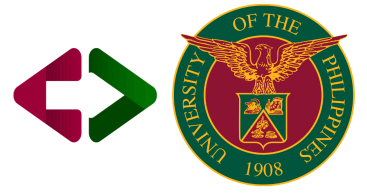
OC-MCO.11. REQUEST FOR INFORMATION/ENDORSEMENT FOR MEDIA ASSISTANCE

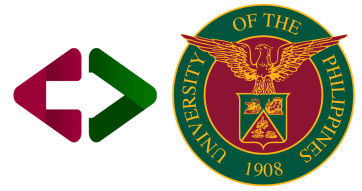
Office or Division	Media and Communication Office (MCO)- External Relations and Brand Management and Administrative Support Services
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may avail	UPLB units only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/ Endorsement for media assistance	
1. E-mail request to MCO	Requesting party
2. Filled out e-form Media Clearance Form	MCO

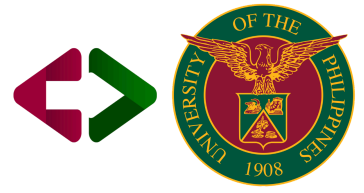
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the e-form Media Clearance Form and attach a copy of the letter of request indicating the purpose of the interview, shoot, etc.	1.2 Receive request	None	5 minutes	UEA

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review request	None	15 minutes	<i>University Extension Associate OC-MCO</i>
	1.3 Prepare Media Clearance Form, coordinate with units/individuals concerned, and endorse request to the director	None	1 day	<i>University Extension Associate OC-MCO</i>
	1.4 Approve request	None	5 minutes	<i>Director OC-MCO</i>
TOTAL			1 day and 25 minutes	





**OFFICE OF THE CHANCELLOR
QUALITY ASSURANCE OFFICE
INTERNAL SERVICES**



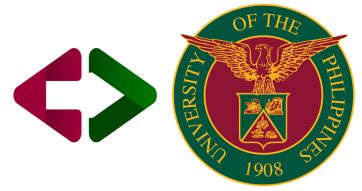
OC-QAO.1. REQUEST FOR QA TRAINING, WORKSHOPS OR ORIENTATIONS

Preparatory QA sessions including training, workshops or orientations prior to assessment.

Office or Division	Quality Assurance Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Academic Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Endorsement	
1. One (1) Letter of Intent/Request Letter	Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Degree Program Delivery Unit (DPDU) to submit a letter of request to QAO for QA training, workshops or orientations indicating the specific topic	1.1 Receive letter request	None	1 hour	<i>Administrative Officer I</i> QAO
	1.2.Prepare letter requests for resource speakers and confirmation of their availability	None	2 days	<i>Administrative Officer I</i> QAO <i>Director</i> QAO
	1.3. Coordinate the availability of the resource speakers and finalize the final schedule with the DPDU	None	2 days	<i>Administrative Officer I</i> QAO
	1.4 Prepare the program and notify the Degree Program Delivery Unit (DPDU)	None	1 day	<i>Administrative Officer I</i> QAO <i>Director</i> QAO
TOTAL		None	5 days, 1 hour	



**OFFICE OF THE CHANCELLOR
UGNAYAN NG PAHINUNGÓD
EXTERNAL SERVICES**

OC.PAHINUNGOD.1. REQUEST FOR FACILITATORS FOR WORKSHOPS AND SEMINARS

This service allows the transacting clients to request for student, employee, or alumni volunteers to facilitate workshops and seminars.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	1.3. Take an action on the	None	1 day	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request and sign the document.			OC - Pahinungod
	1.3.a. If approved, the office will contact the client, then proceed to Step 2.	None	5 minutes	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	1.3.b. If disapproved, the office will contact the client. End of transaction.	None		<i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
2. Meet with the office to further discuss the request	2.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	2.2. The office will post a call for volunteers and conduct preparatory meetings prior to	None	7 days	<i>University Extension Associate II</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the scheduled activity.			<i>University Research Associate I</i> OC - Pahinungod
TOTAL		None	18 days 10 minutes	

OC.PAHINUNGOD.2. REQUEST FOR FACILITATORS FOR TECHNICAL ASSISTANCE

This service allows the transacting clients to request for student, employee, or alumni volunteers to facilitate in community programs, projects, and activities

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	1.3. Take an action on the	None	1 day	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request and sign the document.			OC - Pahinungod
	1.3.a. If approved, the office will contact the client, then proceed to Step 2.	None	5 minutes	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	1.3.b. If disapproved, the office will contact the client. End of transaction.	None		<i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
2. Meet with the office to further discuss the request	2.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>University Extension Specialist II</i> or <i>University Research Associate I</i> or <i>University Extension Associate II</i> OC - Pahinungod
	2.2. The office will post a call for volunteers and conduct preparatory meetings prior to	None	7 days	<i>University Extension Associate II</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the scheduled activity.			<i>University Research Associate I</i> OC - Pahinungod
TOTAL		None	18 days 10 minutes	

OC.PAHINUNGOD.3. USE OF OFFICE FACILITIES (TRAINING ROOM AND EXECUTIVE CONFERENCE ROOM)

This service allows the transacting client to use the facilities of the office for their intended purposes.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Pahinungód Volunteers (Students, Alumni)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>Administrative Aide I</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
2. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>University Research Associate II</i> OC - Pahinungod
3. Meet with the office to further discuss the request	3.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>Administrative Aide I</i> or <i>Administrative Assistant II</i> OC - Pahinungod
TOTAL		None	11 days 10 minutes	

OC.PAHINUNGOD.4. REQUEST FOR USE OF OFFICE EQUIPMENT/SUPPLIES

This service allows the transacting clients to request for the use of office equipment or supplies for their intended use.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Pahinungód Volunteers (Students, Alumni)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	2 days	<i>Administrative Aide IV</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
2. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or <i>University Research Associate II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC - Pahinungod
	2.2. Transmit a copy of the pre-filled Borrower's Agreement Form (BAF) to the client.	None	3 days	<i>University Research Associate I</i> or <i>Administrative Aide IV</i> OC - Pahinungod
3. Accomplish and submit the BAF.	3.1. The office processes the request.	None	3 days	<i>Administrative Aide IV</i> OC - Pahinungod
TOTAL		None	9 days 10 minutes	

OC.PAHINUNGOD.5. REQUEST FOR MEDIA PARTNERSHIP

This service allows the transacting clients to request a media partnership through the office's official communication channels.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	5 days	<i>University Research Associate II</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	3 days	<i>Director</i> OC - Pahinungod
2. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or <i>University Research Associate II</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC - Pahinungod
TOTAL		None	8 days 10 minutes	

OC.PAHINUNGOD.6.REQUEST FOR VOLUNTEER CERTIFICATION

This service allows the transacting clients to request for a certification of the volunteer services rendered through the office.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may Avail	UPLB Pahinungód Volunteers (Students, Alumni)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	3 days	<i>University Extension Associate II</i> OC - Pahinungod
	1.3. Validate the certification.	None	3 days	<i>University Research Associate I</i> OC - Pahinungod
	1.4. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
2. Receive the signed volunteer certification.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				University Research Associate II OC - Pahinungod
TOTAL		None	7 days 10 minutes	

OC.PAHINUNGOD.7.REQUEST FOR A COPY OF/AUTHENTICATED CERTIFICATE OR RECORDS

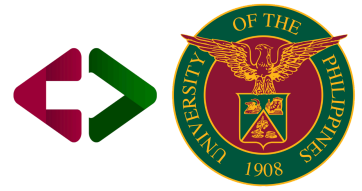
This service allows the transacting clients to request for a certification of the volunteer services rendered through the office.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	5 days	<i>University Research Associate II</i> OC - Pahinungod
	1.3. Validate the certification.	None	3 days	<i>University Research Associate I</i> OC - Pahinungod
	1.4. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
2. Receive the signed volunteer certification.	2.1. Transmit a copy of the signed	None	5 minutes	<i>University Research Associate I</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document to the client.			or <i>University Research Associate II</i> OC - Pahinungod
TOTAL		None	9 days 10 minutes	



**OFFICE OF THE CHANCELLOR
UGNAYAN NG PAHINUNGÓD
INTERNAL SERVICES**

OC.PAHINUNGOD.8. USE OF OFFICE FACILITIES (TRAINING ROOM AND EXECUTIVE CONFERENCE ROOM)

This service allows the transacting client to use the facilities of the office for their intended purposes.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>Administrative Aide I</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
5. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>University Research Associate II</i> OC - Pahinungod
6. Meet with the office to further discuss the request	3.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>Administrative Aide I</i> or <i>Administrative Assistant II</i> OC - Pahinungod
TOTAL		None	11 days 10 minutes	

OC.PAHINUNGOD.9. REQUEST FOR USE OF OFFICE EQUIPMENT/SUPPLIES

This service allows the transacting clients to request for the use of office equipment or supplies for their intended use.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	2 days	<i>Administrative Aide IV</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
5. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or <i>University Research Associate II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC - Pahinungod
	2.2. Transmit a copy of the pre-filled Borrower's Agreement Form (BAF) to the client.	None	3 days	<i>University Research Associate I</i> or <i>Administrative Aide IV</i> OC - Pahinungod
6. Accomplish and submit the BAF.	3.1. The office processes the request.	None	3 days	<i>Administrative Aide IV</i> OC - Pahinungod
TOTAL		None	9 days 10 minutes	

OC.PAHINUNGOD.10. REQUEST FOR FACILITATORS FOR CAPACITY AND TEAM-BUILDING ACTIVITIES

This service allows the transacting clients to request student, employee, or alumni volunteers to facilitate their capacity or team-building activities.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>University Extension Associate II</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
	1.3.a. If approved, the office will contact the client, then proceed to Step 2.	None	5 minutes	<i>University Extension Associate II</i> OC - Pahinungod

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3.b. If disapproved, the office will contact the client. End of transaction.	None		<i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
2. Meet with the office to further discuss the request.	2.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>University Extension Associate II</i> OC - Pahinungod
	2.2. The office will post a call for volunteers and conduct preparatory meetings before the scheduled activity.	None	7 days	<i>University Extension Associate II</i> OC - Pahinungod
TOTAL		None	18 days 10 minutes	

OC.PAHINUNGOD.11. REQUEST FOR FACILITATORS FOR WORKSHOPS AND SEMINARS

This service allows the transacting clients to request for student, employee, or alumni volunteers to facilitate workshops and seminars.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	3 days	<i>University Extension Associate II</i> or <i>University Research Associate I</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
	1.3.a. If approved, the office will contact the client,	None	5 minutes	<i>University Extension Associate II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	then proceed to Step 2.			OC - Pahinungod
	1.3.b. If disapproved, the office will contact the client. End of transaction.	None		<i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
2. Meet with the office to further discuss the request.	2.1. The office will arrange a meeting with the client to further discuss the request.	None	7 days	<i>University Extension Associate II</i> OC - Pahinungod
	2.2. The office will post a call for volunteers and conduct preparatory meetings prior to the scheduled activity.	None	7 days	<i>University Extension Associate II</i> OC - Pahinungod
TOTAL		None	18 days 10 minutes	

OC.PAHINUNGOD.12. REQUEST FOR MEDIA PARTNERSHIP

This service allows the transacting clients to request a media partnership through the office's official communication channels.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare suggested action for the Director.	None	5 days	<i>University Research Associate II</i> OC - Pahinungod
	1.3. Take an action on the request and sign the document.	None	3 days	<i>Director</i> OC - Pahinungod
2. Receive response or signed copy from Pahinungód.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or <i>University Research Associate II</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OC - Pahinungod
TOTAL		None	8 days 10 minutes	

OC.PAHINUNGOD.13.REQUEST FOR VOLUNTEER CERTIFICATION AND AUTHENTICATED COPY OF RECORDS

This service allows the transacting clients to request a certification of the volunteer services rendered through the office, or an authenticated copy of records such as existing certificates.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may Avail	UPLB Pahinungód Volunteers (Faculty, REPS, Administrative Staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	3 days	<i>University Extension Associate II</i> OC - Pahinungod
	1.3. Validate the certification.	None	3 days	<i>University Research Associate I</i> OC - Pahinungod
	1.4. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the signed volunteer certification.	2.1. Transmit a copy of the signed document to the client.	None	5 minutes	<i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
TOTAL		None	7 days 10 minutes	

OC.PAHINUNGOD.14.REQUEST FOR A COPY OF/AUTHENTICATED CERTIFICATE OR RECORDS

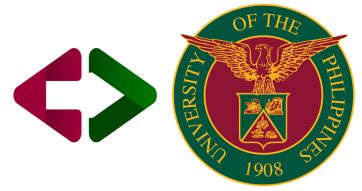
This service allows the transacting clients to request for a certification of the volunteer services rendered through the office.

Office or Division	UPLB Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Director (1 copy)	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the letter to the email of Pahinungód or submit a copy to the Bahay ng Pahinungód office.	1.1. Receive the letter and refer to the appropriate staff.	None	5 minutes	<i>Administrative Assistant II</i> or <i>University Research Associate I</i> or <i>University Research Associate II</i> OC - Pahinungod
	1.2. Review the document and prepare the certification.	None	5 days	<i>University Research Associate II</i> OC - Pahinungod
	1.3. Validate the certification.	None	3 days	<i>University Research Associate I</i> OC - Pahinungod
	1.4. Take an action on the request and sign the document.	None	1 day	<i>Director</i> OC - Pahinungod
2. Receive the signed volunteer certification.	2.1. Transmit a copy of the signed	None	5 minutes	<i>University Research Associate I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document to the client.			or <i>University Research Associate II</i> OC - Pahinungod
TOTAL		None	9 days 10 minutes	



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

OVCAA-MAIN.1. STUDENT EVALUATION OF TEACHING (SET) FORMS DISTRIBUTION

Distribution of SET forms to Units/Departments of Colleges

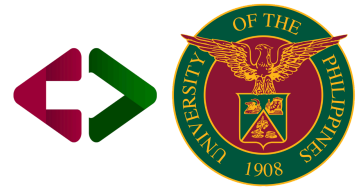
Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SET Forms	End user (AMIS Account)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloading of SET from AMIS	1.1 Process through searching for records of the requested UP employee (faculty members: regular and non-regular)	None	2 minutes	<i>Administrative Staff</i> OVCAA
	1.2 Downloading of the SET form	None	1 minute	<i>Administrative Staff</i> OVCAA
	1.3 Approval via e-signature	None	1 minute	<i>Administrative Staff</i> OVCAA
2. Distribution of SET forms	2.1 Forwarding of the approved copy of SET forms to the Units/Departments	None	1 minute	<i>Administrative Staff</i> OVCAA
TOTAL		None	5 minutes	

Note:

- The processing time is per document, and no AMIS discrepancies were encountered.
- For a new semester, distribution begins after the SET answering period ends.



**OFFICE OF THE VICE CHANCELLOR FOR
ACADEMIC AFFAIRS
CENTER FOR THE ADVACEMENT OF
TEACHING AND LEARNING
EXTERNAL SERVICES**

OVCAA-CATL.1. FACILITIES USAGE

Computer, Audio-Visual Facility and Venue services

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the use of facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Inform the clients about their schedule of use	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	40 minutes	

OVCAA-CATL.2.AUDIO-VISUAL EQUIPMENT RENTAL

Digital Camera, Digital Video Camera, Microphone, Digital Recording, and Projector rental

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the use of facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Inform the clients about their schedule of use	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	40 minutes	

OVCAA-CATL.3. PHOTO AND VIDEO DOCUMENTATION

Events needing photo & video documentation can be covered by the skillful manpower of the center.

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1, Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare photo and video equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the photo and video activity	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Send approval to the clients	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.6 Communicate with the clients about logistical concerns	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	35 minutes	

OVCAA-CATL.4. TRAININGS AND TUTORIALS (FACILITIES)

Various trainings are conducted by educational technology practitioners of the center from designing development, and delivery of learning technologies

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Schedule training and tutorial with clients	None	20 minutes	<i>University Extension Specialist 1 OVCAA-CATL</i>
	2.4 Plan and prepare for the training and tutorial session	None	1 hour	<i>University Extension Specialist 1 OVCAA-CATL</i>
	2.5 Conduct training and tutorial session	None	1-3 hours	<i>University Extension Specialist I/ Director/Invite d Faculty Member</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-CATL
TOTAL		None	4 hours and 30 minutes	

OVCAA-CATL.5. STUDENT ACCOUNT SERVICES

Administrative concerns of students such as account creation, password reset, trouble shooting, among others

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I</i> OVCAA-CATL
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/</i> <i>Director</i> OVCAA-CATL
	2.3 Address Request by creating accounts, and/or providing technical assistance through email.	None	20 minutes	<i>Administrative Assistant I</i> OVCAA-CATL
TOTAL		None	30 minutes	

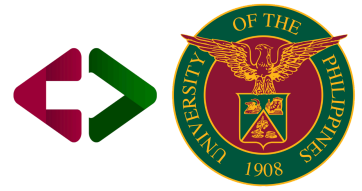
OVCAA-CATL.6. FACULTY ACCOUNT SERVICES

Administrative concerns of faculty and REPS such as account creation and registration, access to apps, account troubleshooting, etc.

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students and other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Address Request by creating accounts, and/or providing technical assistance through email.	None	20 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	30 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ACADEMIC AFFAIRS
CENTER FOR THE ADVANCEMENT OF
TEACHING AND LEARNING
INTERNAL SERVICES**

OVCAA-CATL.7. FACILITIES USAGE

Computer, Audio-Visual Facility and Venue services

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the use of facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Inform the clients about their schedule of use	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	40 minutes	

OVCAA-CATL.8.AUDIO-VISUAL EQUIPMENT RENTAL

Digital Camera, Digital Video Camera, Microphone, Digital Recording, and Projector rental

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the use of facilities and equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Inform the clients about their schedule of use	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	40 minutes	

OVCAA-CATL.9. PHOTO AND VIDEO DOCUMENTATION

Events needing photo & video documentation can be covered by the skillful manpower of the center.

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1, Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Prepare photo and video equipment	None	10 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.4 Schedule the photo and video activity	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.5 Send approval to the clients	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.6 Communicate with the clients about logistical concerns	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	35 minutes	

OVCAA-CATL.10. TRAININGS AND TUTORIALS (FACILITIES)

Various trainings are conducted by educational technology practitioners of the center from designing development, and delivery of learning technologies

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Schedule training and tutorial with clients	None	20 minutes	<i>University Extension Specialist 1 OVCAA-CATL</i>
	2.4 Plan and prepare for the training and tutorial session	None	1 hour	<i>University Extension Specialist 1 OVCAA-CATL</i>
	2.5 Conduct training and tutorial session	None	1-3 hours	<i>University Extension Specialist I/ Director/Invited Faculty Member OVCAA-CATL</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	4 hours and 30 minutes	

OVCAA-CATL.11. STUDENT ACCOUNT SERVICES

Administrative concerns of students such as account creation, password reset, trouble shooting, among others

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Address Request by creating accounts, and/or providing technical assistance through email.	None	20 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	30 minutes	

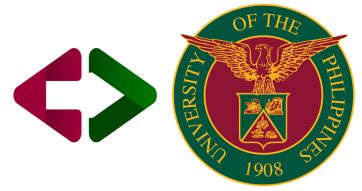
OVCAA-CATL.12. FACULTY ACCOUNT SERVICES

Administrative concerns of faculty and REPS such as account creation and registration, access to apps, account troubleshooting, etc.

Office or Division	Center for the Advancement of Teaching and Learning
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Online Request form	UPLB CATL Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online request form				<i>Requester</i>
2. Submit request form to UPLB CATL	2.1 Forward request form to person-in-charge	None	5 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
	2.2 Seek approval of the request	None	5 minutes	<i>University Extension Specialist 1/ Director OVCAA-CATL</i>
	2.3 Address Request by creating accounts, and/or providing technical assistance through email.	None	20 minutes	<i>Administrative Assistant I OVCAA-CATL</i>
TOTAL		None	30 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ACADEMIC AFFAIRS
DEPARTMENT OF MILITARY SCIENCE AND
TACTICS
EXTERNAL SERVICES**

OVCAA-DMST.1. ROTC GRADE CERTIFICATION AND SERIAL NUMBERS

Provided to students and former students of the Military Science Basic or Advance training program and to Headquarters Army Reserve Command PA.

Office or Division	Department of Military Science and Tactics
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Graduates of the UPLB ROTC Advance and Basic programs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Identification and ROTC year taken.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Provide required informations	1.1. Verify student identification.	None	5 minutes	<i>Administrative Staff</i> OVCAA-DMST
	1. 2. Retrieve student records.	None	5 minutes	<i>Administrative Staff</i> OVCAA-DMST
	1.3. Print student records (grades)	None	5 minutes	<i>Administrative Staff</i> OVCAA-DMST
	1.4. Secure Department head signature.	None	3 days	<i>Administrative Staff</i> OVCAA-DMST
	1.5. Issue certification	None	1 minute	<i>Administrative Staff</i> OVCAA-DMST
TOTAL		None	3 days, 16 minutes	

OVCAA-DMST.2. REQUEST FOR ROTC ENROLLMENT and ENROLLMENT REPORT

Provided to 403CDC, 4RCDG, RESCOM, Philippine Army

Office or Division	Department of Military Science and Tactics
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	403 Community Defense Center, 4RCDG, RESERVE COMMAND, Philippine Army.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Access to AMIS Curriculum Management Page	AMIS Account

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue orders to organize and conduct ROTC Training.	1.1 Create Sections for ROTC 1, 2 and Advance Military Science courses.	None	2 hours	<i>Administrative Staff</i> OVCAA-DMST
	1.2 Monitor updates on student enrollment.	None	30 days	<i>Administrative Staff</i> OVCAA-DMST
	1.3 Inform enrolled students on ROTC Unit assignments and training schedules.	None	10 minutes	<i>Administrative Staff</i> OVCAA-DMST
2. Issue orders to submit Enrollment Report.	2.1 Secure final student roster.	None	2 hours	<i>Administrative Staff</i> OVCAA-DMST

	2.2 Write enrollment narrative.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
	2.3 Write enrollment concerns and recommendations.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
	2.4 Submit to HQ 403 CDC.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
TOTAL		None	30 days, 7 hours, 10 minutes	

OVCAA-DMST.3. ROTC CONDUCT OF TRAINING INSTRUCTIONS

Provided to students enrolled in basic and advanced Military Science subjects.

Office or Division	Department of Military Science and Tactics
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	403 Community Defense Center, 4RCDC, RESERVE COMMAND, Philippine Army.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Military Science (ROTC) enrollment.	AMIS Account
2. Lecture POI from RESCOM, PA	403 Community Defense Center, 4RCDC, RESCOM, PA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll ROTC course in SAIS.	1.1 Secure student roster per section.	None	4 hours	<i>Administrative Staff</i> OVCAA-DMST

	1.2 Announce unit assignments to students.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
2. Report for training instructions.	2.1 Organize and provide training instructions based on approved POI.	None	60 hours	ROTC Training Team
	2.2 Conduct and monitor performance assessment.	None	5 hours	<i>Administrative Staff</i> OVCAA-DMST
	2.3 Submit performance rating per student.	None	3 hours	<i>Administrative Staff</i> OVCAA-DMST
TOTAL		None	9 days, 1 hour	

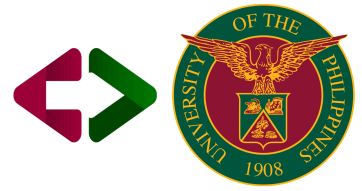
OVCAA-DMST.4. REQUEST FOR ROTC AFTER SEMESTRAL REPORT

Provided to 403CDC, 4RCDG, RESCOM PA for issuance of Reservist Serial Number.

Office or Division	Department of Military Science and Tactics
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	403 Community Defense Center, 4RCDG, RESERVE COMMAND, Philippine Army.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter orders to submit After Training and Semestral Report	4RCDG, RESERVE COMMAND, Philippine Army

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue orders to submit Semestral report .	1.1 Secure final student roster and rating.	None	2 hours	<i>Administrative Staff</i> OVCAA-DMST
	1.2 Write a semestral accomplishment narrative.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
	1.3 Write training concerns and recommendations.	None	1 hour	<i>Administrative Staff</i> OVCAA-DMST
	1.4 Submit to HQ 403 CDC.	None	30 minutes	<i>Administrative Staff</i> OVCAA-DMST
TOTAL		None	4 hours, 30 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ACADEMIC AFFAIRS
DEPARTMENT OF MILITARY SCIENCE AND
TACTICS
INTERNAL SERVICES**

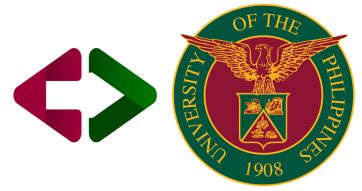
OVCAA-DMST.5. REQUEST FOR COLOR DETAILS AND CEREMONIAL PARADES

Provided to UPLB for official University events.

Office or Division	Department of Military Science and Tactics
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB offices with activities that require the entry and exit of the National and University flags and University visitors requiring arrival and departure ceremonies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Color details form	UPLB DMST office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form.	1. Secure Commandants approval.	None	3 days	<i>Administrative Staff</i> OVCAA-DMST
2. Submit to DMST	2. Convene available Cadet officers for Details.	None	3 days	<i>Administrative Staff</i> OVCAA-DMST
	3. Secure excuse letter from instructors of participating Cadet officers.	None	3 days	<i>Administrative Staff</i> OVCAA-DMST
	4. Rehearse and execute.	None	1 day	<i>Administrative Staff</i> OVCAA-DMST
TOTAL		None	10 Days	



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

OVCAA-OUR.1.TRANSFER APPLICATION (FILIPINO)

Processing of applications for admission of Filipino transferees from other universities/schools

Office or Division	Admission Section, OUR
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP and non-UP undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Application Form (OUR Form No.3)	UPLB OUR Website > Admission
1. Certification and Data Privacy Consent Form	UPLB OUR Website > Admission
2. Grade Sheet Template	UPLB OUR Website > Admission
3. True Copy of Grades	Current School
4. Affidavit of Non-Enrollment/Approved Leave of Absence	Notary Public / Current School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download needed documents from the OUR website.	1.1 Update application guidelines on the OUR website	None	30 minutes	<i>Student Records Evaluator III</i> <i>Senior Office Aide</i> OVCAA-OUR
2. Accomplish the undergraduate application form and Data Privacy Consent form.	2.1 Review the submitted online application forms for completeness	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> OVCAA-OUR
3. Accomplish the Grade Sheet Template.	3.1 Check the entries in the grade sheet template against the True Copy of Grades	None	5 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Aide OVCAA-OUR
4. Submit an updated True Copy of Grades.	4.1 Check the semesters enrolled and final grades and units earned against the application form and grade sheet template	None	5 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
5. Submit an affidavit of non-enrollment or approved Leave of Absence in case of gap enrollment in college.	5.1 Check if the content of the affidavit is complete and accurate.	None	1 minute	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
6. Encode information and upload needed documents on the Online Application Google Form on or before the deadline.	6.1 Issue a Reference Number upon submission of online application	None	1 minute	Senior Office Aide OVCAA-OUR
7. Print out Reference Number and indicate on the hard copies of the application documents.	7.1 Check that all application documents bear the correct Reference Number	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-OUR
8. Submit the hard copies of the application documents to the Admission Section, OUR on or before the deadline.	8.1 Check submitted hard copies for completion and correctness.	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.2 Assess/ validate the units and GWA earned by the applicant	None	20 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> OVCAA-OUR
	8.3 Record if applicant satisfies the minimum requirements	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> OVCAA-OUR
	8.4 Prepare credentials for forwarding to college concerned for further evaluation	None	5 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.5 Refer application to college	None	1 day	<i>Student Records Evaluator III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	concerned through the Office of the College Secretary (OCS)			Administrative Assistant I Senior Office Aide OVCAA-OUR
	8.6 OCS refers to the unit concerned	None	1 day	College Secretary/ Administrative Staff OVCAA-OCS
	8.7 Unit evaluates the applicant and gives ranking and recommendation	None	3 days	Unit Admissions Committee
	8.8 Unit returns application to the OCS	None	1 day	Unit Admissions Committee
	8.9 OCS returns application with the unit recommendation to the OUR	None	2 days	College Secretary/ Administrative Staff OVCAA-OCS
	8.10 Forward result to the University Registrar for checking of availability of slots	None	1 day	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	8.11 Prepare the application result for issuance to the applicant	None	1 day	Student Records Evaluator III Administrative Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Aide OVCAA-OUR
	8.12 Issue the result to applicant via email	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
TOTAL		None	10 days, 1 hour and 32 minutes	

OVCAA-OUR.2.TRANSFER APPLICATION (NON-FILIPINO)

Processing of applications for admission of non-Filipino transferees from universities/schools abroad

Office or Division	Admission Section, OUR
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	Non-Filipino undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Application Form (OUR Form No.3)	UPLB OUR Website > Admission
2. Certification and Data Privacy Consent Form	UPLB OUR Website > Admission
3. Personal History Statement	UPLB OUR Website> Admission
4. Grade Sheet Template	UPLB OUR Website > Admission
5. Official Transcript of Records	Current School
6. Affidavit of Non-Enrollment/ Approved Leave of Absence (if with gap enrollment)	Notary Public / Current School
7. Application Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download needed documents from the OUR website.	1.1 Update application guidelines on the OUR website	None	30 minutes	<i>Student Records Evaluator III</i> <i>Senior Office Aide</i> OVCAA-OUR
2. Accomplish the undergraduate application form and Data Privacy Consent form.	2.1 Review the submitted application forms for completeness	None	5 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish the Grade Sheet Template.	3.1 Check the entries in the grade sheet template against the Official Transcript of Records	None	5 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
4. Submit a copy of the Official Transcript of Records.	4.1 Check the semesters enrolled and final grades and units earned against the application form and grade sheet template	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
5. Submit an affidavit of non-enrollment or approved Leave of Absence in case of gap enrollment in college.	5.1 Review content of affidavit/LOA for correctness and completeness	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
6. Settle the application fee.	6.1 Check the application fee receipt is uploaded	US\$20.00 (non-resident) / ₱150.00 (resident)	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-OUR
7. Encode information and upload needed documents on the Online Application Google Form on or before the deadline.	7.1 Issue a Reference Number upon submission of online application	None	1 minute	Senior Office Aide OVCAA-OUR
8. Print out Reference Number and indicate on the hard copies of the application documents.	8.1 Check that all application documents bear the correct Reference Number	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
9. Submit the hard copies of the application documents to the Admission Section, OUR on or before the deadline.	9.1 Check submitted hard copies for completion and correctness.	None	20 minutes	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	9.2 Assess/ validate the units and GWA earned by the applicant	None	20 minutes	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	9.3 Record if applicant satisfies the minimum requirements	None	1 minute	Student Records Evaluator III Administrative Assistant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-OUR
	9.4 Prepare credentials for forwarding to college concerned for further evaluation	None	5 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	9.5 Refer application to college concerned through the Office of the College Secretary (OCS)	None	1 day	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	9.6 OCS refers to the unit concerned	None	1 day	College Secretary/ <i>Administrative Staff</i> OVCAA-OCS
	9.7 Unit evaluates the applicant and gives ranking and recommendation	None	3 days	<i>Unit Admissions Committee</i>
	9.8 Unit returns application to the OCS	None	1 day	<i>Unit Admissions Committee</i>
	9.9 OCS returns application with the unit recommendation to the OUR	None	2 days	College Secretary/ <i>Administrative Staff</i> OVCAA-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9.10 Forward result to the University Registrar for checking of availability of slots	None	1 day	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	9.11 Prepare application result for issuance to the applicant	None	1 day	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	9.12 Issue the result to applicant via email	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
TOTAL		US\$20.00 (non-resident / ₱150.00 (resident))	10 days, 1 hour and 43 minutes	

OVCAA-OUR.3. NEW FIRST YEAR APPLICATION FOR AUTOMATIC ADMISSION

Processing of applications for admission as new first year of high school graduates from schools abroad

Office or Division	Admission Section, OUR
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Graduates of high schools abroad

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Application Form (OUR Form No.3)	UPLB OUR Website > Admission
2. Certification and Data Privacy Consent Form	UPLB OUR Website > Admission
3. Examination Certificates (SAT,GCE or IB Diploma)	Administrators of International Examinations
4. Apostilled transcript of records	Current School
5. Copy of PSA (for Filipinos)	PSA Civil Registry System Outlet
6. Application Fee (for non-Filipinos)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application documents from the OUR website.	1.1 Update application guidelines on the OUR website	None	30 minutes	<i>Student Records Evaluator III</i> <i>Senior Office Aide</i> OVCAA-OUR
2. Accomplish the undergraduate application form and Data Privacy Consent form.	2.1 Review the submitted application forms for completeness	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
3. Submit a copy of official examination	3.1 Check the entries in examination	None	10 minutes	<i>Student Records Evaluator III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
results and certificates.	results and certificates			<i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
4. Settle application fee and submit application fee receipt.	4.1 Check receipt if correct amount is paid	US\$20.00 (non-Filipinos)	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
5. Encode information and upload needed documents on the Online Application Google Form on or before the deadline.	5.1 Issue a Reference Number upon submission of online application	None	1 minute	<i>Senior Office Aide</i> OVCAA-OUR
6. Print out Reference Number and indicate on the hard copies of the application documents.	6.1 Check that Reference Number is on all the application documents.	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
7. Submit the hard copies of the application documents to the Admission Section, OUR on or before the deadline.	7.1 Check submitted hard copies for completion and correctness.	None	20 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Aide OVCAA-OUR
	7.2 Assess if credentials satisfy the requirement for automatic admission	None	1 minute	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	7.3 Refer the application to the University Registrar for approval based on availability of slot	None	1 day	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	7.4 Prepare application result for issuance to the applicant	None	20 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	7.5 Issue the result to applicant via email	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	US\$20.00 (non-Filipinos)	1 day, 1 hour and 36 minutes	

OVCAA-OUR.4. SECOND BACCALAUREATE APPLICATION

Processing of applications for admission for a second baccalaureate

Office or Division	Admission Section, OUR
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	UP and non-UP graduates of a Bachelor's degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Application Form (OUR Form No.3)	UPLB OUR Website > Admission
2. Certification and Data Privacy Consent Form	UPLB OUR Website > Admission
3. Grade Sheet Template	UPLB OUR Website > Admission
4. Official Transcript of Records	All tertiary schools attended
5. Personal History Statement (for non-Filipinos only)	UPLB OUR Website > Admission
6. Two Recommendation Letters	Applicant's Former Teachers/Supervisor
7. Photocopy of BS diploma	School where BS degree was obtained
8. Application Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download needed forms from the OUR website.	1.1 Update application guidelines on the OUR website	None	30 minutes	<i>Student Records Evaluator III</i> <i>Senior Office Aide</i> OVCAA-OUR
2. Accomplish the undergraduate application form and Data Privacy Consent form.	2.1 Review the submitted application forms for completeness	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Aide OVCAA-OUR
3. Accomplish the Grade Sheet Template.	3.1 Check the entries in the grade sheet template against the True Copy of Grades	None	10 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
4. Submit a copy of the Official Transcript of Records.	4.1 Check the semesters enrolled and final grades and units earned against the application form and grade sheet template	None	10 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
5. Settle the application fee	5.1 Check application fee receipt if correct amount has been paid	US\$20.00 (non-Filipino)/ ₱100.00 (Filipino)	1 minute	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
6. Encode information and upload needed documents on the Online Application	6.1 Issue a Reference Number upon submission of online application	None	1 minutes	Senior Office Aide OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Google Form on or before the deadline.				
7. Print out Reference Number and indicate on the hard copies of the application documents.	7.1 Check that all application documents bear the correct Reference Number	None	2 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
8. Submit the hard copies of the application documents to the Admission Section, OUR on or before the deadline.	8.1 Check submitted hard copies for completion and correctness.	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.2 Assess/validate the units and GWA earned by the applicant	None	20 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.3 Record if applicant satisfies the minimum requirements	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-OUR
	8.4 Prepare credentials for forwarding to college concerned for further evaluation	None	20 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.5 Refer application to college concerned through the Office of the College Secretary (OCS)	None	1 day	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	8.6 OCS refers to the unit concerned	None	1 day	<i>College Secretary/ Administrative Staff</i> OVCAA-OCS
	8.7 Unit evaluates the applicant and gives ranking and recommendation	None	3 days	<i>Unit Admissions Committee</i>
	8.8 Unit returns application to the OCS	None	1 day	<i>Unit Admissions Committee</i>
	8.9 OCS returns application with the unit recommendation to the OUR	None	1 day	<i>College Secretary/ Administrative Staff</i> OVCAA-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.10 Refer the college recommendation to University Registrar for checking on availability of slots	None	1 day	Student Records Evaluator III Administrative Assistant I OVCAA-OUR
	8.11 Prepare application result for issuance to the applicant	None	20 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	8.12 Issues the result to applicant via email	None	2 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
TOTAL		US\$20.00 (non-Filipino)/ ₱100.00 (Filipino)	8 days, 2 hours and 18 minutes	

OVCAA-OUR.5. APPLICATION FOR ADMISSION AS NON-DEGREE/SPECIAL STUDENT

Processing of applications for admission of college graduates to earn additional undergraduate units

Office or Division	Admission Section, OUR
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Graduates of bachelor's degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Undergraduate Application Form (OUR Form No.3)	UPLB OUR Website > Admission
2. Certification and Data Privacy Consent Form	UPLB OUR Website > Admission
3. Official Transcript of Records	All Tertiary Schools Attended
4. Photocopy of BS Diploma	School where BS degree was obtained
5. Application Fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application documents from the OUR website.	1.1 Update application guidelines on the OUR website	None	30 minutes	<i>Student Records Evaluator III</i> <i>Senior Office Aide</i> OVCAA-OUR
2. Accomplish the undergraduate application form and Data Privacy Consent form.	2.1 Review the submitted application forms for completeness	None	10 minutes	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
3. Submit an Official Transcript of Records	3.1 Check the semesters enrolled and final grades and units earned	None	10 minutes	<i>Student Records Evaluator III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	against the application form and grade sheet template			<i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
4. Submit a photocopy of BS diploma	4.1 Check content against transcript and application form	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
5. Settle the application fee	5.1 Check the application fee receipt if correct amount has been paid	US\$20.00 (non-Filipino) / ₱100.00 (Filipino)	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
6. Encode information and upload needed documents on the Online Application Google Form on or before the deadline.	6.1 Issue a Reference Number upon submission of online application	None	2 minutes	<i>Senior Office Aide</i> OVCAA-OUR
7. Print out Reference Number and indicate on the hard copies of	7.1 Check that the Reference Number is on all the application documents	None	1 minute	<i>Student Records Evaluator III</i> <i>Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the application documents.				Senior Office Aide OVCAA-OUR
8. Submit the hard copies of the application documents to the Admission Section, OUR on or before the deadline.	8.1 Check submitted hard copies for completion and correctness.	None	20 minutes	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	8.2 Record if applicant satisfies the minimum requirements	None	1 minute	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	8.3 Prepare application result for issuance to the applicant	None	1 day	Student Records Evaluator III Administrative Assistant I Senior Office Aide OVCAA-OUR
	8.4 Issue the result to applicant via email	None	2 minutes	Student Records Evaluator III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant I</i> <i>Senior Office Aide</i> OVCAA-OUR
	TOTAL	US\$20.00 (non-Filipino)/ ₱100.00 (Filipino)	1 day, 1 hour and 18 minutes	

OVCAA-OUR.6. FIRST TIME REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS

This process involves the submission and verification of required documents by the applicant for the initial issuance of an Official Transcript of Records. The application is reviewed to ensure completeness and accuracy of academic records. Upon successful evaluation, the request is forwarded for approval, preparation, and official release in accordance with institutional policies and timelines.

Office or Division	Transcript of Records Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students and UPLB Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance 2. Form 5 if student is currently enrolled	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form through a Google Form.	1.1 Retrieve records and send assessment of fees to client.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner Senior Transcript Assistants</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fees of requested Official Transcript of Records at the Cashier's Office or through online payment.		₱50.00 pesos per page		
3. Upload the proof of payment in the link.	3.1 Receive and verify proof of payment.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.2 Prepare the requested document.	None	7 days	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Senior Transcript Assistants</i> OVCAA-OUR
	3.3 Check information on documents against student records.	None	3 days	<i>Administrative Officer III</i> OVCAA-OUR
	3.4 Edit the document for the final draft.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.5 Approve final printing of the document.	None	1 day	<i>Administrative Officer III</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Print the document onto a security paper.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner Senior Transcript Assistants</i> OVCAA-OUR
	3.7 Countersign document.	None	1 day	<i>Administrative Officer III</i> OVCAA-OUR
	3.8 Forward the document to the University Registrar for signature.	None	2 days	<i>University Registrar</i> OVCAA-OUR
	3.9 Send email to client notifying the availability of documents.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Senior Transcript Assistants</i> OVCAA-OUR
4. Claim the requested document.	4.1 Issue the documents to the client.	None		<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
TOTAL		₱50.00 pesos per page	19 days and 30 mins	

OVCAA-OUR.7. RECOPY OF THE OFFICIAL TRANSCRIPT OF RECORDS

This process involves the submission of a request for the reissue or recopy of an Official Transcript of Records. The applicant's records are verified against existing files to ensure accuracy. Once confirmed, the request is processed in accordance with institutional guidelines for preparation, approval, and official release.

Office or Division	Transcript of Records Section
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students and UPLB Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance 2. Form 5 if student is currently enrolled	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form through a Google Form.	1.1 Retrieve records and send assessment of fees to client.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fees of requested Official Transcript of Records at the Cashier's Office or through online payment.		₱50.00 pesos per page		
3. Upload the proof of payment in the link provided.	3.1 Receive and verify proof of payment.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.2 Print the document onto a security paper.		1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Transcript Assistants OVCAA-OUR
	3.3 Check information for verification.	None	1 day	Administrative Officer III OVCAA-OUR
	3.4 Forward the document to the University Registrar for signature.	None	1 day	University Registrar OVCAA-OUR
	3.5 Send email to client notifying the availability of documents.	None	1 day	Student Records Evaluator II Student Records Evaluator I Administrative Assistant V Student Records Examiner Senior Transcript Assistants OVCAA-OUR
4. Claim the requested document through the queuing system.	4.1 Issue document to client.	None	15 Minutes	Student Records Evaluator II Student Records Evaluator I Administrative Assistant V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	TOTAL	₱50.00 pesos per page	6 days and 30 minutes	

OVCAA-OUR.8. CERTIFICATIONS OF SCHOOL CREDENTIALS

This process involves receiving, evaluating, and verifying student requests for the certification of school credentials. Applications are reviewed for completeness and accuracy of academic records prior to approval, certification, and official release in accordance with institutional policies.

Office or Division	Transcript of Records Section
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students and UPLB Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirement depends on the certification requested: 1. Original transcript and a photocopy (for certified true copy of official transcript of records) 2. Original diploma and a photocopy (for certified true copy of diploma and English translation of the diploma) 3. Affidavit of loss (for the certified text of the diploma) 4. Form 5 (for certificate of enrollment)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form through a Google Form.	1.1 Retrieve records. 1.2 Send assessment of fees to client.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Senior Transcript Assistants</i> OVCAA-OUR
2. Pay the fees of requested Official Transcript of Records at the Cashier's Office or through online payment.		see applicable rates		
3. Upload the proof of payment in the link provided.	3.1 Receive and verify proof of payment.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.2 Prepare the document.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.3 Check information for verification.	None	1 day	<i>Administrative Officer III</i> OVCAA-OUR
	3.4 Forward the document to the University Registrar for signature.	None	1 day	<i>University Registrar</i> OVCAA-OUR
	3.5 Approve final printing of the document.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Claim the requested document through a queuing system.	4.1 Issue documents to clients upon providing the unique transaction code.	None	15 Minutes	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
TOTAL		Rates depend on document requested* See Table of Fees	6 days and 30 minutes	

TABLE OF FEES	
Certification	₱50.00 per page
CTC of OTR	₱40.00 per page
Diploma	₱40.00 per page

OVCAA-OUR.9. PREPARATION OF DOCUMENTS FOR RED RIBBON PROCESSING AND WORLD EDUCATION SERVICES

This process involves assisting applicants in securing the necessary requirements for DFA Red Ribbon authentication and facilitating requests for educational assessment from other countries. Academic documents are reviewed and prepared in compliance with the

standards and procedures set by the Department of Foreign Affairs and relevant international assessment bodies.

Office or Division	Transcript of Records Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students and UPLB Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirement depends on the certification requested: 1. Original transcript and a photocopy (for certified true copy of official transcript of records) 2. Original diploma and a photocopy (for certified true copy of diploma and English translation of the diploma) 3. Affidavit of loss (for the certified text of the diploma) 4. Form 5 (for certificate of enrollment)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form through a Google Form.	1.1 Retrieve records.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fees of requested Official Transcript of Records at the Cashier's Office or through online payment.		see applicable rates		
3. Upload the proof of payment in the link.	3.1 Receive and verify proof of payment.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
	3.2 Prepare OTR.	None	7 days	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Transcript Assistants OVCAA-OUR
	3.3 Check information in documents against student records.	None	3 days	Administrative Officer III OVCAA-OUR
	3.4 Forward the OTR to the University Registrar for signature.	None	1 day	University Registrar OVCAA-OUR
	3.5 Prepare the documents for the DFA requirements. - Certified True Copy of Office Transcript of Records - Certified True Copy of Diploma - English Translation of Diploma - English as a Medium of Instruction - CAV (Certification Authentication and Verification)	None	4 days	Student Records Evaluator II Student Records Evaluator I Administrative Assistant V Student Records Examiner Senior Transcript Assistants OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Forward the above documents to the University Registrar for signature.	None	1 day	<i>University Registrar</i> OVCAA-OUR
	3.7 Ready for release. 3.8 The client will receive an email notifying the availability of documents.	None	1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i> <i>Senior Transcript Assistants</i> OVCAA-OUR
4. Claim the requested document.	4.1 Issue documents to clients.	None	15 Minutes	<i>Student Records Evaluator II</i> <i>Student Records Evaluator I</i> <i>Administrative Assistant V</i> <i>Student Records Examiner</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Transcript Assistants OVCAA-OUR
TOTAL		Rates depend on document requested* See Table of Fees	19 days and 30 minutes	

TABLE OF FEES	
Certification	₱50.00 per page
CTC of OTR	₱40.00 per page
Diploma	₱40.00 per page

OVCAA-OUR.10.REQUEST FOR UP MAIL ADDRESS

This process outlines the procedure for requesting a UP Mail address for UPLB students to enable access to the Academic Management Information System (AMIS). Requests are reviewed and validated to ensure eligibility, after which the UP Mail account is created and activated in accordance with university IT and data security policies.

Office or Division	Data Processing Section
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student submitted entrance credentials in Admission section	Student
Faculty/Staff must secure an appointment letter	HRDO/Department Chair

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students are required to submit a hard copy of their entrance	1.1 Receive and evaluate the documents. 1.2 Encode client's data in Digital	None	1 day	Project Development Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
credentials.	Innovation Center UP Los Banos (DIC UPLB) mail template.			<i>Computer Programmer III</i> <i>Junior Community Relations Associate</i> <i>Junior Office Assistant</i> OVCAA-OUR
	2.1 Digital Innovation Center UP Los Banos (DIC UPLB) emails the UP mail credentials to clients (student/faculty/ staff).	None	Processing time depends on respective office	
TOTAL		None	1 day	

OVCAA-OUR.11. REQUEST FOR ACADEMIC INFORMATION MANAGEMENT SYSTEM (AMIS) CREDENTIALS

This process outlines the procedure for requesting access credentials to the Academic Management Information System (AMIS) for students. Requests are evaluated to verify user identity and eligibility. Upon approval, credentials are issued or reset in accordance with institutional IT policies to ensure secure and authorized system access.

Office or Division	Data Processing Section
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB admitted students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student UP mail address	Digital Innovation Center, UP Los Baños (DIC UPLB)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a) Students submit the UP Mail account issued by DIC to the Data Processing Section (DPS) of the Office of the University Registrar.	1.1 Receive and process the submitted data 1.2 Create AMIS credentials	None	5 days	<i>Project Development Officer III</i> <i>Junior Community Relations Associate</i> <i>Junior Office Assistant</i> OVCAA-OUR
2. Clients must log in to AMIS to verify that their issued AMIS credentials have been completed.				
TOTAL		None	5 days	

OVCAA-OUR.12. PROCESSING OF TUITION FEE EXEMPTION (TFE)

Processing of Tuition Fee Exemption for the matriculation fees of qualified UPLB students who are dependents of UP employees is done through the Study Privileges Application System (SPAS). This online system is used for the submission, processing, and approval of the application form, which serves as payment for the students' matriculation fees and allows them to obtain their Registration Form 5.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Client
Who may Avail	UP Students who are dependents of UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Tuition Fee Exemption online application	Study Privileges Application System (spas.uplb.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SPAS (spas.uplb.edu.ph) and fill out required information and upload signed documents.				
2. Click the "SUMMIT" button to submit application to the following offices for processing: HRDO → OCS/GS → OUR.	2.1. Evaluate the submitted application for appropriate action of the University Registrar.		5 days	<i>Administrative Officer V</i> OVCAA-OUR
	2.2. Tag student's AMIS account as TFE recipient.		1 hour	<i>Junior Office Assistant</i> OVCAA-OUR
3. Applicant to monitor SPAS and pay the remaining balance of matriculation fees.				
4. Upload proof of payment in the Matriculation Fee Google Form				
TOTAL		None	5 days and 1 hour	

OVCAA-OUR.13. PROCESSING OF UNIVERSITY CLEARANCE THROUGH THE OFFICE OF THE VICE CHANCELLOR STUDENT AFFAIRS MANAGEMENT (OSAM) SYSTEM

The University Clearance required for the release of the credentials of UPLB students is processed through an online system. The clearance is transmitted to the concerned offices for verification prior to the issuance of final approval by the University Registrar.

Office or Division	Records and Appraisal Section

Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online application of University Clearance through OSAM System	Office of the Vice Chancellor for Student Affairs (uplbosa.org)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the University Clearance through OSAM System (uplbosa.org).	1.1 Application will be forwarded to all other offices in charge of the processing and approval of University Clearance			
	1.2 Get the list of University Clearances application approved by other offices from the OSAM System.		1 hour	<i>Junior Office Assistant</i> OVCAA-OUR
	1.3 Retrieve the student jackets and check the list of graduates for deficiencies.		1 day	<i>Junior Office Assistant</i> OVCAA-OUR
	1.4 Check the account of the student in AMIS for payment accountabilities and put on "HOLD" if deficient.		1 day	<i>Student Records Evaluator II</i> <i>Student Records Evaluator II</i> OVCAA-OUR
	2.4. Approve the University Clearance via OSAM System		1 hour	<i>Student Records Evaluator II</i> <i>Student Records Evaluator II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCAA-OUR
3. Students download the copy of University Clearance thru OSAM System.				
TOTAL		None	2 days and 2 hours	

OVCAA-OUR.14. REQUEST FOR REPLACEMENT OF STUDENT IDENTIFICATION CARD

The student must submit a request form, provide proof of identity, and pay any applicable replacement fee. Once verified, the replacement ID is prepared and released, ensuring continued access to campus facilities and services.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form	Requesting Party
2x2 size picture with white background in .jpeg format	
Black e- signature on white background in .jpeg format	
Current Semester Form 5	
Receipt of Payment	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the ID Replacement Form from the OUR website (our.uplb.edu.ph) and fill out the required information.		None		
2. For clearance, email e-copy of accomplished ID replacement application form to the College Library (if applicable) and to the Main Library.	2.1. The College/Main Library emails the certified copy of the signed application form to the student.	None		
3. The student sends a certified application form to the OUR through email.	3.1 Review, verify and evaluate the application form for approval of the University Registrar.	None	5 days	<i>Administrative Officer V</i> OVCAA-OUR
4. Pay the ID replacement fee and upload to the Google Form (Student ID Application Form) all the required documents.	4.1 Prepare and print out replacement ID	₱130.00	1 day	<i>Administrative Aide VI</i> OVCAA-OUR
	4.2 Notify student through email that their replacement ID is available for pick-up	None	30 minutes	<i>Administrative Aide VI</i> OVCAA-OUR
5. Claim the requested ID replacement at OUR Service Window 10.	5.1 Issue replacement ID	None	10 minutes	<i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		₱130.00	6 days and 40 minutes	

OVCAA-OUR.15. POSTING OF PAYMENTS OF MATRICULATION FEES IN ACADEMIC MANAGEMENT INFORMATION SYSTEM (AMIS)

Payments of students who settle their matriculation fees late, make payments through bank transfer or over-the-counter transactions, or have incorrect payment entries shall be forwarded to the University Registrar for posting of the payment on AMIS, which is necessary for the generation of UP Form 5 (UP Certificate of Registration).

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Receipt of payment or Bank transfer receipt	Landbank of the Philippines or from other banks
List of students who pay online thru Linkbiz	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the receipt of payments or any transaction receipts through Google form (for over-the-counter payment, bank transfer and late payments only)	1.1 Align and check then repost payment that were posted by the Cashier's Office but not successfully validated in AMIS. 1.2 Open the account of the student in AMIS 1.3 Check the amount paid by the student 1.4 Post the payment manually or through batch posting to AMIS. Note: If there is a discrepancy between the payment and the actual charges,	None	7 days	<i>Student Records Evaluator II</i> <i>School Credits Evaluator</i> <i>Junior Office Assistant</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	inform the student.			
TOTAL		None	7 days	

OVCAA-OUR.16. TAGGING OF SCHOLARSHIP BENEFITS IN ACADEMIC MANAGEMENT INFORMATION SYSTEM (AMIS)

Scholarship benefits are tagged in the Academic Management Information System (AMIS) as payment for students' matriculation fees for the issuance of Registration Form 5.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of scholars or Endorsement letter of scholarships	Scholarship donors/sponsors

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the List of scholars or endorsement letter of scholarships through email request of tagging at records_our.uplb@up.edu.ph	1.1 Open the account of a student in AMIS.	None	1 day	<i>Student Records Evaluator II</i> <i>Junior Office Assistant</i> OVCAA-OUR
	1.2 Check the student's information and tag the student's scholarship in the AMIS account.		5 days	<i>Student Records Evaluator II</i> <i>Junior Office Assistant</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Inform the student to download their Form 5 through email.		1 day	<i>Student Records Evaluator II</i> <i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		None	7 days	

OVCAA-OUR.17. REQUEST FOR THE REFUND OF MATRICULATION FEES

Refunds of matriculation fees may be requested by students who have officially withdrawn their registration or in cases where excess payment has been made. Requests for refund are subject to verification by the offices concerned and shall be processed in accordance with existing university policies and guidelines. Only payments that have been duly recorded and validated in the Academic Management Information System (AMIS) shall be considered for refund.

Office or Division	Records and Appraisal Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request of refund	Student
Receipt of payment	Student
Approved form of financial benefits	Office of the University Registrar
Registration Form 5	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the refund request letter and supporting documents (if any) via email to records_our.uplb@up.edu.ph.	1.1 Receive the request from email. 1.2 Evaluate the request for refund and check the data in the Academic	None	1 day	<i>Student Records Evaluator II</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Management Information System (AMIS). 1.3 Compute the amount to be refunded and prepare all the necessary attachments. 1.4 Prepare and print the Disbursement Voucher using the PAVE system. 1.5 Record the refund information to the list of refund. 1.6 Counter sign the Disbursement Voucher and forward it to the University Registrar for approval.			
	1.7 University Registrar signs the Disbursement Voucher	None	1 day	
	1.8 Inform the student thru email on the status of requested refund. 1.9 Photocopy the Disbursement Voucher (3 copies). 1.10 Submit the Disbursement Voucher and supporting	None	1 hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents to the Office of the Vice Chancellor for Academic Affairs.			
	1.11 Vice Chancellor for Academic Affairs	None	Processing time depends on respective offices	
	1.12 Accounting Office	None		
	1.13 Cashier's Office - deposited the refund to Landbank Account of the client or any Philippine Bank Account	None		
2. Get the refund from Landbank account		None		
TOTAL		None	2 days and 1 hour	

OVCAA-OUR.18. REQUEST FOR THE COPY OF GRADES AND FORM 5 OF CROSS REGISTERED STUDENTS FROM OTHER UP CAMPUS

Copies of the grades and Form 5 are requested by students from other UP constituent universities who enrolled at UPLB for the purpose of crediting the courses to their respective home campuses.

Office or Division	Records and Appraisal Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter request of copy of grade and form 5	Student
Registration form 5	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request and supporting documents at OUR Service Window 10 or through email sent to records_our.uplb@up.edu.ph	1.1 Receive the request from Windows 10 or from email. 1.2 Evaluate the request for a copy of grades and Form 5 and check the data in the Academic Management Information System (AMIS). 1.3 Download and print the copy of grades and Form 5. 1.4 Countersign the copy of grades and Form 5, forward it to the University Registrar.	None	4 hours	<i>School Credits Evaluator</i> OVCAA-OUR
	1.5 University Registrar signs the Certified true copy of grades and Form 5.	None	30 minutes	<i>University Registrar</i> OVCAA-OUR
2. Pick up the copy of grades and Form 5 at OUR Service Window 10 or through email.	1.6 Inform the student through email on the status of the request, email the scanned copy or inform the student the physical copy is already available at OUR		30 minutes	<i>School Credits Evaluator</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Service Window 10.			
TOTAL		None	5 hours	

OVCAA-OUR.19. ISSUANCE OF ORIGINAL COPY OF DIPLOMA

Responsible for overseeing the complete process of diploma issuance. Maintains accurate academic records, verifies graduate credentials prior to issuance.

Office or Division	Records and Appraisal Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card	Student
University Clearance	Student
Authorization Letter (if representative)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or authorization letter.	1.1 Verify Identification presented. 1.2 Verify and confirm if the student already secured an approved University Clearance. 1.3 Issue Diploma to client or representative.	None	1 day	<i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		None	1 day	

OVCAA-OUR.20. REQUEST FOR CERTIFIED TRUE COPY OF FORM 5

Students may submit requests for certified true copies or additional copies of their Form 5 which may be required for employment, further studies, scholarship applications, or other official purposes.

Office or Division	Records and Appraisal Section
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Student
Receipt of Payment	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through email at records_our.uplb@up.edu.ph or scan the QR code posted in OUR Service Window 10.		None		
2. Pay fee via Linkbiz Portal online payment or at the Cashier's Office.	2.1 Open the Certified True Copy of Form 5 Google Form for submitted request. 2.2 Check the record of the client's request. 2.3 Prepare the certified true copy and print. 2.4 Countersign certified true copy.	₱50.00	1 day	<i>Junior Office Assistant</i> OVCAA-OUR
	2.5 Secure signature of the University Registrar.	None	30 minutes	<i>Student Records Evaluator II</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the requested document.	3.1 Issue the requested Certified True Copy of Form 5.	None	10 minutes	<i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		₱50.00	1 day and 40 minutes	

OVCAA-OUR.21. VERIFICATION OF SCHOOL RECORDS

Private companies and other agencies request verification of school records for job applicants or current employees to confirm academic credentials for employment, promotion, licensing, or compliance purposes.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Private Companies and Other Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Verification	Company/Agency requesting for verification
Receipt of Payment	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through email at records_our.uplb@up.edu.ph .	1.1 Evaluate the request and inform the clients the amount to be paid via email.	None		<i>Student Records Evaluator II</i> OVCAA-OUR
2. Pay the amount through Linkbiz Portal and send a scanned copy of payment receipt via email to records_our.uplb@up.edu.ph	2.1 Prepare the verification document for issuance.	Local - ₱100.00 International U\$30.00	5 days	<i>Student Records Evaluator II</i> OVCAA-OUR
	2.2. Release through email the verified document.	None	1 day	<i>Student Records Evaluator II</i> OVCAA-OUR
TOTAL		Local - ₱100.00	6 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		International U\$30.00		

OVCAA-OUR.22. REQUEST FOR HONORABLE AND NON-HONORABLE DISMISSAL/TRANSFER CREDENTIALS

Students who did not complete their degree program and intend to transfer to another university or college may request a copy of their **Honorable Dismissal**.

Non-Honorable Dismissal/Transfer Credentials are issued to students who have already graduated or who will continue their studies to the next level of their academic program.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
University Clearance	
Receipt of Payment	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through email at records_our.uplb@up.edu.ph or scan the QR code posted in OUR Service Window 10.				
2. Pay fee via Linkbiz Portal online payment or at the Cashier's Office.	2.1 Open the Honorable and Transfer Credentials Google Form for submitted request. 2.2 Check the record of the client's request.	₱50.00	5 days	Junior Office Assistant OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepare the document and print. 2.4 Counter sign by the staff-in-charge.			
	2.5 Secure signature of the University Registrar	None	30 minutes	<i>Student Records Evaluator II</i> OVCAA-OUR
3. Claim the requested document.	3.1 Issue the requested HD or Non-HD document	None	10 minutes	<i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		₱50.00	5 days and 40 minutes	

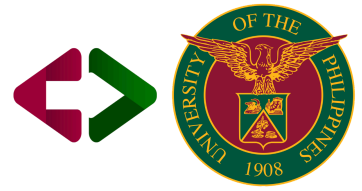
OVCAA-OUR.23.CERTIFICATION OF MATRICULATION

This document has been requested by the student for the purpose of certifying the amount of matriculation fees due.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Identification Card	Student
Payment of Receipt	Cashiers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request at OUR Service Window 10.		None		
2. Pay fee via Linkbiz Portal online payment or at the Cashier's Office.		₱50.00		
3. Submit payment receipt.	31. Prepare certification and verify the matriculation fees of the student and secure signature.	None	3 days	<i>Junior Office Assistant</i> OVCAA-OUR
4. Claim the document	4.1 For issuance of the request	None	10 minutes	<i>Junior Office Assistant</i> OVCAA-OUR
TOTAL		₱50.00	3 days and 10 minutes	



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

OVCAA-OUR.24. ONLINE TRAININGS ON HOW TO USE AMIS

This process involves receiving requests for AMIS training sessions, organizing and scheduling the sessions, and ensuring that faculty are properly guided on using the Student Academic Information System. Training is planned for each academic term, with materials, access, and support provided in accordance with institutional policies.

Office or Division	Data Processing Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request address to University Registrar	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter of request to Office of the University Registrar	1.1 Receive the request and forward to University Registrar	None	10 minutes	<i>Project Development Officer III</i> OVCAA-OUR
	1.2 University Registrar approves and signs the request	None	30 minutes	<i>University Registrar</i> OVCAA-OUR
	1.3 Prepare the needed materials and equipments and schedule the training	None	1 hour	<i>Junior Community Relations Associate Junior Office Assistant</i> OVCAA-OUR
2. Received training from OUR-Data Processing Section, online	2.1 Conduct training and distribute user's manual on how to use AMIS.	None	4 days	<i>Junior Community Relations Associate Junior Office Assistant</i> OVCAA-OUR
TOTAL		None	4 days, 1 hour and 40 minutes	

OVCAA-OUR.25. PROCESSING OF REDUCED FEE (RF)

Processing of Reduced Fee for the matriculation fees of qualified UPLB employees is done through the Study Privileges Application System (SPAS). This online system is used for the submission, processing, and approval of the application form, which

serves as payment for the students' matriculation fees and allows them to obtain their Registration Form 5.

Office or Division	Records and Appraisal Section
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reduced Fee online application	Study Privileges Application System (spas.uplb.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the SPAS (spas.uplb.edu.ph). Fill-out required information and upload signed documents.		None		
2. Click the Submit button. The online application will be submitted to the following offices for processing: HRDO → GS → OUR → VC according to designated classification.	2.1. Evaluate the submitted application and submit to the designated Vice Chancellor for appropriate action.	None	5 days	<i>Administrative Officer V</i> OVCAA-OUR
	2.2. Upon receipt of approval, the request will be tagged in the student's AMIS account.	None	1 day	<i>Junior Office Assistant</i> OVCAA-OUR
3. Applicant to monitor SPAS and pay the remaining balance of matriculation fees.		Matriculation fees based on assessment.		
4. Upload proof of payment in the		None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Matriculation Fee Google Form.				
TOTAL		None	6 days	

OVCAA-OUR.26. PROCESSING OF FACULTY SERVICE RECORDS (FSR)

This process involves checking the accuracy of course schedules, ensuring that teaching load credits are correctly computed for faculty, and confirming that off-hour classes are properly checked. The verification ensures compliance with academic policies and prevents errors in workload calculation and conflicts in class schedules.

Office or Division	Secretariat and Publication Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Faculty Service Records	Office of the College Secretary (OCS) where faculty member is under

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished faculty service record as checked by the college personnel.	1.1 Receive the document.	None	30 minutes	<i>Administrative Officer III</i> OVCAA-OUR
	1.2 Countercheck schedule of courses, computation of teaching load credits and off-hour schedule.	None	14 days	<i>Administrative Officer III</i> OVCAA-OUR
	1.3 Countersign the faculty service record.	None	2 days	<i>Administrative Officer III</i> OVCAA-OUR
	1.4 University Registrar sign the document.	None	2 days	<i>University Registrar</i> OVCAA-OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Record the document and forward to the OVCAA.	None	1 day	<i>Administrative Officer III</i> OVCAA-OUR
	1.6 OVCAA receive FSRs. Forward FSRs with Research and Extension credits to OVCRE.	None	Processing time depends on respective office.	
	1.7 OVCRE receives and checks FSRs. Return evaluated FSRs to OVCAA.	None		
	1.8 OVCAA return FSRs to OCS	None		
	TOTAL	None	19 days and 30 minutes	

OVCAA-OUR.27. REQUEST FOR ACADEMIC INFORMATION MANAGEMENT SYSTEM (AMIS) CREDENTIALS

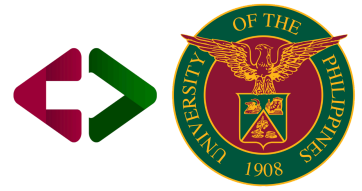
This process outlines the procedure for requesting access credentials to the Academic Management Information System (AMIS) for students, faculty, and staff. Requests are

evaluated to verify user identity and eligibility. Upon approval, credentials are issued or reset in accordance with institutional IT policies to ensure secure and authorized system access.

Office or Division	Data Processing Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty/Staff UP mail address, and Endorsement Letter or Appointment letter	Digital Innovation Center, UP Los Baños (DIC UPLB) and HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a). Faculty submit the UP Mail account issued by DIC together with the endorsement letter from the Department chair to the Data Processing Section (DPS) of the Office of the University Registrar. b) Staff submit the UP Mail account issued by DIC together with the endorsement letter from the unit head to the Data Processing Section (DPS) of the Office of the University Registrar.	1.1 Receive and process the submitted data 1.2 Create AMIS credentials	None	5 days	<i>Project Development Officer III</i> <i>Junior Community Relations Associate</i> <i>Junior Office Assistant</i> OVCAA-OUR
2. Clients must log in to AMIS to verify that their issued AMIS credentials have been completed.				
TOTAL		None	5 days	



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

OVCAA-UL.1. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Ask the client/patron on the topic and Operating System (OS) preference. 1.3. Deploys client/patron to vacant computer unit.	None	1 minute	College Librarian I College Librarian II College Librarian III Administrative Assistant II
2. Client/patron proceeds to assigned computer unit and performs activity.	2. Inter-file student's ID.		1 minute	OVCAA-UL
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.		1 minute	
TOTAL		None	3 minutes	

OVCAA-UL.2. PRINTING SERVICE

Self-service printing of documents

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file.	1.1 Commands its printing depends on client's preference.	see applicable rates	1 minute	College Librarian I
2. Client/patron pays the amount and signs in the log sheet.	2.2 Gives the printout/s to client/patron and receives and records the payment.		1 minute	College Librarian II College Librarian III Administrative Assistant II OVCAA-UL
TOTAL		Rates depend on document requested* See Table of Fees	2 minutes	

TABLE OF FEES	
B&W/Plain Text Dot-Matrix Print	₱1.00 per page

TABLE OF FEES	
Ink-Based	₱2.00 per page
Laser Print/Colored	₱5.00 per page
Graphic	₱10.00 per page

OVCAA-UL.3. SCANNING SERVICE

Use of Library computers and other handheld technologies

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to the allotted PC and opens the file.	1.1.Commands its scanning depends on the number of documents.	₱5.00	1 minute	College Librarian I
2. Client/patron pays the amount and signs in the log sheet.	2. Inter-file student's ID.		1 minute	College Librarian II College Librarian III Administrative Assistant II OVCAA-UL
TOTAL		₱5.00 per page	2 minutes	

OVCAA-UL.4. NEWSPAPER VIEWING (IN MICROFILM OR DVD)

Viewing of old newspapers in microfilm or DVD with microfilm reader/scanner and PC.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Asks the client/patron on the title and date of issue.	None	1 minute	<i>College Librarian I</i>
2. Client/patron proceeds to microfilm viewing area or assigned computer unit and performs activity.	2.1. Assists/orients client/patron in newspaper viewing using microfilm reader/scanner.		3 minutes	<i>College Librarian II</i> <i>College Librarian III</i> <i>Administrative Assistant II</i> OVCAA-UL
3. Client/patron signs out in the log sheet.	3.1. Scans and returns the ID.		1 minute	<i>Administrative Staff</i> OVCAA-UL
TOTAL		None	5 minutes	

OVCAA-UL.5. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	Main Library
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru email/webmail	1.1 Checks email and verifies if sender is UP constituents or non-UP	see applicable rates	1 minute	College Librarian III
	1.2. Searches the requested article in the database		3 minutes	College Librarian I
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	OVCAA-UL
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5.2. Staff scans the article		1 minute	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru email		3 minutes	
TOTAL		Rates depend on document requested* See Table of Fees	10 days and 9 minutes	

TABLE OF FEES	
Article/Documents (available online)	Free
Article/Documents	₱5.00 per page + ₱50.00 processing fee \$1.00 per page + US\$5.00 processing fee (scanning for print materials)

OVCAA-UL.6. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service, either in real time (chat through Messenger) or email

Office or Division	Main Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1. Responds to the client's introduction	None	5 minutes	<i>Librarians</i>
2. Sends query thru e-mail/web mail, chat	2.1. Answers/ responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority		15 minutes	<i>University Researchers /</i> OVCAA-UL
TOTAL		None	20 minutes	

OVCAA-UL.7. CHARGING AND DISCHARGING OF UNIVERSITY SPECIAL COLLECTIONS (ROOM USE ONLY)

Lending of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2C - Government to Citizen

Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults Online Public Access Catalog (OPAC) and presents the filled-up request form together with a valid ID to the library staff at the counter	1.1. Assist the client/patron in using OPAC if necessary (first-time user)	None	5 minutes	<i>College Librarian II</i>
	1.2. Checks if ID is valid, and locates and serves the requested materials.		5 minutes	<i>College Librarian I</i> <i>Librarian I</i> <i>Administrative Aide VI</i> <i>Administrative Aide I</i>
2. Receives requested materials. If in CD format, proceeds to the available computer unit for browsing	2.1. Files the Request Form with the ID of the Borrower		1 minute	OVCAA-UL
3. Returns the material and receives ID	3.1. Returns the ID of the borrower		1 minute	
	3.2. Return the material to its designated shelf		3 minutes	
TOTAL		None	15 minutes	

OVCAA-UL.8. PHOTOCOPYING OF UNIVERSITY SPECIAL COLLECTIONS

Self-service photoduplication of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the certification form and submits it to the staff in charge	1.1. Reviews the pages to be photocopied 1.1.1. For Theses and Dissertations, Abstract, RRL and Bibliography 1.1.2. For other materials, only 1% of the total pages or one chapter	see applicable rates	2 minutes	College Librarian II College Librarian I Librarian I Administrative Aide VI Administrative Aide I
	1.2. Signs the certification form and instruct the client to proceed to the photocopying area		1 minute	OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceeds to self-service photocopy area	2. Assists client if needed		5 minutes	
3. Client pays the amount and signs the logsheet	3. Receives payment		2 minutes	
TOTAL		Rates depend on document requested* See Table of Fees	10 minutes	

TABLE OF FEES	
Black and White	₱2.00 per page
Colored half page	₱5.00 per page
Colored whole page	₱10.00 per page

OVCAA-UL.9. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB publications, such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails uscs-mainlib.uplb@up.edu.ph or accomplished online form via bit.ly/AccessToSpecialMaterials	1.1. Verifies the classification of the client, if UP constituents or non-UP.	see applicable rates	1 minute	College Librarian II
	1.2. Searches the requested material in the database and checks permission access and digitization status		2 minutes	College Librarian I
	1.2.1. Informs the client if the requested materials fall on the following: a. Restricted b. E-Copy format is not yet available		2 minutes	OVCAA-UL
	1.2.2. If the client is Non-UP, informs them of the processing fee		1 minute	
2. Non-UP client pays the amount	2.1. If in e-copy format or digitized already and is available in the google drive, edits restriction access for viewing only		2 minutes	
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem		2 minutes	
TOTAL		Rates depend on document requested* See Table of Fees	15 minutes	

TABLE OF FEES	
UP	No fee
Non-UP: Local	₱50.00 processing fee
Non-UP: International	US \$5.00 processing fee

OVCAA-UL.10. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home-used books

Office or Division	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the call number, and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes	<i>Administrative Assistant II</i>
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID;		2 minutes	<i>Administrative Aide IV (ICS)</i>
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module;			<i>College Librarian III</i>
	2.3. Prints receipt, stamps the Book Card and slip with the date due.			<i>College Librarian II</i>
	2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.			<i>College Librarian I</i>
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.	₱2.00/day for overdue book		<i>Librarian I</i>
3.2. Returning of Books: Returns an overdue	3.2. Computes, accepts payment and issues official		3 minutes	<i>Administrative Aide III</i>
				<i>Administrative Aide VI</i>
				<i>Administrative Aide I</i>
				OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
book at the counter on or before date due	receipt (OR)	exclusive of Sundays and holidays		
TOTAL		₱2.00/day	10 minutes	

OVCAA-UL.11. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client(s) intend to borrow

Office or Division	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar , University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks OPAC (http://ilib.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book				<i>College Librarian I</i> <i>College Librarian II</i>
2. Accomplish the online reservation form and submits request thru https://bit.ly/mainlibraryonlinebookreservation	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an iLib account 2.2. Verifies the borrower's status	None	8 minutes	<i>Administrative Assistant II</i> <i>Administrative Aide III</i> <i>Administrative Aide III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and checks the availability of the book requested at the iLib system			<i>Senior Administrative Aide IV (ICS)</i> OVCAA-UL
	2.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries	None	1 minute	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account	None	7 minutes	
	3.2. Fills up the book card with the borrower's name			
	3.3. Prints receipt, stamps the Book Card and slip with the date due; and			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inter-files the book card.			
	3.4. Places the book on the Sensitizer and press Lending. Inserts the book receipt to the book			
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the Main Library Circulation Counter/ Main Library Lobby (Guard). 4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation email) upon pick-up. 4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented. 4.4. Failure to pick-up the	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	materials within two (2) working days from the day of notification would mean forfeiture of the request.			
TOTAL		None	16 minutes	

OVCAA-UL.12. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i>
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2. Locates the book and gives the long card for signature of the borrower		2 minutes	<i>College Librarian II</i>
3. Signs the Long	3. Serves the book			<i>Administrative Assistant II</i>
				<i>Administrative Aide III</i>
				<i>Senior Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Card and submit it together with ID	and files the Long Card with the ID of the borrower			<i>Aide IV (ICS)</i> OVCAA-UL
4. Returning of Room Used Book: Returns the book at the counter	4. Returns the ID of the borrower, inserts the Long Card and returns the book on the shelf.		1 minute	
5. Borrowing of Overnight/Home Use: Fills-up the long card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday and 3:00PM every Saturday)	5. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. Places the book on the Sensitizer and press Lending. Gives the book to the client and Inter-files the Long card together with the ID.		2 minutes	
6. Returning of Overnight Books: Returns the book	6. Scan the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.	see applicable rates	2 minutes	
7. Gets ID	7. Places the book	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on the Sensitizer and presses Returning. Inserts the Long Card and returns the book on the shelf.			
TOTAL		Rates depend on hourly rate* See Table of Fees	8 minutes	

TABLE OF FEES	
Failure to return a Reserve Book	₱1.00 for 1st hour
	₱5.00 for succeeding hours
	₱50.00 for whole day

OVCAA-UL.13. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division	Serials and Filipiniana Sections-Main Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the Request Slip with the journal title, volume, issue number and year and presents it together with ID	1.1. Validates the client's ID, locates and serves the requested journals.	None	5 minutes	College Librarian III
	1.2. Files the Request Slip together with the ID		1 minute	College Librarian II College Librarian I
2. Returns the borrowed journal at the Counter	2.1. Returns the ID to the clients and the journal to the shelf		2 minutes	Librarian I Administrative Aide VI OVCAA-UL
TOTAL		None	8 minutes	

OVCAA-UL.14. ACCEPTING/HIRING OF STUDENT ASSISTANTS

Hiring of Student Assistants every semester based on the allocated hours (AH) assigned to the University Library.

Office or Division	Office of the University Librarian
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate Students; starting Old Freshmen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID 2. Updated OSAM account 3. Student Assistants Orientation 4. Land Bank ATM account	Office of the University Registrar OVCSA- Office of Scholarship and Grants OVCSA- Office of Scholarship and Grants Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and Form 5 bearing Registered stamp or Validated ID with stickers of current AY	1. Checks presented ID and Form 5	None	1 minute	University Researcher I OVCAA-UL
2. Presents	2.1. Checks		5 minutes	University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
tabulated class schedule	schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students. 2.3. Assigns section to where there is a need for SA and for screening of supervisor.			<i>Researcher I</i> OVCAA-UL
3. Proceeds to referred sections for interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to settle the reason why the student is not illegible.		5 minutes	<i>College Librarian II</i> <i>College Librarian III</i> <i>College Librarian I</i> <i>College Librarian IV</i> OVCAA-UL
4. SA generates	4.1. Checks		10 minutes	<i>College</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Final SA Application form	information supplied 4.2. Supervisor signs the Final Application form 4.3. University Librarian signs the Final Application Form 4.4. Advises the student to submit the application form to the OVCSA-OSG.			<i>Librarian II</i> <i>Librarian III</i> <i>College Librarian I</i> <i>University Researcher I</i> <i>University Librarian</i> OVCAA-UL
TOTAL		None	21 minutes	

OVCAA-UL.15. ACCEPTING NON-UP CLIENTS/VISITORS

Accepts Non-UP Researchers as a Public service to government and private sectors

Office or Division	Public Assistance and Complaint Desk/Information Desk
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UP clients (Alumni; former UP Faculty members and Students granted honorable dismissal; Students: at least 3rd year HS or Grade 9, Senior HS, Undergraduate and Graduate; Faculty; Researcher; and Staff from public and private institutions)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For UP Alumni: 1. Valid ID with picture 2. Proof of program completion or graduation from UP	Client Office of Alumni Relations, Office of the University Registrar, Respective College
For Non-UP Clients: 1. Valid ID with picture 2. Referral letter	Client Client's institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and Referral letter or proof of program completion	1.1. Check presented ID and Referral letter or proof of program completion or graduation. 1.2. Provide QR code or link to Online Non-UP Registration form or Visitor's slip	see applicable rates	3 minutes	<i>Librarians</i> <i>College Librarians</i> <i>University Researcher 1 on-duty at the PACD</i> OVCAA-UL
2. Fill-up Online Non-UP Registration form or Visitor's slip	2.1. Receive, check and attest filled-up online registration form or visitor's slip 2.2. Issues Visitor's ID and/or Special Library Card			
3. Accept and wear Visitor's ID / Special Library Card for Alumni	3. Issue Visitor's ID / Special Library Card for Alumni			
4. Pay Library Fee	4. Collect payment and get Official Receipt		5 minutes	
5. Listen to library orientation and view the UPLB library website.	5.1. Orient Non-UP clients/visitors on the existing rules and regulation on the use of the library resources 5.2. Introduce the UPLB library website. 5.3. Demonstrate searching through OPAC		15 minutes	
6. Request Certificate of Appearance.	6. Issue Certificate of Appearance upon request		3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on client classification* See Table of Fees	26 minutes	

TABLE OF FEES	
For Alumni and retired staff	Free for 5 days/ sem Beyond 5 day, ₱20.00 per visit or ₱450.00 per year
For Public institutions	₱20.00 per client
For Private institutions PhP 50.00/client, Note: Except for Ateneo de Manila and De La Salle University (Manila) which are charged with the same amount that they charged the UPLB students per visit.	₱50.00 per client

OVCAA-UL.16. ACCESSING ONLINE RESOURCES USING DEDICATED IMAC (2ND FLOOR)

Provision of computers (iMac) in searching and accessing online resources

Office or Division	University Library 2nd floor
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs log-in sheet				<i>Librarian I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Views University Library website to click the Journal subscriptions and searches the online journals Types keyword on the Search Box of EBSCO Discovery Search and views search results.	2. Orients/assists clients if necessary	₱50.00/hour for Non-UP Clients only		College Librarian III College Librarian II College Librarian I University Researcher I OVCAA-UL
3. Ask for assistance whenever they encounter a problem.	3. Assists whenever clients encounter problems.			
TOTAL		₱50.00/hour for Non-UP Clients	8 minutes	

OVCAA-UL.17. ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP clients that requires electric charging of their personal laptop/netbook. This service is the counterpart of the 20 hours students' privilege on the use of computer.

Office or Division	Office of the University Librarian
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks the valid ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	₱50.00/hour for Non-UP clients/visitors	1 minute	Library Staff OVCAA-UL
2. Proceeds to the power charging station. Returns the number tag after availing the service	2. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 minute	
TOTAL		₱50.00/hour	2 minutes	

OVCAA-UL.18. RENEWAL OF CIRCULATION BOOKS BORROWED FROM THE OTHER LIBRARY UNIT

This service would allow library clients to renew a circulation book in any nearest or the most convenient library in UPLB campus as long as the book to be renewed is not overdue and was not on reserve by other users.

Office or Division	All college/unit libraries in UPLB
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID and the book(s) to be renewed	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); 1.2. Gives RENEWAL SLIP	₱2.00/day for overdue book exclusive of Sundays and holidays	2 minutes	College Librarian II College Librarian I Administrative Assistant II
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation Module-Holds to Pull to see if the book is on-Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the		10 minutes	Administrative Aide III Senior Administrative Aide IV (ICS) OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed.			
3. Receives ID and books	3. Owner Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the Koha.		3 minutes	
TOTAL		₱2.00/day	15 minutes	

OVCAA-UL.19. BORROWING AND RETURNING OF IN-PROCESS LIBRARY MATERIALS AT THE ACQUISITIONS AND CATALOGING SECTIONS FOR ROOM USE

In-process of newly acquired books can be borrowed for room use only.

Office or Division	Acquisitions and Cataloging Sections
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Validated School/Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the use of an in-process library material(s).	1.1.Asks the specific title of the in-process book/library material 1.2. Searches the title of the in-process material in the iLib System/Koha to confirm/check the status and location of the library material being requested. 1.3 Retrieves the in-process library material either at the Acquisitions or Cataloging Sections.	None	3 minutes	<i>College Librarian I</i> <i>Admin Aide IV</i> <i>Admin Aide III</i> OVCAA-UL
2. Signs at the registry logbook and leaves ID.	2.1. Checks ID and serves the requested in-process library material to the client		1 minute	
3. Browses/reads the book within the Office (Acquisitions or Cataloging Sections)				
3. Returns the in-process library material(s) borrowed to the Acquisitions/Cataloging Librarian	3.1 Returns the ID and receives the library material		1 minute	<i>Administrative Staff</i> OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
in-charge.				
4. Receives ID.	4.1 Return the borrowed book to the respective book truck.			<i>Administrative Staff OVCAA-UL</i>
TOTAL		None	5 minutes	

OVCAA-UL.20. ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, AMIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID with FORM 5 or class schedule or AMIS screenshot of registration. (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Staff checks student's status if New Freshman, Transferees or Old Student 1.2. Checks the name of the student at the Delinquent List, AMIS and in the Koha system for verification purposes	None	10 minutes	<i>College Librarian I</i> <i>College Librarian II</i> <i>Administrative Assistant II</i> <i>Administrative Aide III</i> <i>Senior Administrative Aide IV (ICS)</i>
2. Pays library dues	2.1. Accepts		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or return long overdue book/s if listed in the delinquent list	payment and issues official Receipt (OR) ; receives returned book/s			OVCAA-UL
3. Registers at the excel log sheet with Name, Student Number, College and Course	3.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID together with the Form 5 to the student. 3.2.For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		10 minutes	
TOTAL		None	25 minutes	

OVCAA-UL.21. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries' resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	General Reference Section
Classification	Simple

Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, AMIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/uplbmlivalidation (Main Library only accommodates the following colleges for ID validation: CAS, CAFS, GS (under CAS and CAFS program), CAFS/CAS Joint Program)	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (1st sem; if issued already) OR AMIS screenshot that shows complete name, semester (Semester 1 2021-2022), and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any) 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure 1.3. For students from other Colleges, the staff also notifies the students via email	None	10 minutes	College Librarian I College Librarian II Administrative Assistant II Administrative Aide III Senior Administrative Aide IV (ICS) OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and sends the ID validation link of the Unit Library 1.4. Checks the name of the student at the Delinquent List and in the iLib system for verification purposes			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2. Accepts payment and issues official Receipt (OR) ; receives returned book/s		5 minutes	
3. Students receives email notification with Certification of ID Validation (if requested)	3.1. Prepares Certification of ID validation signed by the Section Head (if requested) 3.2. Sends email notification to students along with the Certification of ID validation (if requested) 3.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library) 3.4. Forums Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		10 minutes	
TOTAL		None	25 minutes	

OVCAA-UL.22. ONSITE SIGNING OF UNIVERSITY CLEARANCE (UNIVERSITY LIBRARY)

This on-site service facilitates the "walk-in" clearance requests for UPLB Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning from AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
University Clearance Form	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form	1.1. Checks the purpose of clearance, the college of the client and the counter initial of the unit librarian.	None	5 minutes	College Librarian I
	1.2. Checks the client's name in the Delinquent List and in the Koha system for verification purposes.			College Librarian II
	1.3. Coordinates with the Unit Library if the requestor is in their College Delinquent List			Administrative Assistant II
	1.4. Computes amount of library dues if the name is included in the Delinquent List		5 minutes	Administrative Aide III
				Senior Administrative Aide IV (ICS)
				OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s			
	1.6. At the Clearance Form, the staff stamps the date opposite and initials. Validates and signs by the Section Head. Returns signed clearance		1 minute	
3. Receives signed clearance	1.7. Encodes and records the name of student/s, employee /s, College and purpose of clearance in the section's clearance google sheet		3 minutes	
TOTAL		None	14 minutes	

OVCAA-UL.23. ONLINE SIGNING OF UNIVERSITY CLEARANCE FOR STUDENTS (UNIVERSITY LIBRARY)

A University Clearance System is now online via <https://ovcsa.uplb.edu.ph>. This online system facilitates processing of university clearance for the following purposes:

Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school.

This digital transformation is part of the OSAM System managed by OVCSA-RECOMMIT in cooperation with the Office of the University Registrar and Offices/units clearance signatories of the university.

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Mail Account	DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log-in to http://ovcsa.uplb.edu.ph/ using their UP mail account and click the clearance icon	1.1. Office representative receives clearance requests via email thru RECOMMIT OVCSA <it@uplbosa.org>	None	1 minute	College Librarian I College Librarian II OVCAA-UL
2. Students choose the purpose of clearance application and enter the required details	2.1 Log-in to ovcsa.uplb.edu.ph and ‘Sign up as Clearance Administrator’		5 minutes	
* For ID Replacement and LOA clearance application, Students sends the form to their Unit Libraries for the counter initial of their Unit Librarian	2.2. Checks the client’s name at the Delinquent List and in the iLib system for verification purposes			
	2.3. Coordinates with the Unit Library if the student requestor is in their College Delinquent			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	List			
	2.4 Computes amount of library dues if the name is included in the Delinquent List		5 minutes	
3. Pays library dues or return long overdue book/s if listed in the delinquent list	3. Accepts payment and issues official Receipt (OR) ; receives returned book/s			
	3.2. At the Clearance System, the clearance administrator approves the request		1 minute	
	3.3. Sends the signed ID Replacement Clearance and Leave of Absence Form to student requestor copy furnished the unit libraries email address		3 minutes	
	3.4 Encodes and records the name of student/s, College and purpose of clearance in the section's clearance google sheet		3 minutes	
TOTAL		None	18 minutes	

OVCAA-UL.24. ONSITE ISSUANCE OF REFERRAL LETTER

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies set by the institution visited.

Reference interviews are conducted by the Reference Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in the Library.

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated School ID	1. Interviews the requestor to verify and confirm if he/she already exhausted all the resources available in the library	None	3 minutes	<i>College Librarian II</i> <i>College Librarian I</i> OVCAA-UL
2. Signs at the log sheet with Name, and School to be visited	2.1. Checks and verify if the Library or research institution to be visited accepts visitors		3 minutes	
	2.2. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 minutes	
3. Requestor received the printed and signed referral	3. Prints and signs the referral letter		1 minutes	
TOTAL		None	10 minutes	

OVCAA-UL.25. ONLINE ISSUANCE OF REFERRAL LETTER

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies set by the institution visited.

Reference interviews are conducted by the Reference Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in the Library.

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Form 5	Office of the University Registrar, University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/MainLibraryReferralRequest	1. Receives the online request and Checks google response sheet. Checks and verify if the Library or research institution to be visited accepts visitors	None	3 minutes	College Librarian II College Librarian I OVCAA-UL
Library client/Request received the request	2. Sends email to requestor to verify and confirm if he/she already exhausted all the resources available in the library		3 minutes	
	3. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 minutes	
	4. Sends the		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	referral letter to the requestors' email address			
TOTAL		None	10 minutes	

OVCAA-UL.26. SCANNING SERVICE FOR UPLB PUBLICATIONS

Scanning of UPLB Publications using Sharp DX Scanner or ScanSnap SV600

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff, presents the material(s) to be scanned, and fill in required information in the logsheet	1.1. 1.1. Reviews the pages to be scanned 1.1.1. For Theses and Dissertations, Abstract, RRL and Bibliography 1.1.2. For other materials, only 1% of the total pages or one chapter	₱5.00/page	2 minutes	College Librarian II College Librarian I Librarian I
	1.2. Commands its scanning depends on the number of documents		3 minutes	Administrative Aide VI Administrative Aide I
2. Client pays the amount, received the physical material, and	2.1. Gives the materials to the client and records the payment		1 minute	OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receives soft copy at the email address provided or on a storage device	2.2. Send the files to the client/patron's email address or save to client's storage device		2 minutes	
TOTAL		₱5.00 per page	8 minutes	

OVCAA-UL.27. KOHA ACCOUNT CREATION AND PASSWORD RESETTING

Koha account is necessary for borrowing library materials. Through Koha account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar, University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://library.uplb.edu.ph/secure-koha-account-now/	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a Koha account 1.2. Checks and verifies the account	None	15 minutes	<i>College Librarian I</i> <i>College Librarian II</i> OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	in iLib 1.3. Staff creates and encodes students' data for his/her account with No Account 1.4. Staff updates the students' record (reset password) in his/her existing account			
3. Student/s receives email notification with login credentials	2. Sends email notification with login credentials for each account requests		2 minutes	
TOTAL		None	17 minutes	

OVCAA-UL.28. ACCOUNT AUTHENTICATION REQUEST FOR REMOTE ACCESS (OPENATHENS AND TURNITIN)

This pertains to securing/authenticating an account for off-campus access to online databases and other research tools.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Form 5 (Certificate of Registration)	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the required	1. Verifies/ validates the submitted documents and authenticates the account.	None	1 day	<i>College Librarian I</i> <i>College Librarian II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents (Recent Form 5 and Validated UPLB ID).				College Librarian III OVCAA-UL
2. Client/patron receives email notification.	2. Sends confirmation email or email notification			
TOTAL		None	1 day	

OVCAA-UL.29. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Form 5 (Certificate of Registration)	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for checking.	1. Uploads the document at Turnitin for similarity check and report generation.	None	1 day	College Librarian I College Librarian II College Librarian III
2. Client/patron receives email notification.	2. Sends confirmation email or email notification along with similarity and AI-writing reports.			OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	1 day	

OVCAA-UL.30. LIBRARY INSTRUCTION SERVICE

A course-embedded instruction (either face-to-face or online via Zoom) with discussions focused on using and accessing relevant library resources and services for the desired student learning outcomes.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron (typically a faculty) sends request via email.	1. Confirms, arranges and coordinates the session to concerned parties.	None	1 day	<i>College Librarian III</i> <i>Librarians</i> OVCAA-UL
2. Client/patron receives email notification.	2. Sends confirmation email or email notification containing details on the conduct of the instructional session.			
TOTAL		None	1 day	

OVCAA-UL.31. ONE-ON-ONE TUTORIAL SERVICE

A personalized client support service is rendered to assist those who are experiencing technical issues in accessing the Library's digital/online information resources.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request by completing the online form.	1. Confirms, arranges and coordinates the session to concerned parties.	None	1 day	College Librarian I
2. Client/patron receives email notification.	2. Sends confirmation email or email notification containing details on the conduct of the session online.			College Librarian II
				College Librarian III
				OVCAA-UL
TOTAL		None	1 day	

OVCAA-UL.32. RESERVATION AND USE OF LIBRARY FACILITY

On special cases or events (like training, webinars, video/photo shoots, etc.), clients may avail of this service for the use of library facilities such as Viewing Room, Discussion Room or any part of the Library for the intended purpose.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends by completing the online form or a request in formal writing to the Office of the University Librarian.	1. Confirms, arranges and coordinates the session to concerned parties.	None	1 day	College Librarian I
2. Client/patron receives email notification on the status of request.	2. Sends confirmation email or email notification on the status of request.			College Librarian II
				College Librarian III
				OVCAA-UL
TOTAL		None	1 day	

OVCAA-UL.33. ONLINE LITERATURE SEARCH ASSISTANCE

An online search assistance request for related literature on a given topic searched in all available databases subscribed to by the University Library. This online service provides a list of references with a link to the full text sent through email.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP mail account	Digital Innovation Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through this link https://bit.ly/LitSearchService	1.1. Checks Google sheet for the request	None	1 minute	University Researcher I
	1.2. Examines carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords, Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage,		5 minutes	College Librarian I Librarian I College Librarian III OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	number of articles needed to be served.			
	1.3. Searches the requested topic in all possible database that may cover the subject		4 hours/20 articles	
	1.4. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic		2 minutes	
2. Clients receives the list of requested article thru email	2. Sends the list of the searched related literatures/articles via email		10 minutes	
5. Answers the Satisfaction Survey for the Online Literature Search Assistance service through this link - https://upsystemdili.man.qualtrics.com/jfe/form/SV_ehUGpQJysHyHNNI	5. Informs clients to spare a few minutes to answer the satisfaction survey after suggesting to avail other online services the library offers.		10 minutes	
TOTAL		None	5 hrs and 6 minutes for a batch of 20 article literatures searched and sent to client	

OVCAA-UL.34. BORROWING AND RETURNING OF ITEM FOR LIBRARY USE OR ROOM USE (LIBRARY OF THINGS)

Circulation of non-traditional library materials which is to be used inside the library only.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the use of an item.	1.1. Asks/requests the specific item. 1.2. Retrieves the item requested.	None	3 minutes	College Librarian III
2. Signs at the registry logbook and leaves ID.	2. Renders the item requested.			College Librarian I
3. Returns the item requested.	3. Receives the item requested.		1 minute	College Librarian II
4. Receives ID.	4. Returns the ID.		1 minute	OVCAA-UL
TOTAL		None	5 minutes	

OVCAA-UL.35. PAYMENT OF FINES

Settlement of obligations or fines for library books returned beyond their due date.

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed books Valid ID	Requesting Party Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book to the circulation/reserve counter.	1.1. Check book/s and Scan barcode of the book/s to be returned	None	3 minutes	College Librarian I
	1.2. Check the borrower's account, items overdue and outstanding charges	see applicable hourly rates	7 minutes	College Librarian II Administrative Assistant II
2. Pay fine	2.1 Receive the payment and issue official receipt			Administrative Aide III
	2.2 Check-in the book/s and hand the return/check-in receipt to client			Senior Administrative Aide IV (ICS) OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Stamp date of returned to the book/s			
3. Receive Transaction Receipt				
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	10 minutes	

TABLE OF FEES	
Fine for library books returned beyond their due date	₱2.00/day exclusive of Sundays and holidays
Fine for Reserve book returned beyond their due date	₱1.00 for the 1st hour
	₱5.00 for the succeeding hours
	₱50.00 for the whole day exclusive of Sundays and holidays

OVCAA-UL.36. PAYMENT FOR LOST BOOK/S

Settlement of obligations or fees resulting from the loss of library books

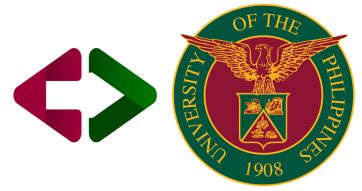
Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Declaration of Lost Book/s (1 original signed copy) Valid ID	Requesting Party office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Koha library system and Delinquent database	None	5 minutes	College Librarian I
	1.2. Retrieve the book card	None	10 minutes	College Librarian II
	1.3 Coordinate with the Acquisition Section for the assessment and verification of the cost/price of the lost books			Administrative Aide III
	1.4 Ask the client if he/she will replace the book with the same title OR pay its current replacement value + 50% of the current price			OVCAA-UL
2. Client opts to replace the loss book/s with the same title	2.1 Advise the client to look for the same edition and year or newer edition or check different online bookstores to source if the title is still available)	50% fine equivalent to the total cost of the materials	10 minutes	
2.1 Client pays the outstanding fines	2.1.1 Compute the 50% fine equivalent to the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	total cost of the materials			
	2.1.2 Accepts payment and issues official Receipt (OR)			
3. Client opts to replace the loss book/s by paying its current replacement value to be processed by the Library	3.1 Compute the amount based on the current cost of books in dollars and converted to Philippine pesos (if foreign book/s). To check and verify by the Acquisition Section against accession slip/ shelflist/ booker/ Amazon or other online catalogs	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	10 minutes	
	3.2 Accepts payment and issues official Receipt (OR)			
4. Receive ID and OR	4.1 Clear client record at the Delinquent list and Koha library system		5 minutes	
	4.2. Update the status of the book/s in the inventory/library record file and put remarks at the Union Shelflist			
TOTAL		50% fine equivalent to the total	40 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		cost of the materials; Current Market Price of Book/s plus 50% of the Current Market Price of Book/s		



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

OVCAA-UL.37. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Ask the client/patron on the topic and Operating System (OS) preference. 1.3. Deploys client/patron to vacant computer unit.	None	1 minute	College Librarian I College Librarian III College Librarian II Administrative Assistant II
2. Client/patron proceeds to assigned computer unit and performs activity.	2. Inter-file student's ID.		1 minute	OVCAA-UL
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.		1 minute	
TOTAL		None	3 minutes	

OVCAA-UL.38. PRINTING SERVICE

Self-service printing of documents

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file.	1. Commands its printing depends on client's preference.	see applicable rates	1 minute	College Librarian I
2. Client/patron pays the amount and signs in the log sheet.	2. Gives the printout/s to client/patron and receives and records the payment.		1 minute	College Librarian III
				College Librarian II
				Administrative Assistant II
				OVCAA-UL
TOTAL		Rates depend on document requested* See Table of Fees	2 minutes	

TABLE OF FEES	
B&W/Plain Text Dot-Matrix Print	₱1.00 per page
Ink-Based	₱2.00 per page

Laser Print/Colored	₱5.00 per page
Graphic	₱10.00 per page

OVCAA-UL.39. SCANNING SERVICE

Use of Library computers and other handheld technologies

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file.	1. Commands its scanning depends on the number of documents.	₱5.00	1 minute	College Librarian I
2. Client/patron pays the amount and signs in the log sheet.	2. Inter-file student's ID.		1 minute	College Librarian III College Librarian II Administrative Assistant II OVCAA-UL
TOTAL		₱5.00 per page	2 minutes	

OVCAA-UL.40. NEWSPAPER VIEWING (IN MICROFILM OR DVD)

Viewing of old newspapers in microfilm or DVD with microfilm reader/scanner and PC.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Asks the client/patron on the title and date of issue.	None	1 minute	College Librarian I
2. Client/patron proceeds to microfilm viewing area or assigned computer unit and performs activity.	2. Assists/orients client/patron in newspaper viewing using microfilm reader/scanner.		3 minutes	College Librarian III College Librarian II Administrative Assistant II OVCAA-UL
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.		1 minute	
TOTAL		None	5 minutes	

OVCAA-UL.41. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	Main Library
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru email/webmail	1.1 Checks email and verifies if sender is UP constituents or non-UP	see applicable rates	1 minute	<i>College Librarian III</i>
	1.2. Searches the requested article in the database		3 minutes	<i>College Librarian I</i>
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	OVCAA-UL
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes	
	1.6. If the client is Non UP:		1 minute	
			7 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.1.Locates the material 1.6.2.Sends bill of payment 1.6.3.Waits for the proof of payment 1.6.4. Staff scans the article			
2. Clients receives the requested article thru email	2. Sends the full-text to the client thru email		3 minutes	
TOTAL		Rates depend on document requested* See Table of Fees	10 days and 9 minutes	

TABLE OF FEES	
Article/Documents (available online)	Free
Article/Documents	₱5.00 per page + ₱50.00 processing fee \$1.00 per page + US\$5.00 processing fee (scanning for print materials)

OVCAA-UL.42. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service either in real time (chat through Messenger) or email

Office or Division	Main Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1. Responds to the client's introduction	None	5 minutes	<i>Librarians</i>
2. Sends query thru e-mail/web mail, chat	2.1. Answers/responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority		15 minutes	<i>University Researchers /</i> <i>OVCAA-UL</i>
TOTAL		None	20 minutes	

OVCAA-UL.43. CHARGING AND DISCHARGING OF UNIVERSITY SPECIAL COLLECTIONS (ROOM USE ONLY)

Lending of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resource and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults Online Public Access Catalog (OPAC) and presents the filled-up request form together with a valid ID to the library staff at the counter	1.1. Assist the client/patron in using OPAC if necessary (first-time user)	None	5 minutes	<i>College Librarian II</i> <i>College Librarian I</i> <i>Librarian I</i>
	1.2. Checks if ID is valid, and locates and serves the requested materials.		5 minutes	
2. Receives requested materials. If in CD format, proceeds to the available computer unit for browsing	2. Files the Request Form with the ID of the Borrower		1 minute	<i>Administrative Aide VI</i> <i>Administrative Aide I</i> OVCAA-UL
3. Returns the material and receives ID	3.1. Returns the ID of the borrower		1 minute	
	3.2. Return the material to its designated shelf		3 minutes	
TOTAL		None	15 minutes	

OVCAA-UL.44. PHOTOCOPYING OF UNIVERSITY SPECIAL COLLECTIONS

Self-service photoduplication of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the certification form and submits it to the staff in charge	1.1. Reviews the pages to be photocopied 1.1.1. For Theses and Dissertations, Abstract, RRL and Bibliography 1.1.2. For other materials, only 1% of the total pages or one chapter	see applicable rates	2 minutes	College Librarian II
	1.2. Signs the certification form and instruct the client to proceed to the photocopying area		1 minute	College Librarian I Librarian I Administrative Aide VI Administrative Aide I
2. Proceeds to self-service photocopy area	2. Assists client if needed		5 minutes	OVCAA-UL
3. Client pays the amount and signs the logsheet	3. Receives payment		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on document requested* See Table of Fees	10 minutes	

TABLE OF FEES	
Black and White	₱2.00 per page
Colored half page	₱5.00 per page
Colored whole page	₱10.00 per page

OVCAA-UL.45. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB publications, such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails uscs-mainlib.uplb@up.edu.ph or accomplished online form via bit.ly/AccessToSpecialMaterials	1.1. Verifies the classification of the client, if UP constituents or non-UP.	see applicable rates	1 minute	<i>College Librarian II</i>
	1.2. Searches the requested		2 minutes	<i>College Librarian I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material in the database and checks permission access and digitization status			<i>College Librarian I</i> OVCAA-UL
	1.2.1. Informs the client if the requested materials fall on the following: a. Restricted b. E-Copy format is not yet available		2 minutes	
	1.2.2. If the client is Non-UP, informs them of the processing fee		1 minute	
2. Non-UP client pays the amount	2.1. If in e-copy format or digitized already and is available in the google drive, edits restriction access for viewing only		2 minutes	
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)		5 minutes	
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on document requested* See Table of Fees	15 minutes	

TABLE OF FEES	
UP	No fee
Non-UP: Local	₱50.00 processing fee
Non-UP: International	US \$5.00 processing fee

OVCAA-UL.46. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

Office or Division	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee's ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i>
2. Borrowing of Circulation Books: Fills up the book	2.1. Checks and validates the filled-up cards		2 minutes	<i>College Librarian II</i> <i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	against the book and ID;			<i>Assistant II</i>
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module;			<i>Administrative Aide III</i>
	2.3. Prints receipt, stamps the Book Card and slip with the date due.			<i>Senior Administrative Aide IV (ICS)</i>
	2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.			<i>College Librarian III</i> <i>Librarian I</i> <i>Administrative Aide VI</i> <i>Administrative Aide I (Casual)</i> <i>OVCAA-UL</i>
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.			
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)	₱2.00/day for overdue book exclusive of Sundays and holidays	3 minutes	
TOTAL		₱2.00/day	10 minutes	

OVCAA-UL.47. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division	General Reference Section, Filipiniana Section and University Archives and Knowledge Repository Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee's ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks OPAC (http://ilib.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book	None	None	None	College Librarian I College Librarian II Administrative Assistant I
2. Accomplish the online reservation form and submits request thru https://bit.ly/mainlibraryonlinebookreservation	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an iLib account 2.2. Verifies the borrower's status and checks the availability of the book requested at the iLib system 2.3. Informs the	None	8 minutes	Administrative Aide III Senior Administrative Aide IV (ICS) OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries	None	1 minutes	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account	None	7 minutes	
	3.2. Fills up the book card with the borrower's name			
	3.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card.			
	3.4. Places the book on the Sensitizer and			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	press Lending. Inserts the book receipt to the book			
TOTAL		None	16 minutes	

OVCAA-UL.48. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resource and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i>
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2. Locates the book and gives the long card for signature of the borrower		2 minutes	<i>College Librarian II</i> <i>Administrative Assistant II</i> <i>Administrative Aide III</i>
3. Signs the Long Card and submit it together with ID	3. Serves the book and files the Long Card with the ID of the borrower			<i>Senior Administrative Aide IV (ICS)</i>
4. Returning of	4. Returns the ID of		1 minute	OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Room Used Book: Returns the book at the counter	the borrower, inserts the Long Card and returns the book on the shelf.			
5. Borrowing of Overnight/Home Use: Fills-up the long card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday and 3:00PM every Saturday)	5. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. Places the book on the Sensitizer and press Lending. Gives the book to the client and Inter-files the Long card together with the ID.		2 minutes	
6. Returning of Overnight Books: Returns the book	6. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.	see applicable hourly rates	2 minutes	
7. Gets ID	7. Places the book on the Sensitizer and presses Returning. Inserts	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Long Card and returns the book on the shelf.			
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	8 minutes	

TABLE OF FEES	
Failure to return a Reserve Book:	₱1.00 for the 1st hour
	₱5.00 for the succeeding hours
	₱50.00 for the whole day

OVCAA-UL.49. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division	Serials and Filipiniana Sections-Main Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the Request Slip with the journal title, volume, issue	1.1.Validates the client's ID, locates and serves the	None	5 minutes 1 minute	College Librarian III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
number and year and presents it together with ID	requested journals.		2 minutes	College Librarian II
	1.2. Files the Request Slip together with the ID			College Librarian I
2. Returns the borrowed journal at the Counter	2. Returns the ID to the clients and the journal to the shelf			Librarian I Administrative Aide VI
TOTAL		None	8 minutes	

OVCAA-UL.50. ACCESSING ONLINE RESOURCES USING DEDICATED IMAC (2ND FLOOR)

Provision of computers (iMac) in searching and accessing online resources

Office or Division	University Library 2nd flr.
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs log-in sheet	2. Orients/assists clients if necessary	₱50.00/hour for Non-UP Clients only		Librarian I
2. Views University Library website to click the Journal subscriptions and searches the online journals				University Researcher I College Librarian III College Librarian II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Types keyword on the Search Box of EBSCO Discovery Search and views search results.				<i>College Librarian I</i> <i>University Researcher I</i> OVCAA-UL
3. Ask for assistance whenever they encounter a problem.	3. Assists whenever clients encounter problems.			
TOTAL		₱50.00/hour for Non-UP Clients only	8 minutes	

OVCAA-UL.51. ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP clients that requires electric charging of their personal laptop/netbook. This service is the counterpart of the 20 hours students' privilege on the use of computer.

Office or Division	Office of the University Librarian
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks the valid ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	₱50.00/hour for Non-UP clients/visitors	1 minute	<i>Library Staff</i> OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceeds to the power charging station. Returns the number tag after availing the service	2. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 minute	
TOTAL		₱50.00/hour	2 minutes	

OVCAA-UL.52. RENEWAL OF CIRCULATION BOOKS BORROWED FROM THE OTHER LIBRARY UNIT

This service would allow library clients to renew a circulation book in any nearest or the most convenient library in UPLB campus as long as the book to be renewed is not overdue and was not on reserve by other users.

Office or Division	All college/unit libraries in UPLB
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for	₱2.00/day for overdue book exclusive	2 minutes	<i>College Librarian I</i> <i>College Librarian II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	this service); 1.2. Gives RENEWAL SLIP	of Sundays and holidays		<i>Administrative Assistant II</i>
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation Module-Holds to Pull to see if the book is on-Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to		10 minutes	<i>Administrative Aide III</i> <i>Senior Administrative Aide IV (ICS)</i> OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the library where it was borrowed.			
3. Receives ID and books	3. Owner Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the Koha.		3 minutes	
TOTAL		₱2.00/day	15 minutes	

OVCAA-UL.53. BORROWING AND RETURNING OF IN-PROCESS LIBRARY MATERIALS AT THE ACQUISITIONS AND CATALOGING SECTIONS FOR ROOM USE

In-process of newly acquired books can be borrowed for room use only.

Office or Division	Acquisitions and Cataloging Sections
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resource and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the use of an in-process library material(s).	1.1.Asks the specific title of the in-process book/library material 1.2. Searches the title of the in-process material in the iLib System/Koha to confirm/check the status and location	None	3 minutes	<i>College Librarian I</i> <i>Librarian I</i> <i>Admin Aide IV</i> <i>Admin Aide III</i> OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the library material being requested. 1.3 Retrieves the in-process library material either at the Acquisitions or Cataloging Sections.			
2. Signs at the registry logbook and leaves ID.	2.1. Checks ID and serves the requested in-process library material to the client		1 minute	
3. Browses/reads the book within the Office (Acquisitions or Cataloging Sections)				
3. Returns the in-process library material(s) borrowed to the Acquisitions/Cataloging Librarian in-charge.	3.1 Returns the ID and receives the library material		1 minute	
4. Receives ID.	4.1 Return the borrowed book to the respective book truck.			
TOTAL		None	5 minutes	

OVCAA-UL.54. ONLINE SIGNING OF UNIVERSITY CLEARANCE FOR EMPLOYEES (UNIVERSITY LIBRARY)

This online service facilitates the clearance requests for UPLB Employees through HRDO for the following purposes: Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	General Reference Section

Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email from HRDO with the name of UPLB Employee/s and the purpose of clearance	Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO representative sends the name of UPLB employee/s requesting for clearance confirmation via email	1.1. Checks the employee/s' name at the Delinquent List and in the iLib system for verification purposes		5 minutes	<i>Librarian II College</i> <i>Librarian I College</i> <i>Librarian I</i> OVCAA-UL
	1.2. Coordinates with the Unit Library if the employee/s is in their College Delinquent List			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	1.3. Computes amount of library dues if the name is included in the Delinquent List		5 minutes	
	2.1. Accepts payment and issues Official Receipt (OR) ; receives returned book/s			
3. HRDO representative receives the	2.2. Sends clearance confirmation email to HRDO representative		2 minutes	
	3. Encodes and records the name of employee/s,		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
clearance confirmation email	College/Office and the purpose of clearance in the section's clearance google sheet			
TOTAL		None	14 minutes	

OVCAA-UL.55. SCANNING SERVICE FOR UPLB PUBLICATIONS

Scanning of UPLB Publications using Sharp DX Scanner or ScanSnap SV600

Office or Division	University Archives and Knowledge Repository Section (formerly University Special Collections Section)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff, presents the material(s) to be scanned, and fill in required information in the logsheet	1.1. 1.1. Reviews the pages to be scanned 1.1.1. For Theses and Dissertations, Abstract, RRL and Bibliography 1.1.2. For other materials, only 1% of the total pages or one chapter	₱5.00/page	2 minutes	College Librarian II College Librarian I College Librarian I Librarian I Administrative Aide VI
	1.2. Commands its scanning depends on the number of documents		3 minutes	Administrative Aide I
	2.1. Gives the materials to the		1 minute	OVCAA-UL
2. Client pays the amount, received				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the physical material, and receives soft copy at the email address provided or on a storage device	client and records the payment			
	2.2. Send the files to the client/patron's email address or save to client's storage device		2 minutes	
TOTAL		₱5.00 per page	8 minutes	

OVCAA-UL.56. ACCOUNT AUTHENTICATION REQUEST FOR REMOTE ACCESS (OPENATHENS AND TURNITIN)

This pertains to securing/authenticating an account for off-campus access to online databases and other research tools.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID or Copy of Appointment	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the required documents (Recent Form 5 and Validated UPLB ID).	1. Verifies /validates the submitted documents and authenticates the account.	None	1 day	College Librarian III
2. Client/patron receives email notification.	2. Sends confirmation email or email			College Librarian I
				College Librarian II
				OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	notification			
TOTAL		None	1 day	

OVCAA-UL.57. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for checking.	1.1.Uploads the document at Turnitin for similarity check and report generation.	None	1 day	<i>College Librarian III</i>
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with similarity and AI-writing reports.			<i>College Librarian I</i> <i>College Librarian II</i> OVCAA-UL
TOTAL		None	1 day	

OVCAA-UL.58. LIBRARY INSTRUCTION SERVICE

A course-embedded instruction (either face-to-face or online via Zoom) with discussions focused on using and accessing relevant library resources and services for the desired student learning outcomes.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron (typically a faculty) sends request via email.	1.1.Confirm, arranges and coordinates the session to concerned parties.	None	1 day	College Librarian III and assigned librarians OVCAA-UL
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the instructional session.			
TOTAL		None	1 day	

OVCAA-UL.59. ONE-ON-ONE TUTORIAL SERVICE

A personalized client support service rendered to assist those who are experiencing technical issues in accessing Library's digital/online information resources.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request by completing the online form.	1.1.Confirm, arranges and coordinates the session to concerned parties.	None	1 day	College Librarian III
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the session online.			College Librarian I College Librarian II OVCAA-UL
TOTAL		None	1 day	

OVCAA-UL.60. RESERVATION AND USE OF LIBRARY FACILITY

On special cases or events (like training, webinars, video/photo shoots, etc.), clients may avail of this service for the use of library facilities such as Viewing Room, Discussion Room or any part of the Library for the intended purpose.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID or Copy of Appointment	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends by completing the online form or a	1.1.Confirm, arranges and coordinates the session to concerned parties.	None	1 day	College Librarian III College Librarian II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request in formal writing to the Office of the University Librarian.				College Librarian I OVCAA-UL
2. Client/patron receives email notification on the status of request.	2.1. Sends confirmation email or email notification on the status of request.			
TOTAL		None	1 day	

OVCAA-UL.61. ONLINE LITERATURE SEARCH ASSISTANCE

An online search assistance request for related literature on a given topic searched in all available databases subscribed to by the University Library. This online service provides a list of references with a link to the full text sent through email.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP mail account	Digital Innovation Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through this link https://bit.ly/LitSearchService	1.1. Checks Google sheet for the request	None	1 minute	University Researcher I
	1.2. Examines carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords,		5 minutes	College Librarian I College Librarian III OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage, number of articles needed to be served.			
	1.3. Searches the requested topic in all possible database that may cover the subject		4 hours/20 articles	
	1.4. Staff creates list consisting of bibliographic citation with link to fulltext and abstract (if available) of literatures related to requested topic		2 minutes	
2. Clients receives the list of requested article thru email	2. Sends the list of the searched related literatures/articles via email		10 minutes	
5. Answers the Satisfaction Survey for the Online Literature Search Assistance service through this link - https://upsystemdili.man.qualtrics.com/jfe/form/SV_ehUGpQJysHyHNNI	5. Informs clients to spare a few minutes to answer the satisfaction survey after suggesting to avail other online services the library offers.		10 minutes	
TOTAL		None	5 hours and 6 minutes	

OVCAA-UL.62. BORROWING AND RETURNING OF ITEM FOR LIBRARY USE OR ROOM USE (LIBRARY OF THINGS)

Circulation of non-traditional library materials which is to be used inside the library only.

Office or Division	E-Resources and Multimedia Services Section (formerly Learning Commons)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID or Copy of Appointment	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the use of an item.	1.1. Asks/requests the specific item. 1.2. Retrieves the item requested.	None	3 minutes	College Librarian III
2. Signs at the registry logbook and leaves ID.	2.1. Renders the item requested.			College Librarian I
3. Returns the item requested.	3.1. Receives the item requested.		1 minute	College Librarian II
4. Receives ID.	4.1. Return the ID.		1 minute	OVCAA-UL
TOTAL		None	5 minutes	

OVCAA-UL.63. PAYMENT OF FINES

Settlement of obligations or fines for library books returned beyond their due date.

Office or Division	General Reference Section

Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed books Employee ID	Requesting Party Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book to the circulation/reserve counter.	1.1. Check book/s and Scan barcode of the book/s to be returned	None	3 minutes	College Librarian II
	1.2. Check the borrower's account, items overdue and outstanding charges	see applicable rates	7 minutes	College Librarian I Administrative Assistant II Administrative Aide III Senior Administrative Aide IV (ICS) OVCAA-UL
2. Pay fine	2.1 Receive the payment and issue official receipt	None		
	2.2 Check-in the book/s and hand the return/check-in receipt to client			
	2.3 Stamp date of returned to the book/s			
3. Receive Transaction Receipt				
TOTAL		Rates depend on hourly rate* See Table of Fees	10 minutes	

TABLE OF FEES	
Failure to return a Reserve Book	₱1.00 for 1st hour
	₱5.00 for succeeding hours
	₱50.00 for whole day exclusive of Sundays and holidays

OVCAA-UL.64. PAYMENT FOR LOST BOOKS

Settlement of obligations or fees resulting from the loss of library books

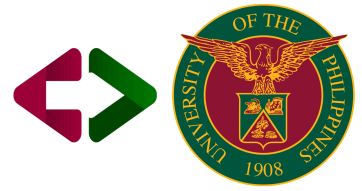
Office or Division	General Reference Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Declaration of Lost Book/s (1 original signed copy)	Requesting Party
Employee ID	Human Resource Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Koha library system and Delinquent database	None	5 minutes	College Librarian II
	1.2. Retrieve the book card	None	10 minutes	College Librarian I
	1.3 Coordinate with the Acquisition Section for the assessment and verification of the			Administrative Aide III
				OVCAA-UL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	cost/price of the lost books			
	1.4 Ask the client if he/she will replace the book with the same title OR pay its current replacement value + 50% of the current price			
2. Client opts to replace the loss book/s with the same title	2.1 Advise the client to look for the same edition and year or newer edition or check different online bookstores to source if the title is still available)	50% fine equivalent to the total cost of the materials	10 minutes	
2.1 Client pays the outstanding fines	2.1.1 Compute the 50% fine equivalent to the total cost of the materials			
	2.1.2 Accepts payment and issues official Receipt (OR)			
3. Client opts to replace the loss book/s by paying its current replacement value to be processed by the Library	3.1 Compute the amount based on the current cost of books in dollars and converted to Philippine pesos (if foreign book/s). To check and verify by the Acquisition Section against	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accession slip/ shelflist/ booker/ Amazon or other online catalogs			
	3.2 Accepts payment and issues official Receipt (OR)			
4. Receive ID and OR	4.1 Clear client record at the Delinquent list and Koha library system	None	5 minutes	
	4.2. Update the status of the book/s in the inventory/library record file and put remarks at the Union Shelflist	None		
TOTAL		50% fine equivalent to the total cost of the materials; Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	40 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
ACCOUNTING OFFICE
EXTERNAL SERVICES**

OVCA-ACCOUNTING.1. CERTIFICATE OF GSIS PREMIUM AND LOAN PAYMENTS

Certificate of GSIS Premium and loan payments of retired/resigned/separated employees for reconciliation of GSIS record for retirement benefits or resumption of pension

Office or Division	Accounting Office
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen
Who may Avail	Former UPLB Employees (separated)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request of member or authorized representative	letter request from member or authorized representative
2. GSIS letter with GSIS record of deficiency in contributions or loan payments.	GSIS
3. Service record	Records Management office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirement & submit to Accounting Office	1.1 Stamp receive & record in logbook	None	5 minutes	Senior Administrative Assistant OVCA-Accounting
	1.2 Forward the letter request to the Section Head - Allotment and Control Section			
	1.3 Section Head will identify, log in the monitoring file, forward & will give further instruction to the assigned fund controller	None	15 minutes	Accountant III OVCA-Accounting
	1.4 Assigned Controller shall check the allotments, obligations and unobligated balances of the project.	None	1 hour	Accountant III Administrative Officer IV Administrative Assistant IV Administrative Assistant III Senior Officer Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* in cases involving multiple quarters, releases, and approved realignment; additional processing hours shall be required - 4 hours 1.5 Assigned Controller shall prepare and print the statement of status of fund * in cases of multiple line-items, itemized/ detailed personnel services, mooe, and equipment, additional processing hours shall be required - 4 hours 1.6 Assigned Controller shall forward the status of fund to the Chief Accountant for signature 1.7 Chief Accountant/ OIC shall sign the statement of Status of Fund 1.8 The Assistant shall place the signed Status of			OVCA-Accounting <i>Chief Accountant/Officer-incharge of the day</i> OVCA-Accounting <i>Senior Office Assistant</i> OVCA-Accounting
		None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Fund in the Outgoing Files			
2. 2. Project Proponent shall claim the Status of Fund at the Accounting Office				
TOTAL		None	1 hour and 25 minutes	

OVCA-ACCOUNTING.2. CERTIFICATE OF LAST SALARY RECEIVED

Issuance of certification of last salary received of an individual transferring to another agency

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Former UPLB Employee/Authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting employee
2. Approved university clearance	HTDO/RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the letter request for the last salary received with approved clearance to concerned Accounting staff.	1.1 The staff concerned will prepare the certificate of last salary received of the employee with corresponding salary deductions.	None	30 minutes	<i>Administrative Assistant II</i> OVCA-Accounting
	1.2 Forward to the chief Accountant/Chief Payroll for signature			
	1.3 Chief Accountant/ Chief Payroll shall sign the certificate			<i>Chief Accountant/ officer-In-Charge of the day</i> OVCA-Accounting
TOTAL		None	30 minutes	

OVCA-ACCOUNTING.3. PHOTOCOPY OF DEPOSIT SLIPS OR ANY PROOF OF PAYMENTS

Proof of payments needed for attachments or as support for student claims

Office or Division	Accounting office
Classification	Complex
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 5	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student ID to the assigned staff	1.1 Check the compilation of deposits slips or any proof of payments other than deposit slip, that were submitted to Accounting office from semester 1 of SY 2018-2019 to present *In cases when deposit slips were not found in the compilation, or when payments were made beyond semester 1 of SY 2018-2019, refer to office of the University Registrar for further verification	None	4 days	Accountant III OVCA-Accounting
	1.2 Once payment was found, provide the photocopy of the deposit slip or proof of payment to the requesting student	None	5 minutes	Accountant III OVCA-Accounting
TOTAL		None	4 days and 5 mins	

OVCA-ACCOUNTING.4. PROCESSING OF ICS CONSOLIDATED PAYROLL

ICS Payroll are consolidated into one payroll and process as a whole

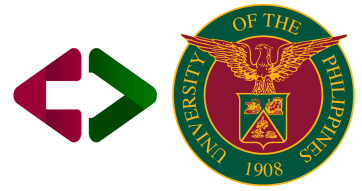
Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	UPLB Contract of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Contract of Service (renewal)	Concerned Units
Approved Summary of Payroll per unit	
Approved Daily Time Report	
Copy of Travel Order if on official Business/ trip	
ORS/BUR for GF/RF	Budget Management office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements & submit to Accounting Office	1.1 Stamp receive & encode in the DV track system	None	5 minutes	Senior Office Assistant-OVCA-Accounting
	1.2 Indexes and checks computation of tax, philhealth contributions, and other applicable deductions	None	30minutes	Senior office Assistant-OVCA-Accounting
	1.3. Pre-audit shall check propriety and validity of claim. 1.3.1. Checks completeness of documentary requirements. 1.3.2. Checks the computation of taxes to be withheld if applicable 1.3.3. Forward to the accounting controller if	None	4 hours depending on the completeness of documents & computations for tardiness, half-day	Administrative Assist OVCA-Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	charged to project trust funds and proceed to 3.2. and so on. For Budget controlled funds, forward to releasing staff for release to the Budget office.			
2. Submit to the Budget Office for Budget controlled funds only (GF, RF. etc.)	2.1. Releasing staff shall encode in DV track system and release to the Budget office.	None	5 minutes	<i>Administrative Aide II</i> OVCA-Accounting
3. Submit to Acctg Office upon Budget Clearance	3.1. Receiving staff shall encode, update in DV track system, sort and distribute to the concerned controller.	None	5 minutes	<i>Senior Office Assistant</i> OVCA-Accounting
	3.2. Controller shall check fund availability, obligate, record in JAO system and create BURs number	None	30 minutes	<i>Accountant III</i> - <i>Administrative Officer IV</i> - <i>Administrative Assistant IV</i> - <i>Administrative Assistant III</i> - <i>Administrative Assistant III</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> -

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Senior Office Assistant - OVCA-Accounting</i>
	3.3. Chief Accountant / officer In charge shall sign the consolidated payroll	None	5 minutes	<i>Chief Accountant/ officer-In-Charge of the day-OVCA-Accounting</i>
	3.4. Forward to the staff in charge in releasing to the next approving unit/official	None	3 minutes	<i>Administrative Aide I OVCA-Accounting</i>
4. Route to next approver of the Disbursement Voucher	4.1. Encode/ update DV track system for outgoing DVs	None	5 minutes	<i>Administrative Aide II OVCA-Accounting</i>
TOTAL		None	5 hours and 28 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
ACCOUNTING OFFICE
INTERNAL SERVICES**

OVCA-ACCOUNTING.5. PREPARATION OF STATUS OF FUND

Financial Statement used to monitor fund availability as supporting document for request of realignment, reprogramming, extension of period duration and other purposes it may serve

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (indicating purpose)	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirement & submit to Accounting Office	1.1 Stamp receive & record in logbook	None	5 minutes	<i>Senior office Assistant-OVCA-Accounting</i>
	1.2 Forward the letter request to the Section Head - Allotment and Control Section			
	1.3 Section Head will identify, log in the monitoring file, forward & will give further instruction to the assigned fund controller	None	15 minutes	<i>Accountant III-OVCA-Accounting</i>
	1.4 Assigned Controller shall check the allotments, obligations and unobligated balances of the project. * in cases involving multiple quarters, releases, and approved realignment; additional processing hours	None	1 hour	<i>Accountant III - Administrative Officer IV - Administrative Assistant IV - Administrative Assistant III - Administrative Assistant III - Senior Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	shall be required - 4 hours			- <i>Senior Office Assistant</i>
	1.5 Assigned Controller shall prepare and print the statement of status of fund			- <i>Senior Office Assistant</i>
	* in cases of multiple line-items, itemized/ detailed personnel services, mooe, and equipment, additional processing hours shall be required - 4 hours			- <i>Senior Office Assistant</i>
	1.6 Assigned Controller shall forward the status of fund to the Chief Accountant for signature			- <i>Senior Office Assistant</i>
	1.7 Chief Accountant/ OIC shall sign the statement of Status of Fund			- OVCA-Accounting
	1.8 The Assistant shall place the signed Status of Fund in the Outgoing Files	None	5 minutes	<i>Senior office Assistant-OVCA-Accounting</i>
2. Project Proponent shall claim the Status of Fund at the Accounting Office				
TOTAL		None	1 hour and 25 minutes	

OVCA-ACCOUNTING.6. PREPARATION OF AUDITED FINANCIAL REPORTS (with Schedule of Accounts Payable and Report of Disbursement)

Liquidation reports for submission with the funding agencies

Office or Division	Accounting office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for AFR Preparation	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the letter request to the assigned staff	1.1 Stamp receive & record in logbook	None	5 minutes	Senior Office Assistant-OVCA-Accounting
	1.2 Forward the letter request to the Section Head - Allotment and Control Section			
	1.3 Section Head shall Identify, log in the monitoring file and forward to the assigned controller	None	15 minutes	Accountant III-OVCA-Accounting
	1.4 Assigned Controller shall update and print the JAO provided that there are no questions/concerns regarding the said project		3 days	Accountant III - Administrative Officer IV - Administrative Assistant IV - Administrative Assistant III - Administrative Assistant III - Senior Office Assistant -
	1.5 Assigned Controller shall record the project folder to the logbook for AFR preparation and forward to the Section Head - EDP and	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Bookkeeping Section			<i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant-OVCA-Accounting</i>
	1.6 Section Head - EDP and Bookkeeping Section shall Identify and forward to the assigned accountant for AFR preparation		10 minutes	<i>Accountant III-OVCA-Accounting</i>
	1.7 Assigned Accountant/Office Staff shall analyze the documents pertaining to the project and identify the necessary financial reports and attachments to be prepared provided that there are no insufficient data and errors in the documents at hand Financial Reports	None	1 day	<i>Accountant III</i> - <i>Accountant III</i> - <i>Accountant II</i> - <i>Accountant I</i> - <i>Accountant I</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant-OVCA-Accounting</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Quarterly Financial Report, - Semi-Annual Financial Report, - Annual Financial Report, - Terminal Audited Financial Report - Statement of Disbursement and Outstanding Obligation - Audited Financial Report in cases of DA-BAR projects Attachments - Schedule of Accounts Payable - Report of Disbursements - Liquidation - Schedule of Charges to Administrative Cost - Scanned copy of project's documents forwarded to COA for purpose of auditing			
	1.8 Preparation of working paper, liquidation, template of financial reports and necessary schedules for attachment Financial Reports - Quarterly Financial Report,	None	10 days	<i>Accountant III</i> - <i>Accountant III</i> - <i>Accountant II</i> - <i>Accountant I</i> - <i>Accountant I</i> - <i>Senior Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- Semi-Annual Financial Report, - Annual Financial Report, - Terminal Audited Financial Report - Statement of Disbursement and Outstanding Obligation - Audited Financial Report in cases of DA-BAR projects Attachments - Schedule of Accounts Payable - Report of Disbursements - Liquidation Report - Schedule of Charges to Administrative Cost - Scanned copy of project's documents forwarded to COA for purpose of auditing - Certification of AFR upon submission to COA * in cases for older projects (prior to 2017) additional processing days shall be required - 3 DAYS			- <i>Senior Office Assistant</i> OVCA-Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* in cases of multiple reports additional processing days shall be required - 3 DAYS			
	1.9 Assigned Accountant/Office Staff shall forward the financial report to the Chief Accountant	None	5 minutes	Accountant III - Accountant III - Accountant II - Accountant I - Accountant I - Senior Office Assistant - Senior Office Assistant OVCA-Accounting
	1.10 Chief Accountant/ OIC shall sign the financial report and schedules	None	15 minutes	Chief Accountant/ officer-In-Charge of the day OVCA-Accounting
2. Project Proponent shall claim the Status of Fund at the Accounting Office				
TOTAL		None	14 days and 50 minutes	

OVCA-ACCOUNTING.7. CERTIFICATE OF PHILHEALTH CONTRIBUTION

Certificate of PhilHealth contribution of the member to defray hospital expenses and to avail Philhealth benefits

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Philhealth CSF	HRDO/Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Accomplished PhilHealth CSF	1.1. Prepare PhilHealth contribution for the last 12 months or whichever is applicable	None	5 minutes	<i>Administrative Assistant III /Senior Office Assistant- OVCA-Accounting</i>
	1.2. For signature of Chief Payroll/Chief Accountant	None	5 minutes	<i>Chief Payroll Section – Chief Accountant Officer-In-Charge of the day- OVCA-Accounting</i>
TOTAL		None	10 minutes	

OVCA-ACCOUNTING.8. CERTIFICATE OF GSIS PREMIUM AND LOAN PAYMENTS

Certificate of GSIS Premium and loan payments of active employees for reconciliation of GSIS record.

Office or Division	Accounting office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees (active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from member or authorized representative	letter request from member
2. Letter from GSIS with deficiency in contribution of loan payment	GSIS
3. Service record	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request to concerned Accounting Staff	1.1. Retrieve records of employees from current files or old files of the Accounting office	None	5 days	<i>Administrative Officer II</i> OVCA-Accounting
	1.2. For records not available at the Accounting office, Retrieve records from RMO storage (bodega) Accounting office storage at SPMO			
	1.3. Photo copy or scan the files collected.			
	1.4. Prepare certification			
	1.5. Forward to the chief Accountant/Chief Payroll Section for signature	None	15 minutes	<i>Chief Accountant/ Officer-In-Charge of the day</i> OVCA-Accounting
	in cases for services (prior to	None	3 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1984) additional processing days shall be required - 3 DAYS			
TOTAL		None	8 days and 15 minutes	

OVCA-ACCOUNTING.9. CERTIFICATE OF LAST SALARY RECEIVED

Issuance of certification of last salary received of an individual transferring to another agency

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Former UPLB Employee/Authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting employee
2. approved university clearance	HRDO/RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the letter request for the last salary received with approved clearance to concerned Accounting staff.	1.1. The staff concerned will prepare the certificate of last salary received of the employee with corresponding salary deductions.	None	30 minutes	<i>Administrative Assistant III</i> OVCA-Accounting
	1.2. Forward to the chief Accountant/Chief Payroll for signature			
	1.3 Chief Accountant/ Chief Payroll shall sign the certificate			<i>Chief Accountant/ officer-In-Charge of the day</i> OVCA-Accounting
TOTAL		None	30 minutes	

OVCA-ACCOUNTING.10. CERTIFICATE OF COMPENSATION INCOME AND TAX WITHHELD (BIR 2316)

Issuance of certificate of compensation income and tax withheld to employees to be used for loan purposes and other concerns.

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	Requesting employee
2. Approved university clearance for separated employees	HRDO/RMO/employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request to concerned Accounting staff	1.1. The staff concerned will prepare the certificate of compensation income and tax withheld or BIR Form 2316	None	30 minutes	<i>Administrative Assistant III</i> - <i>Computer Programmer III</i> OVCA-Accounting
	1.2. Forward to the chief Accountant or Chief Payroll Section for signature			<i>Chief Accountant or Chief Payroll</i> OVCA-Accounting
TOTAL		None	30 minutes	

OVCA-ACCOUNTING.11. PREPARATION OF TERMINAL LEAVE BENEFITS & SRP

Preparation of voucher for the payment of Terminal leave benefits (SRP/Terminal leave / Faculty sick leave)

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for service recognition/certificate of leave credits/certificate of faculty sick leave	HRDO
2. Service record, certificate of financial accountability, approved university clearance, sworn statement of assets, liabilities and net worth,	
3. Approved letter of intent to retire.	
4. Additional requirement if optional retirement - succession plan of the unit concerned	
5. Additional requirement if separation is death - death certificate, approved next of kin	
6. Promissory note or affidavit to deduct the accountability from the proceeds of terminal leave benefits. (If the employee has outstanding obligations to pay to the university).	Retired/ Resigned Employee
7. Obligation Request and Status (ORS)/BUR	Unit/Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO forward the complete documents to the Accounting Office	1.1. The concerned staff compute the benefits of the separated employee based on the documents submitted	None	55 minutes	Administrative Assistant V OVCA-Accounting
	1.2. Prepare the voucher for the payment of benefits.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Forward to the staff in charge in receiving/releasing to the unit/department for signature and preparation of ORS	None	5 minutes	<i>Administrative Aide II</i> OVCA-Accounting
TOTAL		None	1 hour	

OVCA-ACCOUNTING.12. PREPARATION OF PAYROLL FOR REPORT FOR DUTY FROM WITHOUT PAY

Preparation of voucher for the payment of salary for report for duty from leave without leave

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Daily time record (DTR)/certificate of service (COS)	Employee
2. Report for duty	HRDO
3. Latest appointment/NOSA	HRDO
4. Obligation Request and Status (ORS)	Unit/department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report for duty with DTR/COS and latest appointment/NOSA	1. 1. The staff concerned compute the salary based on the approved report for duty and COS/DTR; and deduct the applicable mandatory deductions	None	55 minutes	<i>Administrative Assistant V</i> OVCA-Accounting
	1. 2. Prepare voucher for the purpose	None		
	1.3. Forward to the staff in charge in receiving/releasing to the unit/department for signature and preparation of ORS	None	5 minutes	<i>Administrative Aide II</i> OVCA-Accounting
TOTAL		None	1 hour	

OVCA-ACCOUNTING.13. PROCESSING OF REFUND - DEPOSIT, RETENTION, MATRICULATION AND OTHER SCHOOL FEES

Release of the retention upon fully satisfactory complied with the terms and conditions of the contract; refund of student's payment & release of scholarships

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher	Concerned Units
2. Original official Receipt for Refund of Deposit	
3. Copy of paid DV deducting the Retention Fee	
4. Certificate of Completion within the terms and condition of the contract for release of Retention Fee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirements and submit to Accounting Office	1.1 Stamp receive & encode in the DV track system	None	5 minutes	<i>Senior Office Assistant</i> OVCA-Accounting
	1.2 Receiving will sort DVs according to fund and nature of DV to forward to respective pre-audit	None		
	1.3 Forward to the Allotment and Control Section for pre -audit and control.	None		
	1.4. Pre-audit shall check propriety and validity of claim. 1.4.1. Checks completeness of documentary requirements. 1.4.3. Forward to fund controller	None	15 minutes depending on the volume of DVs and other inquiries	<i>Administrative Officer II</i> OVCA-Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Fund Controller shall manually encode the Journalization in the face of DV 1.5.1. Forward to EDP section for posting accounting entries	None	10 minutes depending on the volume of DVs, POs and other inquiries	<i>Senior Office Assistant - Administrative Assistant III</i> OVCA-Accounting
	1.6 Chief Accountant / officer In charge shall sign the purchase order certification of fund availability	None	5 minutes	<i>Chief Accountant/officer-In-Charge of the day</i> OVCA-Accounting
	1.7. Forward to the staff in charge in releasing to the next approving unit/official	None	3 minutes	<i>Administrative Aide I</i> OVCA-Accounting
2. Route to next approver of the Disbursement Voucher	2.1 Encode/ update the DV track system for outgoing DVs	None	5 minutes	<i>Administrative Aide II</i> OVCA-Accounting
TOTAL		None	43 minutes	

OVCA-ACCOUNTING.14. CONFIRMATION OF GSIS LOAN

GSIS Loan application needs the confirmation of the AAO based on the requirements of GSIS.

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPLB employees with at least 20 months paid premium	
2. With capacity to pay based on pay slip with required remaining balance based on GAA.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to nearest GSIS KIOSK or GSIS Office for the application of GSIS loans	1.1. The AAO confirms the loan application if he satisfies the requirements of GSIS	None	The loan application must be acted upon within 72 hours	<i>Administrative Officer</i> OVCA-Accounting
	1.2. Check the capacity to pay based on net pay.	None		
	1.3 Employees who applied for GSIS loans are forwarded to the office of Chancellor for verification of records (if with or without pending administrative case/criminal charges)	None		
TOTAL		None	5 minutes	

OVCA-ACCOUNTING.15. VERIFICATION OF LIST OF EQUIPMENT PURCHASED

DOST-GIA Form 9/DOST Form K List of Equipment Purchased are prepared, signed and acknowledge receipt to be submitted to funding agencies

Office or Division	Accounting office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished DOST DOST-GIA Form 9 (List of Equipment Purchased)	Project Proponent
2. Accomplished Property Acknowledgement Receipt (PAR)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the Accomplished DOST-GIA Form 9 and PAR to the assigned staff	1.1 Stamp receive and forward to the assigned staff	None	5 minutes	Senior Office Assistant OVCA-Accounting
	1.2 Assigned staff shall verify whether the equipment listed in the DOST-GIA Form 9/Form K were paid and properly booked by the Accounting office. *In cases where some of the items listed were not yet paid- additional 12 days for verification	None	3 days	Senior Office Assistant OVCA-Accounting
	1.3 Assigned staff shall forward the DOST-GIA Form 9/Form K and	None	5 minutes	Senior Office Assistant OVCA-Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	PAR to the Chief Accountant			
	1.4 Chief Accountant shall sign the DOST-GIA Form 9/Form K	None	15 minutes	<i>Chief Accountant/officer-In-Charge of the day- OVCA-Accounting</i>
TOTAL		None	3 days and 25 minutes	

OVCA-ACCOUNTING.16. PREPARATION OF STATEMENT OF FUND INCOME

Request of income collected for each income generating unit

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to the Chief Accountant stating the seven-digit fund code and period covered sent via accounting email or through a formal letter	Concerned units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via accounting.uplb@up.edu.ph or submit a letter request at Accounting Office Window 4	1.1 Receiving staff will Stamp the letter request	None	10 minutes	Senior Office Assistant OVCA-Accounting
	1.2 Receiving/assigned staff will forward the letter to the designated accounting staff/accountant in the EDP/Bookkeeping Section	None		
	1.3. The designated staff in the EDP/Bookkeeping Section will prepare the report	None	1 day	Accountant I -Senior Office Assistant- OVCA-Accounting
	1.4. The designated staff will forward the report to the Chief Accountant for signature	None	10 minutes	Accountant I -Senior Office Assistant- OVCA-Accounting
	1.5. The designated staff	None	5 minutes	Accountant I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	will scan and email the signed report or will forward the printed report at the counter (Window 4) for pick up of the requesting unit			-Senior Office Assistant-OVCA-Accounting
TOTAL		None	1 day and 25 minutes	

OVCA-ACCOUNTING.17. PREPARATION OF CERTIFICATE OF PAYMENT

Request of certificate of payment in lieu of lost official receipt/proof of payment

Office or Division	Accounting office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request containing details such as date of payment, official receipt number, name of payor, amount paid, and the purpose of securing the certification. In case the requesting party is a student, the letter should include the ID number and the college the student was enrolled.	Concerned units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via accounting.uplb@up.edu.ph or submit a letter request at Accounting Office Window 4	1.1 Receiving staff will Stamp the letter request	None	10 minutes	Senior Office Assistant OVCA-Accounting
	1.2 Receiving/assigned staff will forward the letter to the designated accounting staff/accountant in the EDP/Bookkeeping Section	None		
	1.3. The designated staff in the EDP/Bookkeeping Section will prepare the certification.	None	1-2 days* (depending on the date of payment)	Accountant I -Senior Office Assistant- OVCA-Accounting
	1.4. The designated staff will forward the certification to the	None	10 minutes	Accountant I -Senior Office Assistant-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chief Accountant for signature			OVCA-Accounting
	1.5. The designated staff will scan and email the signed certification or will forward the printed certification at the counter (Window 4) for pickup of the requesting unit	None	5 minutes	Accountant I -Senior Office Assistant-OVCA-Accounting
TOTAL		None	2 days and 25 minutes	

OVCA-ACCOUNTING.18. PROCESSING OF REFUND OF UNEXPENDED BALANCE PREPARATION OF CERTIFICATE OF PAYMENT

Request of refund of Unexpended Balance

Office or Division	Accounting office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Concerned units & Funding Agencies
Disbursement Voucher	Accounting Office
Financial Report	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Letter Request	1.1 Stamp receive & record in logbook for letters	None	5 minutes	<i>Senior Office Assistant</i> OVCA-Accounting
	1.2 Forward the letter request to the Section Head - Allotment and Control Section			
	1.3 Section Head will identify, log in the monitoring file, forward & will give the letter to the designated personnel for the generation of DV	None	15 minutes	<i>Accountant III</i> -OVCA-Accounting
	1.4.1 Prepare the DV and attach the financial report if available	None	15 minutes	<i>Senior Office Assistant</i> -OVCA-Accounting
	1.4.2 Prepare the DV and refer the letter to the controller for the preparation of JAO			
	1.4.2.1 Assigned Controller shall update and print the JAO provided	None	3 days	<i>Accountant III</i> - <i>Administrative Officer IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	that there are no questions/concerns regarding the said project			- <i>Administrative Assistant IV</i>
	1.4.2.2 Assigned Controller shall record the project folder to the logbook for AFR preparation and forward to the Section Head - EDP and Bookkeeping Section			- <i>Administrative Assistant III</i> - <i>Administrative Assistant III</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>OVCA-Accounting</i>
	1.4.2.3 Section Head - EDP and Bookkeeping Section shall Identify and forward to the assigned accountant for TAFR preparation	None	5 minutes	<i>Accountant III-OVCA-Accounting</i>
	1.4.2.4 Assigned Accountant shall analyzed the documents pertaining to the project and identify the necessary financial reports and attachments to be prepared provided that there are no insufficient data and errors in the	None	1 day	<i>Accountant III</i> - <i>Accountant III</i> - <i>Accountant II</i> - <i>Accountant II</i> - <i>Accountant II</i> - <i>OVCA-Accounting</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents at hand Financial Reports - Terminal Audited Financial Report - Statement of Disbursement and Outstanding Obligation - Audited Financial Report in cases of DA-BAR projects Attachments - Report of Disbursements - Liquidation - Schedule of Charges to Administrative Cost - Scanned copy of project's documents forwarded to COA for purpose of auditing			
	1.4.2.5 Preparation of working paper, liquidation, template of financial reports and necessary schedules for attachment Financial Reports - Terminal Audited Financial Report - Statement of Disbursement and	None	10 days	Accountant III - Accountant III - Accountant II - Accountant II - Accountant II OVCA-Accounting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Outstanding Obligation - Audited Financial Report in cases of DA-BAR projects Attachments - Report of Disbursements - Liquidation - Schedule of Charges to Administrative Cost - Scanned copy of project's documents forwarded to COA for purpose of auditing * in cases for older projects (prior to 2017) additional processing days shall be required - 3 DAYS * in cases of multiple reports additional processing days shall be required - 3 DAYS			
	1.4.2.6 Assigned Accountant shall forward the financial report to the Chief Accountant	None	5 minutes	<i>Accountant III</i> - <i>Accountant III</i> - <i>Accountant II</i> - <i>Accountant II</i> <i>OVCA-Accounting</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4.2.7 Chief Accountant/ OIC shall signed the financial report and schedules	None	15 minutes	Chief Accountant/ Officer-In-Charge of the day OVCA-Accounting
Project Proponent shall submit the signed financial report				
	1.5. Stamp receive the financial report and attach the DV for refund	None	15 minutes depending on the volume of DVs and other inquiries	Senior Office Assistant OVCA-Accounting
	1.6 Stamp receive & encode in the DV track system	None	5 minutes	Senior Office Assistant OVCA-Accounting
	1.7. Pre-audit shall check propriety and validity of claim. 1.7.1. Checks completeness of documentary requirements. 1.7.2. Forward to fund controller	None	15 minutes depending on the volume of DVs and other inquiries	Administrative Officer II OVCA-Accounting
	1.8. Fund Controller shall manually encode the Journalization in the face of DV	None	10 minutes depending on the volume of DVs, POs and other inquiries	Accountant III - Administrative Officer IV - Administrative Assistant IV - Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				- <i>Administrative Assistant III</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> - <i>Senior Office Assistant</i> OVCA-Accounting
	1.9 Chief Accountant / Officer In charge shall sign the DV of refund	None	5 minutes	<i>Chief Accountant/ Officer-In-Charge of the day</i> OVCA-Accounting
	2.0. Forward to the staff in charge in releasing to the next approving unit/official	None	3 minutes	<i>Administrative Aide I</i> OVCA-Accounting
2. Route to next approver of the Disbursement Voucher	2.1 Encode/ update DV track system for outgoing DVs	None	5 minutes	<i>Administrative Aide II</i> OVCA-Accounting
TOTAL		None	58 minutes	

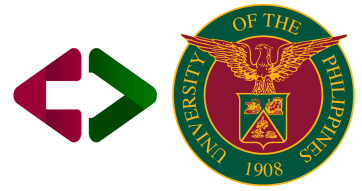
OVCA-ACCOUNTING.19. CHECKING PROJECT PROPOSALS

Request of Checking Project Proposals

Office or Division	Accounting office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DRAFT MOA	Project Proponents
Budget Summary	
Worksheet details	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	1.1 Stamp receive & record in logbook	None	5 minutes	<i>Senior Office Assistant</i> OVCA-Accounting
	1.2 Forward the requirements to the Section Head - Allotment and Control Section			
	1.3 Section Head will analyzed the Budget Summary, Worksheet details and match the amount with the DRAFT MOA, if the documents are correct attach the initial signature	None	1 hour dependent on the volume of transaction	<i>Accountant III</i> OVCA-Accounting
	1.4 Forward to the Chief Accountant for signature			
	1.4.2.7 Chief Accountant/ OIC shall signed the financial report and schedules	None	15 minutes	<i>Chief Accountant/ Officer-In-Charge of the day</i> OVCA-Accounting
TOTAL		None	1 hour 20 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
CASHIER'S OFFICE
EXTERNAL SERVICES**

OVCA-CASHIER 1. ASSISTANCE FOR LINK.BIZPORTAL PAYMENT

For clients who prefer online transactions or are unable to visit the Cashier's Office during operating hours, the office provides assistance for making payments via Landbank Link.biz.

Office or Division	Cashier's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of proof of payment	Landbank (c/o payor)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests assistance.	Provide instruction.	Amount indicated in the bill	15 minutes	Administrative Officer V or Administrative Officer or Administrative Aide OVCA-Cashier
2. Follow steps displayed at the bulletin board.	Answer the queries.			
3. Screenshot or scan the payment confirmation slip once the Linkbiz transaction is successful.				
4. Email the successful payment confirmation to the respective college/office.				
5. Claim the documents requested and paid from the respective college/office.				
Total		Amount indicated in the bill	15 minutes	

OVCA-CASHIER.2. TUITION FEE PAYMENTS VIA WIRE/BANK TRANSFER (INCLUDING INTERNATIONAL TRANSACTIONS)

International students at UPLB with foreign scholarships can have their tuition fees settled via wire or bank transfer by their sponsors. This payment method is also available to all clients, whether located within the Philippines or abroad

Office or Division	Cashier's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	Students, Business Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment confirmation slip	Remitting bank/agency (% Payor)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the OUR to determine the amount due.	Provide instruction.	Amount indicated in the bill	15 minutes	<i>Administrative Officer</i> OVCA-Cashier
2. Go to a remitting bank / agency.	Answer the queries.			
3. Proceed with the payment and use the following recipient details for the transaction: Account Name: UPLB Revolving Fund Dollar Account Number 1894-0222-27 Bank Name: LandBank of the Philippines Bank Address: Victoria M. Ela Avenue, UPLB Campus, College, Laguna, Philippines Swift Code:				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TLBPPHMMXXX.				
4. Secure the transmittal document and send it to the UPLB Cashier's Office staff.	Acknowledge receipt of the email and verify the remitted amount with the bank.			
5. Wait for payment verification and confirmation from the Cashier's office.	Send bank confirmation of payment to the payor and the Registrar's Office.			
	Total	Amount indicated in the bill	15 minutes	

OVCA-CASHIER.3. PAYMENT OF INTERNATIONAL STUDENT RELATIONS (ISR) PROCESSING FEE VIA LANDBANK LINK.BIZPORTAL AND OTHER STUDENT FEES VIA WIRE / BANK TRANSFER.

Assistance is provided by the office on how to pay other international student fees through LandBank LinkBiz.Portal or Wire/Bank Transfer.

Office or Division	Cashier's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment confirmation slip	LandBank (% payor)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the wire/bank transfer or LandBank Link.Biz payment confirmation.	Provide instruction.	Amount remitted net of charges	15 minutes	Administrative Officer V or Administrative Officer OVCA-Cashier
2. Wait for payment verification and confirmation from the the Cashier's office	Answer the queries.			
3. Claim the Electronic Official Receipt.	Issue the Electronic Official Receipt.		5 minutes	
Total		Amount remitted net of charges	20 minutes	

OVCA-CASHIER.4. OVER-THE-COUNTER PAYMENTS AT THE CASHIER'S OFFICE: PROCESSING OF NON-ASSESSMENT FEES (TCG, TOR, DIPLOMA, CERTIFICATION, AND THE LIKES)

In addition to online payment options, the Cashier's Office accepts over-the-counter payments for non-assessment fees from 8:00 AM to 2:00 PM (no noon break), Monday through Friday.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing from the respective college / office	College / office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance.	Provide instructions.	Amount indicated in the bill	2 minutes	Administrative Officer V or Administrative Officer I or Administrative Aide III OVCA-Cashier
2. Complete the required form and refer to the account codes posted on the bulletin board	Receive and verify the completed form.		3 minutes	
3. Pay the required amount to the Collecting Officer	Accept and count the payment. Return change, if applicable.		2 minutes	
4. Secure your Official Receipt	Generate and Issue the Official Receipt.		3 minutes	
Total		Amount indicated in the bill	10 minutes	

OVCA-CASHIER.5. PROCESSING OF OTHER COLLECTIONS: UTILITIES, BONDS, RENTALS, AND MISCELLANEOUS FEES.

In addition to online payment options, the Office accepts other payments from 8:00 AM to 2:00 PM (no noon break), Monday through Friday.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	Respective UPLB office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing.	Receive and review the SOA/Bill.	Amount indicated in the bill	2 minutes	Administrative Officer V or Administrative Officer or Administrative Aide III OVCA-Cashier
2. Pay the amount due.	Receive and verify the amount tendered.		2 minutes	
3. Count the loose change if there is any.	Provide the necessary change, if applicable.		1 minute	
4. Secure your Official Receipt	Generate and Issue the Official Receipt.		5 minutes	
5. Check the receipt before leaving the counter.				
Total		Amount indicated in the bill	10 minutes	

OVCA-CASHIER.6. ISSUANCE OF ELECTRONIC OFFICIAL RECEIPT FOR THE PROCESSING OF OTHER COLLECTIONS: UTILITIES, BONDS, RENTALS, AND MISCELLANEOUS FEES

The office prepares and issues electronic official receipts for all payments made through the LandBank Link.bizPortal, direct bank deposits, fund transfers, and ADA, upon verification.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Statement	Client/Payor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing statement and proof of payment to the Cashier's Office.	Receive and review the documents to verify the provided details. And confirm the remitted amount.	Amount indicated in the bill.	10 minutes	<i>Administrative Officer I</i> OVCA-Cashier
2. Secure the Electronic Official Receipt (e-OR)	Issue the Electronic Official Receipt (e-OR).		10 minutes	
Total		Amount indicated in the bill	20 minutes	

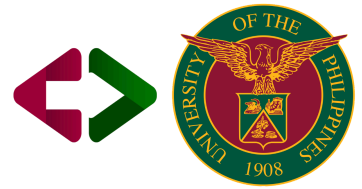
OVCA-CASHIER.7. ISSUANCE OF ELECTRONIC OFFICIAL RECEIPT FOR PROJECT/SCHOLARSHIP FUNDS

The office prepares and issues electronic official receipts for all deposits from projects/ scholarship funds upon verification of deposit and with proper documentation.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LDDAP document containing the amount, project title, project leader and fund code	Client/Payor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present LDDAP or proof of fund transfer to the Cashier's Office to confirm fund availability. Ensure to include the appropriate fund code obtained from the UPLB Accounting Office.	Receive and review the documents to verify the provided details.	Amount indicated in the LDDAP	10 minutes	<i>Administrative Officer V or Administrative Officer I OVCA-Cashier</i>
2. Secure the Electronic Official Receipt (e-OR) Note: original e-ORs for PCAARRD and DA-BAR are issued directly to their respective agencies.	Confirm the remitted amount with the bank and issue the Electronic Official Receipt (e-OR).		10 minutes	



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Total	Amount indicated in the bill	20 minutes	

OVCA-CASHIER.7. VERIFICATION OF RECEIVED DISBURSEMENT VOUCHER (DV)

The UPLB creditors/payees would ask the status of their disbursement vouchers (DVs) thru the Cashier's Office counter if the DV has reached the Cashier's Office and in that case if the payment has been or will be processed.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher (DV) duly signed with complete Bank Account Number / Contact Number	End-User
2. Name of Payee	End-User
3. Net amount	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from Help Desk (front liner) and provide the requirements	Attend to inquiry re: DV is received/paid	None	5 minutes	Junior Office Associate OVCA-Cashier
2. Receive feedback; either DV is received or paid	Provide feedback: received and status	None	5 minutes	
Total		Amount indicated in the bill	10 minutes	

OVCA-CASHIER.8. PAYMENT TO SUPPLIER/CREDITOR THRU ADVICE TO DEBIT ACCOUNT (ADA)

Prior to the payment of supplier/ creditor, an SMS notification is sent to the supplier/agency to issue invoice/receipt on the available approved Disbursement Voucher at the Cashier's Office under the supplier's name to process payment thru Authority to Debit Account (Land Bank Account).

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	Non-UP Clients, Business Enterprise

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved DV's with bank account and contact number	Cashier's Office Helpdesk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SMS notification to Cashier's Office counter for retrieval of corresponding Disbursement Voucher (DV).	Receive the notification and inquire from the cashier's personnel processor in accordance with the fund.	None	10 minutes	<i>Junior Office Associate</i> or <i>Junior Office Associate</i> OVCA-Cashier
2. Verify and accept the appropriate DV.	The CO Helpdesk staff will guide suppliers to issue an updated invoice or Collection Receipt (CR) if the attached invoice is outdated. If the invoice is already updated, suppliers don't need to issue an Official Receipt (OR) or CR; they will be provided with withholding tax	None	5 minutes per voucher	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	details (BIR form 2307) after completing Box E.			
3. Prepare and issue an invoice or any required supplementary document corresponding to the net amount stated in the DV.	Review the issued documents, verify receipt of the withholding tax, and check the completeness of Box E.	None		<i>Administrative Assistant II (For Trust and PCC Funds)</i> <i>Senior Office Associate (For Trust and PCC Funds)</i>
4. Sign Box E of the DV and detach the withholding tax.	Provide the original copy of the withholding tax and verify that Box E is signed on each copy.	None		<i>Administrative Officer III (For General Fund)</i>
5. Obtain the original copy of the withholding tax certificate.		None		<i>Administrative Officer III (For Revolving Fund)</i> OVCA-Cashier
Total		Amount indicated in the bill	15 minutes	

OVCA-CASHIER.9. PAYMENT TO SUPPLIER/CREDITOR THRU CHEQUE

There are agencies / utility companies who are not accepting ADA and prefer cheque payment. These agencies are the externally funding agencies for Special Projects while the Utility Companies are exclusive distributors of services.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for cheque payment	End-User/Supplier
2. Notarized Special Power of Attorney (in case claimant is a representative of payee)	
3. Valid Registration of Business name (if claimant is the owner)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request retrieval of DV for supplier at the Cashier's Office counter.	Accommodate supplier.	None	3 minutes	<i>Junior Office Associate</i> OVCA-Cashier
2. To claim the cheque, present: A. SPA or letter of authorization (notarized) and 2 valid ID's. <i>(if claimant is a representative)</i> B. Valid registration of business name and 2 valid ID's. <i>(if claimant is the owner)</i>	Verified appropriate document & supplier representative.	None	2 minutes	<i>Administrative Assistant II</i> <i>(For Trust Fund)</i> <i>Administrative Officer III</i> <i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCA-Cashier
3. Issue an official Receipt (OR) and sign acknowledgement receipt on the voucher.	Provide the supplier's DV.	None	2 minutes	<i>Administrative Assistant II</i> <i>(For Trust Fund)</i> <i>Administrative Officer III</i> <i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i> OVCA-Cashier
4. Sign the warrant register and claim the cheque.	Provide a warrant registry and instruct the client's authorized representative to sign.	None	2 minutes	<i>Administrative Assistant II</i> <i>(For Trust Fund)</i> <i>Administrative Officer III</i> <i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i> OVCA-Cashier
5. Sign the DV box E and detached		None	2 minutes	<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
withholding tax certificate.				<i>(For Trust Fund)</i> <i>Administrative Officer III</i> <i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i> OVCA-Cashier
6. Sign the withholding tax certificate attached to the DV.	Verify if all documents are signed.	None	2 minutes	<i>Administrative Assistant II</i> <i>(For Trust Fund)</i> <i>Administrative Officer III</i> <i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i> OVCA-Cashier
7. Get the original copy of the withholding tax certificate.		None	2 minutes	<i>Administrative Assistant II</i> <i>(For Trust Fund)</i> <i>Administrative Officer III</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>(For General Fund)</i> <i>Administrative Officer III</i> <i>(For Revolving Fund)</i> OVCA-Cashier
Total		None	15 minutes	

OVCA-CASHIER.10.PAYMENT TO SUPPLIER/CLIENT (ONE-TIME TRANSACTION) WITHOUT LANDBANK ACCOUNT

A one-time payment to a supplier/client without a Landbank account involves preparing payment details, obtaining approval, coordinating with the End-user/Supplier to use another bank, notifying the recipient, and recording the transaction for documentation.

Office or Division	Cashier's office
Classification	Complex
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for one-time payment thru other bank (individuals and companies)	End-User/Supplier/Client
2. Photocopy of Bank account or Bank certification (companies)	End-User/Supplier/Client
3. Contact number	End-User/Supplier/Client
4. Invoice or collection receipt, whichever is applicable	End-User/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek approval of letter request to Cashier's Office and provide necessary requirements	Receive letter and act on approval/disapproval	None	1 day	<i>Junior Office Associate</i> OVCA-Cashier
2. Monitor payment in the nominated bank account	Endorse letter to concerned section/payment processor	None	3 minutes	<i>Junior Office Associate</i> OVCA-Cashier
	Processing the Payment	None	3 days	<i>Administrative Officer V</i> <i>(For General and Revolving Funds)</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Officer I</i> <i>(For Trust and PCC Funds)</i> <i>Administrative Officer V</i> OVCA-Cashier
Total		None	4 days and 3 minutes	

OVCA-CASHIER.11. ATTENDING TO INQUIRIES

Since the Cashier's Office is a frontline service, clients would come and request for feedback or make inquiries about payments and collections.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business
Who may Avail	Non-UP Clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Disbursement Voucher Number		End-user
2. Payee's Name		End-user
3. Other information details		End-user, UPLB unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide inquiry information.	Clarify information being asked	None	5 minutes	<i>Junior Office Associate</i> OVCA-Cashier
2. Receive feedback/response	Provide feedback/response re: subject matter or inquiry related to finances	None	5 minutes	<i>Junior Office Associate</i> OVCA-Cashier
Total		None	10 minutes	

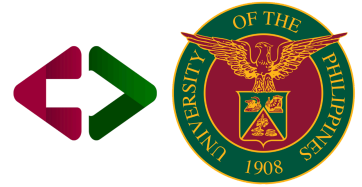
OVCA-CASHIER.12. SMS NOTIFICATION

SMS Messaging is an added service that notifies suppliers and creditors about approved DVs for issuance of invoice or collection receipt, and notifies UPLB employees, suppliers, and clients about available salaries, allowances, honoraria, and other payments.

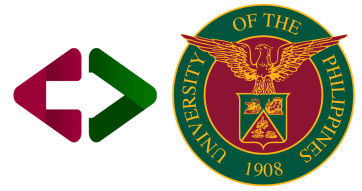
Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2C - Government to Clients, G2B - Government to Business, G2G - Government to Government
Who may Avail	Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration form	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Cashier's Office or Cashier's Office Facebook page for the QR code	If registering manually, the client will be asked to fill out a form with their details.	None	3 minutes	<i>Junior Office Associate</i> OVCA-Cashier
2. Register by accomplishing SMS Messaging Notification Form or register in the google form provided in the Facebook page of the Cashier's Office.	Update the database.	None	2 minutes	<i>Administrative Officer I</i> OVCA-Cashier
3. In case any SMS Notification is not received, email cashier's Office.uplb@up.edu.ph	Acknowledge email and resolve the issue.	None	3 minutes	<i>Administrative Officer I</i> OVCA-Cashier



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Total	None	7 minutes	



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OVCA-CASHIER.13. ASSISTANCE FOR LINK.BIZPORTAL PAYMENT

For clients who prefer online transactions or are unable to visit the Cashier's Office during operating hours, the office provides assistance for making payments via Landbank Link.biz.

Office or Division	Cashier's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of proof of payment	Landbank (c/o payor)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests assistance.	Provide instruction.	Amount indicated in the bill	15 Minutes	<i>Administrative Officer V</i>
2. Follow steps displayed at the bulletin board.	Answer the queries.			<i>Administrative Officer I</i>
3. Screenshot or scan the payment confirmation slip once the Linkbiz transaction is successful.				<i>Administrative Aide III</i> OVCA-Cashier
4. Email the successful payment confirmation to the respective college/office.				
5. Claim the documents requested and paid from the respective college/office.				
Total		Amount indicated in the bill	15 Minutes	

OVCA-CASHIER.14. OVER-THE-COUNTER PAYMENTS AT THE CASHIER'S OFFICE: PROCESSING OF NON-ASSESSMENT FEES (TCG, TOR, DIPLOMA, CERTIFICATION, AND THE LIKES)

In addition to online payment options, the Cashier's Office accepts over-the-counter payments for non-assessment fees from 8:00 AM to 2:00 PM (no noon break), Monday through Friday.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing from the respective college / office	College / office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance.	Provide instructions.	Amount indicated in the bill	2 minutes	<i>Administrative Officer V or Administrative Officer I or Administrative Aide III OVCA-Cashier</i>
2. Complete the required form and refer to the account codes posted on the bulletin board	Receive and verify the completed form.		3 minutes	
3. Pay the required amount to the Collecting Officer	Accept and count the payment. Return change, if applicable.		2 minutes	
4. Secure your Official Receipt	Generate and Issue the Official Receipt.		3 minutes	
Total		Amount indicated in the bill	10 minutes	

OVCA-CASHIER.15. PROCESSING OF OTHER COLLECTIONS: UTILITIES, BONDS, RENTALS, AND MISCELLANEOUS FEES.

In addition to online payment options, the Office accepts other payments from 8:00 AM to 2:00 PM (no noon break), Monday through Friday.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	Respective UPLB office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing.	Receive and review the SOA/Bill.	Amount indicated in the bill	2 minutes	<i>Administrative Officer V</i> or <i>Administrative Officer I</i> or <i>(Administrative Aide III)</i> OVCA-Cashier
2. Pay the amount due.	Receive and verify the amount tendered.		2 minutes	
3. Count the loose change if there is any.	Provide the necessary change, if applicable.		1 minute	
4. Secure your Official Receipt	Generate and Issue the Official Receipt.		5 minutes	
5. Check the receipt before leaving the counter.				
Total		Amount indicated in the bill	10 Minutes	

OVCA-CASHIER.16. ISSUANCE OF ELECTRONIC OFFICIAL RECEIPT FOR THE PROCESSING OF OTHER COLLECTIONS: UTILITIES, BONDS, RENTALS, AND MISCELLANEOUS FEES

The office prepares and issues electronic official receipts for all payments made through the LandBank Link.bizPortal, direct bank deposits, fund transfers, and ADA, upon verification.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Statement	Client/Payor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing statement and proof of payment to the Cashier's Office.	Receive and review the documents to verify the provided details. And confirm the remitted amount.	Amount indicated in the bill.	10 minutes	<i>Administrative Officer I</i> OVCA-Cashier
2. Secure the Electronic Official Receipt (e-OR)	Issue the Electronic Official Receipt (e-OR).		10 minutes	
Total		Amount indicated in the bill	20 Minutes	

OVCA-CASHIER.17. ISSUANCE OF ELECTRONIC OFFICIAL RECEIPT FOR PROJECT/SCHOLARSHIP FUNDS

The office prepares and issues electronic official receipts for all deposits from projects/ scholarship funds upon verification of deposit and with proper documentation.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LDDAP document containing the amount, project title, project leader and fund code	Client/Payor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present LDDAP or proof of fund transfer to the Cashier's Office to confirm fund availability. Ensure to include the appropriate fund code obtained from the UPLB Accounting Office.	Receive and review the documents to verify the provided details.	Amount indicated in the LDDAP	10 minutes	<i>Administrative Officer V or Administrative Officer I OVCA-Cashier</i>
2. Secure the Electronic Official Receipt (e-OR) Note: original e-ORs for PCAARRD and DA-BAR are issued directly to their respective agencies.	Confirm the remitted amount with the bank and issue the Electronic Official Receipt (e-OR).		10 minutes	
Total		Amount indicated in the bill	20 minutes	

OVCA-CASHIER.18. VERIFICATION OF RECEIVED DISBURSEMENT VOUCHER (DV)

The UPLB creditors/payees would ask the status of their disbursement vouchers (DVs) thru the Cashier's Office counter if the DV has reached the Cashier's Office and in that case if the payment has been or will be processed.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher (DV) duly signed with complete Bank Account Number / Contact Number	End-User
2. Name of Payee	End-User
3. Net amount	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from Help Desk (front liner) and provide the requirements	Attend to inquiry re: DV is received/paid	None	5 minutes	Junior Office Associate OVCA-Cashier
2. Receive feedback; either DV is received or paid	Provide feedback: received and status	None	5 minutes	
Total		Amount indicated in the bill	10 minutes	

OVCA-CASHIER.19. ATTENDING TO INQUIRIES

Since the Cashier's Office is a frontline service, clients would come and request for feedback or make inquiries about payments and collections.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher Number	End-user
2. Payee's Name	End-user
3. Other information details	End-user, UPLB unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide inquiry information.	Clarify information being asked	None	5 minutes	<i>Junior Office Associate</i> OVCA-Cashier
2. Receive feedback/response	Provide feedback/response re: subject matter or inquiry related to finances	None	5 minutes	<i>Junior Office Associate</i> OVCA-Cashier
Total		None	10 minutes	

OVCA-CASHIER.20. OPENING OF PAYROLL BANK ACCOUNT FOR NEW HIRE

UPLB has a Memorandum of Agreement with Land Bank in terms of payroll account. All regular and permanent employees must have a specific bank account for easy identification and crediting of benefits, salary, reimbursements, and the likes.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB New Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointment document	End-user
2. Identification card	End-user
3. Endorsement Letter to Open Payroll Bank Account	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to Cashier's Office appointment letter and email address	Verify the appointment letter and ID and send the google form	None	3 Minutes	<i>Administrative Officer III</i> OVCA-Cashier
2. Fill out the google form before the issuance of endorsement letter	Verify if the google form is filled out properly.	None	2 Minutes	<i>Administrative Officer III</i> OVCA-Cashier
	Prepared the endorsement letter signed by the Cashier's Office Unit head	None	Approximately 30 minutes, depending on the availability of the signatory.	<i>Administrative Officer III</i> OVCA-Cashier
3. Received the Endorsement letter and proceed to Land Bank/Veterans	Send another Google Form to be filled out by the client after the bank account opening.	None	2 Minutes	<i>Administrative Officer III</i> OVCA-Cashier
Total		None	37 Minutes	

OVCA-CASHIER.21. PROCESSING OF EMPLOYEE'S CLEARANCE

Before processing clearance, the Cashier's Office checks for any pending transactions or payments owed by the retiring or separating employee.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance photocopy	HRDO
2. Photocopy of personal Land Bank Account & contact number	UPLB Unit, UPLB Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay obligation as stated in the clearance to Cashier's Office, if applicable	Accommodate and issue an official Receipt of corresponding amount.	Amount indicated in the order of payment	5 minutes	<i>Administrative Officer V</i> <i>or</i> <i>(Administrative Officer I)</i> <i>or</i> <i>(Administrative Aide III)</i> <i>or</i> <i>Administrative Officer III</i> OVCA-Cashier
	Receive the clearance from HRDO	None	2 minutes	
2. Provide a photocopy of the	Request a personal bank account.	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
new LBP account/ submit it to the google form where the benefits will be credited after retirement.				Administrative Officer V OVCA-Cashier
	Endorse the clearance to the Chief	None	2 minutes	
	The Chief approves the clearance.	None	5 minutes	
	Return the clearance to HRDO.	None	2 minutes	
Total			18 minutes	

OVCA-CASHIER.22. CLOSING OF PAYROLL ACCOUNT

Once the employees become inactive (retired /separated from service), the assigned payroll bank account must be closed. Endorsement is requested to close the bank account.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may Avail	UPLB Retiring and Separating Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Clearance/Letter request to close the payroll account	Cashier's Office
2. Photocopy of ATM	UPLB Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a letter request to close the existing payroll account at the Cashier's Office counter and attached photocopy of the ATM.	Accommodate and verify the bank account number and reason for closing.	None	3 minutes	<i>Administrative Officer III</i> OVCA-Cashier
2. Get the endorsement letter for the bank to close the account.	Prepare the endorsement letter and attach the request. Seek approval for the Chief Admin officer or authorized representative.	None	2 minutes	<i>Administrative Officer III</i> OVCA-Cashier
Total		None	5 minutes	

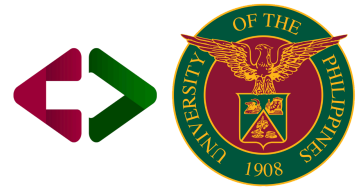
OVCA-CASHIER.23. SMS NOTIFICATION

SMS Messaging is an added service that notifies suppliers and creditors about approved DVs for issuance of invoice or collection receipt, and notifies UPLB employees, suppliers, and clients about available salaries, allowances, honoraria, and other payments.

Office or Division	Cashier's office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration form	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Cashier's Office or Cashier's Office Facebook page for the QR code	If registering manually, the client will be asked to fill out a form with their details.	None	3 minutes	<i>Junior Office Associate</i> OVCA-Cashier
2. Register by accomplishing SMS Messaging Notification Form or register in the google form provided in the Facebook page of the Cashier's Office.	Update the database.	None	2 minutes	<i>Administrative Officer I</i> OVCA-Cashier
3. In case any SMS Notification is not received, email cashier's Office.uplb@up.edu.ph	Acknowledge email and resolve the issue.	None	3 minutes	<i>Administrative Officer I</i> OVCA-Cashier
Total		None	7 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
HUMAN RESOURCES DEVELOPMENT OFFICE
EXTERNAL SERVICES**

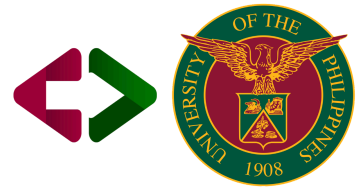
OVCA-HRDO.1. REQUEST FOR UNIVERSITY PERSONNEL STATISTICS/DATA

Statistical information or aggregated data regarding university personnel, including details on employment, positions, and other HR-related records generated in accordance with the Freedom of Information (FOI) and Data Privacy Act.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	UPLB Students, Private Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Freedom of Information (FOI) Form approved by the UPLB Media and Communications Office	https://www.foi.gov.ph/ UPLB Media and Communications Office
Request letter	Client
Copy of valid government issued/school IDs	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 HRDO receives approved FOI form and attachments 1.2 Gathers information on the data requested	none	15 working days	<i>Administrative Officer IV/ Administrative Officer V OVCA-HRDO</i>
	2. Sends data through specified means on the FOI form by the applicant	none	1 working day	<i>Administrative Officer IV/ Administrative Officer V OVCA-HRDO</i>
TOTAL		none	16 working days	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
HUMAN RESOURCES DEVELOPMENT OFFICE
INTERNAL SERVICES**

OVCA-HRDO.2. SERVICE RECORD (ONLINE)

A service record provides a documentary history of an employee's accredited government services rendered

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Simple
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Online Request Form https://tinyurl.com/UPLBSR or email request using official UP email at benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	HRDO Website
UPLB Employee ID	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Form with link https://tinyurl.com/UPLBSR or Using the official UP email (@ up.edu.ph), send a request to benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	1.1 Acknowledges receipt of request.	none	5 minutes	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO
	2.1 Check and verify entries on the application form/email, and the electronic database 2.2 Generate the e-copy of Service Record	none	30 minutes	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Send the e-copy to the requester For hard copy request: Send a pick up notification email to the requester			
3. Pick-up the document	For hard copy request: 3.1 Release the document to the requester	none	5 minutes	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO
TOTAL		none	40 minutes	

OVCA-HRDO.3. SERVICE RECORD (WALK-IN)

A service record provides a documentary history of an employee's accredited government services rendered

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Simple
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HRDO Request Form	HRDO
UPLB Employee ID	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HRDO request form and forward the request to together with the requester's UPLB ID	1.1 Check and verify entries on the application form/email, and the electronic database 1.2 Generate the copy of Service Record	none	30 minutes	<i>Junior Office Aide/ Administrative Officer IV</i> OVCA-HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Forward the copy to the signatory			
	2. Sign the Service Record	none	30 minutes	<i>Supervising Administrative Officer/ Administrative Officer V</i> OVCA-HRDO
	3. Affix the dry seal on the document	none	3 minutes	<i>Junior Office Aide/ Administrative Officer IV</i> OVCA-HRDO
	4. Release the Service Record to the requester	none	3 minutes	<i>Administrative Officer IV</i> OVCA-HRDO
TOTAL		none	1 hour and 6 minutes	

OVCA-HRDO.4. CERTIFICATE OF EMPLOYMENT (ONLINE)

Certificate of Employment is a document certifying the employee's complete name, employment status, unit and office assignment, original date of appointment, current salary, and other benefits currently being received by the employee.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Simple
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the requester is using his/her own UP email: Online Request Form https://tinyurl.com/UPLB-COE or email request using official UP email at benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	HRDO Website

If the requesting party is a UPLB employee and the authorized representative of the requester: Online Request Form https://tinyurl.com/UPLB-COE or email request using official UP email at benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph and upload/attach the following:	HRDO Website
• Authorization letter from the requester	Requester
• UPLB ID of the requester	Requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the Google Form with link https://tinyurl.com/UPLB-COE or Using the official UP email (@up.edu.ph), send a request to benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	1.1 Acknowledges receipt of request.	none	1 working day	<i>Junior Office Aide/ Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	2.1 Check and verify entries on the application form/email, and the electronic database. 2.2 Generate the e-copy of Certificate of Employment 2.3 Send the e-copy to the requester For hard copy request:		1 working day	<i>Junior Office Aide/ Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Send a pick up notification email to the requester			
3. Pick-up the document	For hard copy request: 3.1 Release the document to the requester	none	5 minutes	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO
TOTAL		none	2 working days and 5 minutes	

OVCA-HRDO.5. CERTIFICATE OF EMPLOYMENT(WALK-IN)

Certificate of Employment is a document certifying the employee's complete name, employment status, unit and office assignment, original date of appointment, current salary, and other benefits currently being received by the employee.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Complex
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Employee ID	HRDO
HRDO Request Form	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HRDO Request Form and present to the HRDO personnel together with the UPLB ID	1.1 Check and verify entries on the application form/email, and the electronic database. 1.2 Generate the copy of Certificate of Employment	none	15 minutes	<i>Junior Office Aide/ Administrative Officer IV</i> OVCA-HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Forward the copy to the signatory			
	2. Sign the Certificate of Employment	none	5 minutes	<i>Junior Office Aide/ Administrative Officer IV OVCA-HRDO</i>
	3. Affix the dry seal on the document	none	1 minute	<i>Supervising Administrative Officer/ Administrative Officer V OVCA-HRDO</i>
	4. Release the Certificate of Employment to the requester	none	1 minute	<i>Junior Office Aide/ Administrative Officer IV OVCA-HRDO</i>
TOTAL		none	22 minutes	

OVCA-HRDO.6. CERTIFICATION OF RATING

Certification of Rating is an official document certifying an employee's latest performance rating based on the approved Individual Performance Commitment and Review (IPCR). It is commonly used as a supporting requirement for MC 11 Category 2 eligibility applications, promotion, nomination to awards, and job applications.

Office or Division	Position Classification & Staff Development Section, Human Resources Development Office
Classification	Simple
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished HRDO Request Form or email request using official UP email at hrdo.uplb@up.edu.ph	HRDO Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form or Using the official UP email (@up.edu.ph), send a request to hrdo.uplb@up.edu.ph	1.1 Acknowledges receipt of request.	none	5 minute	<i>Administrative Officer IV</i> OVCA-HRDO
	2.1 Check and verify entries on the application form/email 2.2 Check the rating 2.3 Draft Certification of Rating	none	30 minutes	<i>Administrative Officer IV</i> OVCA-HRDO
	3. Forward the draft Certification of Rating for verification of the PCSD Section Chief	none	10 minutes	<i>PCSD Section Chief</i> OVCA-HRDO
	4. Verify the certification and forward to the HRDO Director	none	10 minutes	<i>PCSD Section Chief</i> OVCA-HRDO
	5. Sign the Certification of Rating	none	30 minutes	<i>Director</i> OVCA-HRDO
	6. Affix the dry seal on the document	none	3 minute	<i>Administrative Officer IV</i> OVCA-HRDO
	7. Send email notification to the requester regarding the pick up of the Certification of Rating	none	5 minutes	<i>Administrative Officer IV</i> OVCA-HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Claim the Certification of Rating	8.1. Release the Certification of Rating	none	3 minutes	<i>Administrative Officer IV</i> OVCA-HRDO
TOTAL		none	1 hour and 36 minutes	

OVCA-HRDO.7. CERTIFICATION OF STUDY LEAVE

Certification of Study Leave is an official document issued by the University certifying that a faculty member was granted and completed an approved study leave. It is required to support automatic promotion upon completion of a master's degree, and merit automatic promotion upon completion of a PhD degree, in accordance with University policies.

Office or Division	Position Classification & Staff Development Section, Human Resources Development Office
Classification	Simple
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished HRDO Request Form or email request using official UP email at hrdo.uplb@up.edu.ph	HRDO Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form Or for online request, using the official UP email (@up.edu.ph), send a request to hrdo.uplb@up.edu.ph	1.1 Acknowledges receipt of request.	none	5 minutes	<i>Administrative Officer II/ Administrative Officer IV</i> OVCA-HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Check and verify entries on the application form/email. 2.2 Check the study leave records 2.3 Draft Certification of Study Leave	none	30 minutes	<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	2.4 Forward the draft Certification of Rating for verification of the PCSD Section Chief	none	10 minutes	<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	Verify the certification and forward to the HRDO Director	none	10 minutes	<i>Administrative Officer IV/ PCSD Section Chief OVCA-HRDO</i>
	2.4 Sign the Certification of Rating	none	30 minutes	<i>Director OVCA-HRDO</i>
	4. Affix the dry seal on the document	none	3 minute	<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
	6. Send email notification to the requester regarding the pick up of the Certification of Rating	none	5 minutes	<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>
7. Claim the Certificate of Employment	7. Release the Certification of Rating	none	3 minutes	<i>Administrative Officer II/ Administrative Officer IV OVCA-HRDO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		none	1 day and 17 minutes	

OVCA-HRDO.8. UPLB ID FOR EMPLOYEES (ONLINE)

The UPLB ID is an official identification card, serving as proof of employment and providing access to workplace facilities and services.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Online Request Form https://tinyurl.com/UPMayaRFIDApplica tion or email request using official UP email at benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	HRDO Website
Appointment	Requester/HRDO
Soft copy of latest 1x1 or 2x2 photo	Requester
One (1) Valid Government ID	Requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Form with link https://tinyurl.com/UPMayaRFIDApplica tion or Using the official UP email (@ up.edu.ph), send a request to benefits_hrdo@uplb.edu.ph or at hrdo.uplb@up.edu.ph	1.1 Acknowledges receipt of request.	none	5 minutes	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO
	1.2 Check and verify entries on	none	15 minutes	<i>Junior Officer Aide/</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the application form/email.			<i>Administrative Aide III</i> OVCA-HRDO
	1.3 Edit the submitted photo	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	1.4 Upload profile and edited photo to the third-party system.	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	1.5 Third party system generates IDs		1 month	<i>Third party provider</i>
3. Third party transmit IDs to UPLB	3.1 Receive the IDs	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	4. Send email notification to the requester regarding the pick up of the UPLB ID	none	15 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
5. Client picks up the UPLB ID.	5.1 Release the UPLB ID to the requester.	none	5 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
TOTAL		none	1 month, 2 hours and 10 minutes	

OVCA-HRDO.9. UPLB ID FOR EMPLOYEES (WALK-IN)

The UPLB ID is an official identification card, serving as proof of employment and providing access to workplace facilities and services.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB ID Request Form	HRDO
Appointment	Requester/HRDO
Soft copy of latest 1x1 or 2x2 photo	Requester
One (1) Valid Government ID	Requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the the UPLB ID request Form	1.1 Check and verify entries on the application form.	none	15 minute	<i>Junior Office Aide or Administrative Officer IV</i> OVCA-HRDO
	1.2 Capture the photo	none	10 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	1.3 Edit the submitted photo	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	1.4 Upload profile and edited photo to the third-party system.	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
	2. Third party system generates IDs		1 month	<i>Third party provider</i>
3. Third party transmit IDs to UPLB	3.1 Receive the IDs	none	30 minutes	<i>Junior Officer Aide/ Administrative Aide III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCA-HRDO
	4. Send email notification to the requester regarding the pick up of the UPLB ID	none	15 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
5. Client picks up the UPLB ID.	5.1 Release the UPLB ID to the requester.	none	5 minutes	<i>Junior Officer Aide/ Administrative Aide III</i> OVCA-HRDO
TOTAL		none	1 month, 2 hours and 15 minutes	

OVCA-HRDO.10. CERTIFICATE ON GUARANTEE OF PAYMENT

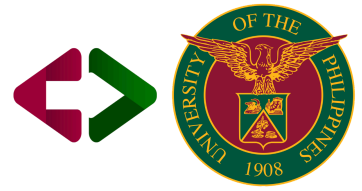
This certification confirms an employee's employment details and the available e-Hope balance, which may be used to cover hospitalization and post-confinement medicine expenses, serving as a guarantee of payment for eligible medical services.

Office or Division	Employee Benefits Section, Human Resources Development Office
Classification	Complex
Type of Transaction	Government to Government
Who may Avail	Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Employee ID	HRDO
HRDO Request Form	HRDO
If the requesting party is the representative of the requestor - Authorization letter from the requester - Valid government issued ID	Requester Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HRDO Request Form and present to the HRDO	1.1 Check and verify entries on the application form.	none	3 minutes	<i>Junior Office Aide/ Administrative Officer IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
personnel together with the appropriate requirements				OVCA-HRDO
	2.2 Check and verify entries on the electronic database. 2.2 Generate the copy of Certificate on Guarantee of Payment 2.3 Forward the copy to the signatory	none	15 minutes	<i>Junior Office Aide/ Administrative Officer IV</i> OVCA-HRDO
	3. Sign the Certificate on Guarantee of Payment	none	5 minutes	<i>Supervising Administrative Officer/ Administrative Officer V</i> OVCA-HRDO
	4. Affix the dry seal on the document	none	1 minute	<i>Junior Office Aide/ Administrative Officer IV</i> OVCA-HRDO
5. Claim the Certificate on Guarantee of Payment	5. Release the Certificate on Guarantee of Payment to the requester	none	1 minute	
TOTAL		none	25 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
RECORDS MANAGEMENT OFFICE
EXTERNAL SERVICES**

OVCA-RMO.1. ISSUANCES OF CERTIFICATION OF EMPLOYMENT/RETIREMENT/LEAVE WITHOUT PAY (INACTIVE EMPLOYEE)

This service involves the preparation, verification, and issuance of official certifications for inactive employees, including Certification of Employment, Certification of Retirement, and Certification of Leave Without Pay. These certifications attest to the employee's period of service, employment status, retirement details, or approved leave records, as applicable, and are based on official records on file with the University. The documents are issued for lawful purposes such as retirement claims, benefits processing, employment verification, or other official transactions

Office or Division	Records Management Office (RMO)
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	All Inactive UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved University Clearance	From the 201 File at Records Management Office/From Concerned UPLB Employee
2. Duly accomplished RMO Form No. 01 – Unified Request Form	Records Management Office
3. Payment Information Slip	Records Management Office
4. Proof of Identification (Choose one whichever applicable)	Concerned Inactive UPLB Employee
4.1 If concerned Employee	
4.1.1 One (1) Valid ID	
4.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned Inactive UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned Inactive UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
4.3 If the document owner is deceased:	
4.3.1 Proof of relationship	Family of Concerned UPLB Employee
4.3.1 One (1) Valid ID	Authorized representative
5. Proof of Payment	Concerned Inactive UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST (for walk-in or paper-based transactions)				
1. Request issuance of Certification of Employment/ Retirement/ Leave Without Pay	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Admin. Aide III Or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and Request retrieval of 201 File	None	5 minutes	<i>Administrative Officer I Or Administrative Assistant II OVCA-RMO</i>
	2.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	<i>Administrative Officer I or Administrative Officer III or Admin. Assistant IV or Administrative Officer I or Administrative Assistant II OVCA-RMO</i>
	2.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for	None	5 minutes	<i>Administrative Officer I or Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	non-issuance and advises the client to accomplish clearance If with University Clearance on file: Issues Statement of Account; advises payment and schedules document release			OVCA-RMO
3. Pays the certification fee	3. Accepts Payment	₱30.00		<i>UPLB Cashier's Office or Land Bank of the Philippines</i>
4. Presents Official Receipt / Payment Validation Slip to RMO	4.1 Prepares Certificate of Employment	None	30 minutes	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>
	4.2 Reviews and signs Certificate of Employment	None	5 minutes	<i>Administrative Officer III and Administrative Officer V OVCA-RMO</i>
5. Claims the Certification of Employment on scheduled date	5.1 Releases Certificate of Employment	None	2 minutes	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives the Certification of Employment		None	1 minute	<i>Client</i>
7. Signs receiving portion of RMO Form No. 1		None	1 minute	<i>Client</i>
TOTAL		₱ 30.00	1 hour and 20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Submits request for Certification of Employment/ Retirement/ Leave Without Pay through any of the following: • RMO Document Transaction thru Online Request (DocTOR) via RMO website	1.1 Checks Document Request Notification from RMO DocTOR or email and Request retrieval of 201 File	None	2 minutes	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(https://rmo.uplb.edu.ph/services/) • RMO DocTOR QR Code RMO - DocTOR  • Email: rmo.uplb@up.edu.ph				
	1.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	Administrative Officer I or Administrative Officer III or Admin. Assistant IV or Administrative Officer I or Administrative Assistant II OVCA-RMO
	1.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for non-issuance and	None	5 minutes	Administrative Officer I Or Administrative Assistant II OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	advises the client to accomplish clearance If with University Clearance on file: Issues Statement of Account; advises payment and schedules document release			
2. Pay the certification fee and scan the proof of payment and email to: aggabatin@up.edu.ph dgescosura@up.edu.ph	2.1 Prints the proof of payment	₱ 30.00		<i>Administrative Officer I or Administrative Assistant II</i> OVCA-RMO
	2.2 Prepares Certificate of Employment	None	30 minutes	<i>Administrative Officer I or Administrative Assistant II</i> OVCA-RMO
	2.3 Reviews and signs Certificate of Employment	None	5 minutes	<i>Administrative Officer III and Administrative Officer V</i> OVCA-RMO
3. Claims the Certificate of Employment on scheduled date	3.1 Releases Certificate of Employment	None	2 minutes	<i>Administrative Officer I or Administrative Assistant II</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives the Certificate of Employment and signs receiving portion of RMO Form No. 1		None	1 minute	<i>Client</i>
TOTAL		₱ 30.00	1 Hour and 15 minutes	

OVCA-RMO.2. ISSUANCE OF SERVICE RECORDS (INACTIVE EMPLOYEE)

This service covers the processing, preparation, and issuance of official Service Records to inactive employees, including retirees, resigned personnel, and those separated from government service. The Records Management Office verifies employment details such as inclusive dates of service, positions held, employment status, and other relevant information based on official records on file.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	All inactive UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved University Clearance	From the 201 File at Records Management Office/From Concerned UPLB Employee
2. Duly accomplished RMO Form No. 01 – Unified Request Form	Records Management Office
3. Payment Information Slip	Records Management Office
4. Proof of Identification (Choose one whichever applicable)	Concerned Inactive UPLB Employee
4.1 If concerned Employee	
4.1.1 One (1) Valid ID	
4.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned Inactive UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned Inactive UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
4.3 If the document owner is deceased:	
4.3.1 Proof of relationship	Family of Concerned UPLB Employee
4.3.1 One (1) Valid ID	Authorized representative
5. Proof of Payment	Concerned Inactive UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Request issuance of Service Record	1.1 Issues RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Admin. Aide II or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and requests retrieval of 201 File	None	5 minutes	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>
	2.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	<i>Administrative Officer I or Administrative Officer III or Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	2.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for non-issuance and advises the client to accomplish clearance	None	1 minute	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If with University Clearance on file: Issues Statement of Account; advises payment and schedules document release			
3. Pay the Service Record fee		₱30.00		<i>Requesting Client of Authorized Representative</i>
4. Present Official Receipt / Payment Validation Slip	4.1 Photocopies OR / Payment Slip 4.2 Prepares Service Record 4.3 Submits to RMO Signatory	None	1 Day	<i>Administrative Officer I or Administrative Assistant II OVCA-RMO</i>
	4.4 Reviews and signs Service Record	None	5 minutes	<i>Administrative Officer III and Administrative Officer V OVCA-RMO</i>
5. Claim the Service Record	5.1 Releases Service Record	None	2 minutes	<i>Administrative Officer I Or Administrative Assistant II OVCA-RMO</i>
6. Receive the Service Record and Sign the receiving portion of RMO Form No. 01		None	2 minutes	<i>Requesting Client of Authorized Representative OVCA-RMO</i>
TOTAL		₱30.00	1 day and 46 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (RMO DocTOR/Email)				
1. Submit request for Service Record through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	1.1 Checks Document Request Notification from RMO DocTOR or email and request Retrieval of 201 File	None	2 minutes	<i>Administrative Officer I</i> or <i>Administrative Assistant II</i> OVCA-RMO
	1.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	<i>Administrative Officer I</i> or <i>Administrative Officer III</i> or <i>Administrative Assistant IV</i> or <i>Administrative Officer I</i> or <i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for non-issuance and advises the client to accomplish clearance If with University Clearance on file: Issues Statement of Account; advises payment and schedules document release	None	5 minutes	<i>Administrative Officer I</i> or <i>Administrative Assistant II</i> OVCA-RMO
2. Pay the Service Record fee and scan the proof of payment and email to: aggabatin@up.edu.ph dgescosura@up.edu.ph	2.1 Prints the proof of payment	₱30.00		<i>Administrative Officer I</i> or <i>Administrative Assistant II</i> OVCA-RMO
	2.2 Prepares Service Records	None	1 Day	<i>Administrative Officer I</i> or <i>Administrative Assistant II</i> OVCA-RMO
	2.3 Reviews and signs Service Record	None	5 minutes	<i>Administrative Officer III</i> and <i>Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the Service Record (Present proof of payment, if not submitted via email.)	3.1 Releases Service Record	None	2 minutes	Administrative Officer I or Administrative Assistant II OVCA-RMO
4. Receive the Service Record and Sign the receiving portion of RMO Form No. 01		None	2 minutes	Requesting Client of Authorized Representative
	TOTAL	₱30.00	1 Day and 46 minutes	

OVCA-RMO.3. AUTHENTICATION OF 201 FILE DOCUMENT (INACTIVE EMPLOYEE)

This service provides the issuance of authenticated or certified true copies of 201 File documents for inactive University employees, including retirees, resigned, or separated personnel. The Records Management Office (RMO) verifies official personnel records to ensure the accuracy and completeness of employment, academic, and service-related information before issuing certified copies. These documents may be used for retirement claims, benefits processing, employment verification, or other lawful purposes requiring proof of employment and service history.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	All inactive UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved University Clearance	From the 201 File at Records Management Office/From Concerned UPLB Employee
2. Duly accomplished RMO Form No. 01 – Unified Request Form	Records Management Office
3. Payment Information Slip	Records Management Office
4. Proof of Identification (Choose one whichever applicable)	Concerned Inactive UPLB Employee

4.1 If concerned Employee	
4.1.1 One (1) Valid ID	
4.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned Inactive UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned Inactive UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
4.3 If the document owner is deceased:	
4.3.1 Proof of relationship	Family of Concerned UPLB Employee
4.3.1 One (1) Valid ID	Authorized representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests authentication of 201 file documents	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide III Or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Received the Accomplished RMO Form No. 01 – Unified Request Form	None	5 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	2.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	<i>Administrative Officer I Administrative Officer III Administrative Assistant IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant II</i> OVCA-RMO
	2.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for non-issuance and advises the client to accomplish clearance If with University Clearance on file: Retrieves and photocopies the requested documents. • Stamps documents as "CERTIFIED COPY" or "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE." • Imprints dry seal, countersigns, and submits to signatory.	None	15 minutes	<i>Administrative Assistant IV</i> <i>or</i> <i>Administrative Assistant II</i> OVCA-RMO
	2.4 Signs the authenticated documents	None	5 minutes	<i>Administrative Officer III and Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Issues Statement of Account; advises payment and schedules document release		2 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
3. Pays authentication fee		₱3.00 Authentication ₱2.00 Photocopy		<i>UPLB Cashier' Office /Landbank of the Philippines</i>
4.Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	4.1 Validates, receipt, photocopy and attaches to request form.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
5. Receives authenticated documents and Signs receiving portion of request form	5.1 Releases authenticated documents.	None	1 minute	<i>Requesting Client of Authorized Representative</i>
TOTAL		₱5.00/copy	1 Hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Submit request for Document Authentication through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	1.1 Checks Document Request Notification from RMO DocTOR or email	None	2 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	1.2 Preparation and Approval of Records Retrieval Slip; Retrieve 201 file at Records Center	None	30 minutes	<i>Administrative Officer I or Administrative Officer III or Administrative Assistant IV or Administrative Officer I or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verifies 201 files for University Clearance If no University Clearance on file: explains the reason for non-issuance and advises the client to accomplish clearance If with University Clearance on file: Retrieves and photocopies the requested documents. • Stamps documents as "CERTIFIED COPY" or "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE." • Imprints dry seal, countersigns, and submits to signatory.	None	15 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
	1.4 Signs the authenticated documents	None	5 minutes	<i>Chief Administrative Officer or Officer-in-charge</i> OVCA-RMO
	1.5 Issues Statement of Account; advises payment and	None	2 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	schedules document release			OVCA-RMO
2. Pay the Authentication fee and scan the proof of payment and email to: aamalali1@up.edu.ph dgescosura@up.edu.ph	2.1 Prints the proof of payment	₱3.00 Authentication ₱ 2.00 Photocopy		<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO <i>PLLB Cashier' Office /Landbank of the Philippines</i>
3.Claims the Authenticated documents on scheduled date (<i>Present proof of payment, if not submitted via email.</i>)	3.1 Validates receipt, photocopy and attaches to request form.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
4. Receives authenticated documents and signs receiving portion of request form	4.1 Releases authenticated documents.	None	1 minute	<i>Requesting Client of Authorized Representative</i>
TOTAL		₱5.00/copy	56 Minutes	

OVCA-RMO.4. SOFT BINDING SERVICE

Provision of soft binding for documents, reports, manuals, and other official or reference materials to ensure neat presentation, ease of handling, and temporary or semi-permanent compilation. The service includes the organization, alignment, and binding of pages using appropriate soft binding materials, suitable for internal use, submissions, and recordkeeping purposes.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students of nearby schools and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02- Job Request Form Records Management Office	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
3.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Requesting client, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests soft binding service	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Administrative Assistant I</i> <i>Or</i> <i>Officer of the Day</i> <i>OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II</i> <i>or</i> <i>Administrative Assistant IV</i> <i>or</i> <i>Administrative Assistant I</i> <i>or</i> <i>Officer of the Day</i> <i>OVCA-RMO</i>
	2.2 Issues Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Aide II</i> <i>or</i> <i>Administrative Assistant IV</i> <i>or</i> <i>Administrative Assistant I</i> <i>or</i> <i>Officer of the Day</i> <i>OVCA-RMO</i>
3. Pays the binding fee	3.1 Accepts payment	See table for applicable fees*		<i>UPLB</i> <i>Cashier's Office/Land Bank of the Philippines</i> <i>OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the Job Request Form.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant. II</i> OVCA-RMO
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
	4.3 Performs soft binding of materials.	None	55 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
5. Claims the bound materials	5.1 Releases the bound materials.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives the bound materials and signs acknowledgement		None		<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
TOTAL		See table for applicable fees*	1 hour 2 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for Soft Binding through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i> OVCA-RMO
	1.2 Prepares RMO Form No. 01 – Unified Request Form .	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i> OVCA-RMO
	1.3 Emails Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant V or Administrative Assistant I</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Pays the binding fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Brings materials and Official Receipt / Payment Validation Slip	3.1 Receives materials and validates payment.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	3.2 Records Job details and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	3.3 Performs soft binding of materials.	None	55 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	3.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Claims the bound materials	4.1 Release the bound materials	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
5. Receives the bound materials and signs acknowledgement		None		<i>Client</i>
TOTAL		See table for applicable fees*	1 hour 2 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.5. HARD/FULL BINDING SERVICE

This service provides hard or full binding of official documents, reports, manuals, theses, dissertations, and other institutional materials submitted by University offices and units, as well as other nearby schools and institutions. The Records Management Office (RMO) ensures that documents are properly arranged, securely bound with durable covers, and professionally finished to enhance longevity, protection, and presentation. The service supports the long-term preservation and formal submission of important records, subject to established procedures and the availability of materials.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students of nearby schools and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
3.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Requesting client, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests hard/full binding service	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i> OVCA-RMO
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i> OVCA-RMO
	2.2 Issues Payment Information Slip and advises clients to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i> OVCA-RMO
3. Pays the binding fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official	4.1 Records payment details in the RMO Form	None	1 minute	<i>Administrative Assistant IV or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receipt / Payment Validation Slip	No. 01 – Unified Request Form			<i>Administrative Assistant I</i> OVCA-RMO
	4.2 Schedules and informs the client of the date of pick up	None	1minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
	4.3 Performs full/hard binding of materials.	None	2 hours and 34 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
5. Claims the bound materials	5.1 Releases the bound materials.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
6. Receives the bound materials and signs acknowledgement		None		
TOTAL		See table of applicable fees*	2 hours and 41 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for Soft Binding through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>
	1.2 Prepares RMO Form No. 01 – Unified Request Form .	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>
	1.3 Emails Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the binding fee	2.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Brings materials and Official Receipt / Payment Validation Slip	3.1 Receives materials and validates payment.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>
	3.2 Records Job details and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>
	3.3 Performs hard/full binding of materials.	None	2 hours and 34 minutes	<i>Administrative Assistant IV or Administrative Assistant I</i>
	3.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I</i>
4. Claims the bound materials	4.1 Release the bound materials	None	1 minute	<i>Administrative Aide II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Administrative Assistant IV</i> <i>or</i> <i>Administrative Assistant I</i> <i>Or</i> <i>Officer of the Day</i>
5. Receives the bound materials and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	2 hours and 41 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.6. REBINDING SERVICE

Provision of rebinding services for damaged, worn-out, or deteriorated reference materials from college libraries and the University Library to restore structural integrity and extend their useful life. The Records Management Office (RMO) ensures the use of appropriate binding techniques and durable materials to preserve the content, usability, and appearance of library holdings, subject to established procedures and availability of resources.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students of nearby schools, and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
3.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Requesting client, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests hard/full binding service	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				or Officer of the Day OVCA-RMO
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO
	2.2 Issues Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO
3. Pays the rebinding fee	3.1 Accepts payment	See table of fees*		UPLB Cashier's Office/Land Bank of the Philippines
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	4.2 Schedules and informs the	None	1minute	Administrative Assistant IV or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client of the date of pick up			<i>Administrative Assistant II</i> OVCA-RMO
	4.3 Performs rebinding of materials.	None	3 hours and 41 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
	4.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
5. Claims the rebind materials	5.1 Releases the rebind materials.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> Or <i>Officer of the Day</i> OVCA-RMO
6. Receives the rebind materials and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	3 hours and 48 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for rebinding through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	1.2 Prepares RMO Form No. 01 – Unified Request Form .	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	1.3 Emails Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
2. Pays the rebinding fee	2.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Brings materials and Official Receipt / Payment Validation Slip	3.1 Receives materials and validates payment.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	3.2 Records Job details and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	3.3 Performs rebinding of materials.	None	3 hours and 41 minutes	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	3.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
4. Claims the rebind materials	4.1 Release the rebind materials	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i> OVCA-RMO
5. Receives the rebind materials and signs acknowledgement		None		<i>Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	See table of applicable fees*	3 hours and 48 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.7. FABRICATION OF CERTIFICATE HOLDER/JACKET

This service involves the fabrication of certificate holders or jackets for official certificates issued by the University. The Records Management Office (RMO) prepares durable and presentable certificate holders to protect certificates from damage and to ensure a professional and uniform appearance. The service supports the proper safekeeping, presentation, and formal issuance of official certificates, subject to established specifications and availability of materials.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Nearby schools and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
3.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	

3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Requesting client, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests the fabrication of a certificate holder/jacket	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
	1.2 Issues Payment Information Slip and advises clients to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and	None	1 minute	<i>Administrative Aide II or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	materials for binding			<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
	2.2 Issues Payment Information Slip and advises clients to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> Or <i>Officer of the Day</i> OVCA-RMO
3. Pays the certificate holder/jacket fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant II</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Fabricates the certificate holder/jacket	None	1 hour and 22 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
5. Claims the certificate holder/jacket	5.1 Releases certificate holder/jacket	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
6. Receives the certificate holder/jacket and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	1 hour and 30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for fabrication of certificate holder/jacket through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepares RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	1.3 Emails Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
2. Pays the certificate holder/jacket fee	2.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Presents or emails Official Receipt / Payment Validation Slip	3.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.2 Schedules and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.3 Fabricates the certificate holder/jacket	None	1 hour and 22 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCA
4. Claims the certificate holder/jacket	4.1 Releases certificate holder/jacket	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA</i>
5. Receives the certificate holder/jacket and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	1 hour and 29 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.8. FABRICATION OF FOLDER

This service provides the preparation and provision of hard folders for special documents and documents requiring official signatures. The folder is necessary to ensure that documents are securely housed in durable folders to maintain their integrity, prevent damage, and facilitate proper handling during review or signing.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Nearby schools and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
4.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests the fabrication of a folder	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant I or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
	2.2 Issues Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
3. Pays the folder fabrication fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>

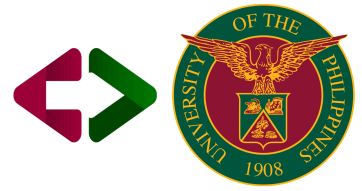
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	4.3 Fabricates the folder	None	1 hour and 18 minutes	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II</i> OVCA-RMO
5. Claims the fabricated folder	5.1 Releases the folder	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i> OVCA-RMO
6. Receives the fabricated folder and signs acknowledgement		None		Client
TOTAL		See table of applicable fees*	1 hour and 25 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit a request for the fabrication of a certificate holder/jacket through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	1.2 Prepares RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	1.3 Emails Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the folder fabrication fee	2.1 Accepts payment	See table of fees*		UPLB Cashier's Office/Land Bank of the Philippines
3. Presents or emails Official Receipt / Payment Validation Slip	3.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.2 Schedules and informs client of the date of pick up	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.3 Fabricates the certificate holder/jacket	None	1 hour and 18 minutes	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.4 Notifies client when materials are ready for pick-up.	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
4. Claims the fabricated folder	4.1 Releases certificate holder/jacket	None	1 minute	Administrative Aide II or Administrative Assistant IV or Administrative Assistant I Or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer of the Day OVCA-RMO
5. Receives the fabricated folder and signs acknowledgement		None		Client
TOTAL		See table of applicable fees*	1 hour and 25 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
RECORDS MANAGEMENT OFFICE
INTERNAL SERVICES**

OVCA-RMO.9. AUTHENTICATION OF ACADEMIC 201 FILE DOCUMENT (ACTIVE EMPLOYEE)

This service provides the issuance of authenticated or certified copies of Academic 201 File documents for active University employees. The Records Management Office (RMO) verifies the official personnel records to ensure the accuracy and completeness of the information before issuing certified copies. These documents may be used for official transactions, internal processing, promotions, benefits, or other lawful purposes requiring proof of employment, qualifications, and service records.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished: 1.1 RMO Form No. 01 – Unified Request Form; or 1.2 RMO - Document Transaction thru Online Request (DocTOR) Google Form	Records Management Office or Records Management Office official website https://rmo.uplb.edu.ph/
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever applicable)	Concerned UPLB Employee
3.1 If concerned Employee	
4.1.1 One (1) Valid ID	Concerned UPLB Employee
3.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
3.3 If the document owner is deceased:	
3.3.1 Proof of relationship	Family of Concerned UPLB Employee
3.3.1 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST (<i>for walk-in or paper-based transactions</i>)				
1. Request authentication/	1.1 Issue RMO Form No. 01 –	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
certification of Academic 201 File documents	Unified Request Form			<i>Administrative Aide III or Officer of the day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receive the Accomplished RMO Form No. 01 – Unified Request Form and records request 2.2 Encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Officer I OVCA</i>
	3.1 Locate and pull out folder 3.2 Retrieve the requested documents 3.3 Photocopy the documents 3.4 Stamp the document with "CERTIFIED COPY" if the document was issued by the University; "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE" if the document was issued by another agency 3.5 Imprint with university dry seal	None	10 minutes	<i>Administrative Officer I OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Countersign the documents 3.7 Submit to Unit Head / Officer-in-Charge for signature			
	4. Final review and sign certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge OVCA-RMO
	5. Inform concerned staff on the schedule of pick up / release of the documents through email/call /messaging apps	None	1 minute	Administrative Officer / OVCA-RMO
6. Claim the authenticated document on the given schedule	6.1 Issue Payment Information Slip 5.2 Advise to pay the required fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)	None	1 minute	Administrative Officer / OVCA-RMO
7. Pay the required fee	7.1 Accept payment 7.2 Issue Official Receipt	₱3.00 Authentication fee ₱2.00 Photocopy fee	5 minutes	UPLB Cashier's Office/Land Bank of the Philippines
8. Present the Official Receipt/ Payment Validation Slip to RMO Staff	8.1 Verify payment and photocopy the Official Receipt /Payment Validation	None	1 minute	Administrative Officer / OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Slip and attach to RMO Form No. 1-Unified Request Form 8.2 Release the authenticated documents			
8. Receive the authenticated documents and sign at receiving portion of RMO Form No. 01-Unified Request Form	8. Complete transaction	None	1 minute	<i>Administrative Officer I</i> OVCA-RMO
TOTAL		Rate depends on request type	27 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (RMO DocTOR or Email)				
1. Visit RMO Website / Scan QR Code at RMO Office / Send Email to RMO		None	1 minute	
2. Submit request for authentication/certification of Academic 201 File documents through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/	2.1 Check and acknowledge the Document Request and email messages notification 2.2 Encode request in the	None	2 minutes	<i>Administrative Officer I</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- RMO DocTOR QR Code RMO - DocTOR  - Email to rmo.uplb@up.edu.ph	CRS-Monitoring Sheet			
	3.1 Locate and pull out folder 3.2 Retrieve the requested documents 3.3 Photocopy the documents 3.4 Stamp the document with "CERTIFIED COPY" if the document was issued by the University; "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE" if the document was issued by another agency 3.5 Imprint with university dry seal 3.6 Countersign the documents	None	10 minutes	<i>Administrative Officer I</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.7 Submit to Unit Head / Officer-in-Charge for signature			
	4. Final review and sign certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge OVCA-RMO
	5. Inform concerned staff on the schedule of pick up / release of the documents through email/call /messaging apps	None	1 minute	Administrative Officer I OVCA-RMO
6. Claim the authenticated document on the given schedule	6.1 Issue Payment Information Slip 6.2 Advise to pay the required fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)	None	1 minute	Administrative Officer I OVCA-RMO
7. Pay the required fee	7.1 Accept payment 7.2 Issue Official Receipt	₱3.00 Authentication fee ₱2.00 Photocopy fee	5 minutes	UPLB Cashier's Office/Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Present the Official Receipt/ Payment Validation Slip to RMO Staff	8.1 Verify payment and photocopy the Official Receipt /Payment Validation Slip and attach to RMO Form No. 1-Unified Request Form 8.2 Release the authenticated documents	None	1 minute	
9. Receive the authenticated documents and sign at receiving portion of RMO Form No. 01-Unified Request Form	9. Complete transaction	None	1 minute	<i>Administrative Officer I</i> OVCA-RMO
TOTAL		₱5.00	27 minutes	

OVCA-RMO.10. AUTHENTICATION OF ADMINISTRATIVE 201 FILE DOCUMENT (ACTIVE EMPLOYEE)

This service provides the issuance of authenticated or certified copies of Administrative 201 File documents for active University employees. The Records Management Office (RMO) verifies the official personnel records to ensure the accuracy and completeness of the information before issuing certified copies. These documents may be used for official transactions, internal processing, promotions, benefits, or other lawful purposes requiring proof of employment, qualifications, and service records.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished: 1.1 RMO Form No. 01 – Unified Request Form; or 1.2 RMO - Document Transaction thru Online Request (DocTOR) Google Form	Records Management Office or Records Management Office official website https://rmo.uplb.edu.ph/
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever applicable)	Concerned UPLB Employee
3.1 If concerned Employee	
4.1.1 One (1) Valid ID	Concerned UPLB Employee
3.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
3.3 If the document owner is deceased:	
3.3.1 Proof of relationship	Family of Concerned UPLB Employee
3.3.1 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIB LE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Request authentication/ certification of Academic 201 File documents	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide III or Officer of the day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receive the Accomplished RMO Form No. 01 – Unified Request Form and records request 2.2 Encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Aide III OVCA-RMO</i>
	3.1 Locate and pull out folder	None	10 minutes	<i>Administrative Aide III OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Retrieve the requested documents 3.3 Photocopy the documents 3.4 Stamp the document with "CERTIFIED COPY" if the document was issued by the University; "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE" if the document was issued by another agency 3.5 Imprint with university dry seal 3.6 Countersign the documents 3.7 Submit to Unit Head / Officer-in-Charge for signature			
	4. Final review and sign certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge OVCA-RMO
	5. Inform concerned staff on the schedule of pick up / release of the documents through email/call /messaging apps	None	1 minute	Administrative Aide III OVCA-RMO
6. Claim the authenticated document on the given schedule	6.1 Issue Payment Information Slip 5.2 Advise to pay the required fee at the Cashier's Office or thru LandBank Link.BizPortal	None	1 minute	Administrative Aide III OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(https://www.landbank.com)			
7. Pay the required fee	7.1 Accept payment 7.2 Issue Official Receipt	₱ 3.00 Authentication fee ₱ 2.00 Photocopy fee	5 minutes	<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
8. Present the Official Receipt/ Payment Validation Slip to RMO Staff	8.1 Verify payment and photocopy the Official Receipt /Payment Validation Slip and attach to RMO Form No. 1-Unified Request Form 8.2 Release the authenticated documents	None	1 minute	<i>Administrative Aide III OVCA-RMO</i>
8. Receive the authenticated documents and sign at receiving portion of RMO Form No. 01-Unified Request Form	8. Complete transaction	None	1 minute	<i>Administrative Aide III OVCA-RMO</i>
TOTAL		₱5.00	27 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Visit RMO Website / Scan QR Code at RMO Office / Send Email to RMO		None	1 minute	
2. Submit request for authentication/ certification of	2.1 Check and acknowledge the Document	None	2 minutes	<i>Administrative Aide III OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Academic 201 File documents through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	Request and email messages notification 2.2 Encode request in the CRS-Monitoring Sheet			
	3.1 Locate and pull out folder 3.2 Retrieve the requested documents 3.3 Photocopy the documents 3.4 Stamp the document with "CERTIFIED COPY" if the document was issued by the University; "CERTIFIED PHOTOCOPY FROM DOCUMENT ON FILE" if the document was issued by another agency	None	10 minutes	<i>Administrative Aide III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Imprint with university dry seal 3.6 Countersign the documents 3.7 Submit to Unit Head / Officer-in-Charge for signature			
	4. Final review and sign certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge OVCA-RMO
	5. Inform concerned staff on the schedule of pick up / release of the documents through email/call /messaging apps	None	1 minute	Administrative Aide III OVCA-RMO
6. Claim the authenticated document on the given schedule	6.1 Issue Payment Information Slip 6.2 Advise to pay the required fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)	None	1 minute	Administrative Aide III OVCA-RMO
7. Pay the required fee	7.1 Accept payment 7.2 Issue Official Receipt	₱ 3.00 Authentication fee	5 minutes	UPLB Cashier's Office/Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		₱ 2.00 Photocopy fee		
8. Present the Official Receipt/ Payment Validation Slip to RMO Staff	8.1 Verify payment and photocopy the Official Receipt /Payment Validation Slip and attach to RMO Form No. 1-Unified Request Form 8.2 Release the authenticated documents	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
9. Receive the authenticated documents and sign at receiving portion of RMO Form No. 01-Unified Request Form	9. Complete transaction	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
TOTAL		₱ 5.00	27 minutes	

OVCA-RMO.11. AUTHENTICATION OF GENERAL RECORDS - ACTIVE RECORDS

This service involves the issuance of authenticated or certified copies of active General Records maintained by the Records Management Office (RMO). These records are used for official reference, decision-making, policy formulation, and institutional documentation. General Records include, but are not limited to, Minutes and Excerpts of Board of Regents (BOR) meetings, official issuances, Annual Reports, Academic Advisory Committee minutes, program or terminal reports, and legal documents. Certification ensures that copies released are accurate, complete, and officially recognized by the University.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO Form No. 01 – Unified Request Form	Records Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests authentication/certification of General Records	1.1 Issues Unified Request Form, verifies records, prepares certified copies, and forwards documents for signature	None	10 minutes	Administrative Officer V OVCA-RMO
	1.2 Reviews and signs the documents	None	1 minute	Chief Administrative Officer or Officer-in-charge OVCA-RMO
	1.3 Issues Statement of Account and advises client on payment and schedule of pick up	None	1 minute	Administrative Officer V OVCA-RMO
2. Pays the required fees	2.1 Accepts payment	₱3.00-Authentication fee ₱2.00-Photocopy fee	1 minute	UPLB Cashier's Office/Land Bank of the Philippines
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents	None	1 minute	Administrative Officer V OVCA-RMO
4. Receives the authenticated documents and		None	1 minute	Administrative Aide III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signs the receiving portion of the request form				OVCA-RMO
TOTAL		₱ 5.00	15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Submit request for authentication/certification of General Records documents through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	1.1 Verifies request, retrieves records, prepares certified copies, and forwards documents for signature	None	10 minutes	<i>Administrative Officer V</i> OVCA-RMO
	1.2 Reviews and signs the documents	None	1 minute	<i>Chief Administrative Officer or Officer-in-charge</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Notifies client that documents are ready and provides payment instructions		1 minute	<i>Administrative Officer V OVCA-RMO</i>
2. Pays the required fees	2.1 Accepts payment	₱ 3.00-Auth entication fee ₱2.00 -Photoco py fee	1 minute	<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents		1 minute	<i>Administrative Officer V OVCA-RMO</i>
4. Receives the authenticated documents and signs the receiving portion of the request form		None	1 minute	<i>Administrative Officer V OVCA-RMO</i>
TOTAL		₱ 5.00	15 minutes	

OVCA-RMO.12. AUTHENTICATION OF GENERAL RECORDS - IN-ACTIVE RECORDS

This service involves the issuance of authenticated or certified copies of inactive General Records under the custody of the Records Management Office (RMO). These records are requested for official reference, decision-making, policy formulation, and other legitimate institutional purposes. General Records include, but are not limited to, Minutes and Excerpts of Board of Regents (BOR) meetings, official issuances, annual reports, Academic Advisory Committee minutes, program or terminal reports, legal documents, and historical records. Authentication or certification ensures that the copies released are accurate, complete, and officially recognized by the University.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government

Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO Form No. 01 – Unified Request Form	Records Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests authentication/certification of General Records	1.1 Issues RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Aide II or Officer of the Day OVCA-RMO
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, countersign, forwards documents for signature and imprints dry seal	None	1 day	Administrative Assistant IV or Administrative Officer III OVCA-RMO
	1.3 Reviews and signs the documents	None	5 minutes	Administrative Officer V or Officer-in-charge OVCA-RMO
	1.4 Issues Statement of Account and advises client on payment and schedule of pick up	None	2 minutes	Administrative Assistant IV or Administrative Officer III OVCA-RMO
2. Pays the required fees	2.1 Accepts payment	₱3.00-Authentication fee		UPLB Cashier's Office/Land

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		₱2.00 -Photocopy fee		Bank of the Philippines
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents	None	5 minutes	Administrative Assistant IV or Administrative Officer III OVCA-RMO
4. Receives the authenticated documents and signs the receiving portion of the request form		None	2 minutes	Requesting Client of Authorized Representative
TOTAL		₱5.00	1 day and 15 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Submit request for authentication/certification of Inactiv General Records through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code	1.1 Checks Document Request Notification from RMO DocTOR or email	None	2 minutes	Administrative Assistant IV or Administrative Officer III OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RMO - DocTOR  • Email to rmo.uplb@up.edu.ph				
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, countersign, forwards documents for signature and imprints dry seal	None	1 day	Administrative Assistant IV or Administrative Officer III OVCA-RMO
	1.3 Reviews and signs the documents	None	5 minutes	Administrative Officer V or Officer-in-charge OVCA-RMO
	1.4 Notifies client that documents are ready and provides payment instructions		2 minutes	
2. Pays the required fees	2.1 Accepts payment	₱3.00-Authentication fee ₱2.00-Photocopy fee		UPLB Cashier's Office/Land Bank of the Philippines
3. Claims documents on	3.1 Verifies payment and		5 minutes	Administrative Assistant IV

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scheduled date; Presents Official Receipt / Payment Validation Slip	releases the authenticated documents			or Administrative Officer III OVCA-RMO
4. Receives the authenticated documents and signs the receiving portion of the request form		None	2 minutes	Requesting Client of Authorized Representative
TOTAL		₱ 5.00	1 day and 16 minutes	

OVCA-RMO.13. AUTHENTICATION OF OPCR/IPCR

This service involves the issuance of certified copies of an employee's Individual Performance Commitment and Review (IPCR) on file with the University. Certified copies are issued for official and administrative purposes such as performance evaluation, accountability, promotion, career development, and other lawful requirements. The Records Management Office (RMO) ensures that all certified copies released are accurate, complete, and officially recognized by the University.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished RMO Form No. 01 – Unified Request Form	Agency/Office - Specific Office/Division/Desk
2. Proof of Identification (Choose one whichever applicable)	Concerned UPLB Employee
2.1 If concerned Employee	
2.1.1 One (1) Valid ID	
2.2 For Authorized Representative:	
2.2.1 Authorization Letter	Concerned UPLB Employee
2.2.2 Photocopy of Valid ID	Concerned UPLB Employee
2.2.3 One (1) Valid ID	Authorized representative

3. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST (for walk-in or paper-based transactions)				
1. Requests authentication/certification of IPCR	1.1 Issues RMO Form No. 01 – Unified Request Form	None	1 Minute	Administrative Aide III OVCA-RMO
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, and forwards documents for signature	None	15 minutes	Administrative Aide III OVCA-RMO
	1.3 Reviews and signs the documents	None	1 minute	Chief Administrative Officer or Officer-in-charge OVCA-RMO
	1.4 Issues Statement of Account and advises client on payment and schedule of pick up	None	1 minute	Administrative Aide III OVCA-RMO
2. Pays the required fees	2.1 Accepts payment	₱3.00 -Authentication fee ₱2.00 -Photocopy fee		UPLB Cashier's Office/Land Bank of the Philippines OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
4. Receives the authenticated documents and signs the receiving portion of the request form		None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
TOTAL		₱ 5.00	20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR</i> or <i>Email</i>)				
1. Submit request for authentication/certification of IPCR through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR 	1.1 Checks Document Request Notification from RMO DocTOR or email	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Officer III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Email to rmo.uplb@up.edu.ph				
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, and forwards documents for signature	None	15 minutes	<i>Administrative Aide III</i> OVCA-RMO
	1.3 Reviews and signs the documents	None	1 minute	<i>Chief Administrative Officer or Officer-in-charge</i> OVCA-RMO
	1.4 Notifies client that documents are ready and provides payment instructions		1 minute	
2. Pays the required fees	2.1 Accepts payment	₱3.00 -Authentication fee ₱2.00 -Photocopy fee		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents		1 minute	<i>Administrative Aide III</i> OVCA-RMO
4. Receives the authenticated documents and signs the		None	1 minute	<i>Administrative Aide III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receiving portion of the request form				
TOTAL		₱ 5.00/copy	20 minutes	

OVCA.RMO.14. COPY OF CERTIFICATE OF SERVICE, DAILY TIME RECORDS, LEAVE APPLICATION AND CONTRACT OF SERVICE

This service involves the issuance of certified copies of personnel records such as Certificate of Service, Daily Time Records (DTR), and Leave Applications. These documents are certified by the Records Management Office to ensure accuracy, completeness, and authenticity for employment verification, payroll, benefits processing, leave validation, performance monitoring, and other official purposes.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished RMO Form No. 01 – Unified Request Form	Agency/Office - Specific Office/Division/Desk
2. Proof of Identification (Choose one whichever applicable)	Concerned UPLB Employee
2.1 If concerned Employee	
2.1.1 One (1) Valid ID	
2.2 For Authorized Representative:	
2.2.1 Authorization Letter	Concerned UPLB Employee
2.2.2 Photocopy of Valid ID	Concerned UPLB Employee
3. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests authentication/certification of DTR, COS and Approved Leave Application	1.1 Issues Unified Request Form	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, and forwards documents for signature	None	15 minutes	<i>Administrative Aide III</i> OVCA-RMO
	1.3 Reviews and signs the documents	None	1 minute	<i>Chief Administrative Officer or Officer-in-charge</i> OVCA-RMO
	1.4 Issues Statement of Account and advises client on payment and schedule of pick up	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
2. Pays the required fees	2.1 Accepts payment	₱3.00-A uthentica tion fee ₱2.00 -Photoco py fee		<i>UPLB Cashier's Office/Land Bank of the Philippines</i> OVCA-RMO
3. Claims documents on scheduled date; Presents Official Receipt /	3.1 Verifies payment and releases the authenticated documents	None	1 minute	<i>Administrative Aide III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment Validation Slip				
4. Receives the authenticated documents and signs the receiving portion of the request form		None	1 minute	<i>Administrative Aide III</i> OVCA-RMO
TOTAL		₱5.00/copy	20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Submit request for authentication/certification of DTR, COS and Approved Leave Application through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR 	1.1 Checks Document Request Notification from RMO DocTOR or email	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Officer III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Email to rmo.uplb@up.edu.ph				
	1.2 Retrieves records at Records Center; verifies records, prepares certified copies, and forwards documents for signature	None	15 minutes	<i>Administrative Aide III</i> OVCA-RMO
	1.3 Reviews and signs the documents	None	1 minute	<i>Chief Administrative Officer or Officer-in-charge</i> OVCA-RMO
	1.4 Notifies client that documents are ready and provides payment instructions		1 minute	
2. Pays the required fees	2.1 Accepts payment	₱3.00-Authentication fee ₱2.00-Photocopy fee		<i>UPLB Cashier's Office/Land Bank of the Philippines</i> OVCA-RMO
3. Claims documents on scheduled date; Presents Official Receipt / Payment Validation Slip	3.1 Verifies payment and releases the authenticated documents		1 minute	<i>Administrative Aide III</i> OVCA-RMO
4. Receives the authenticated documents and signs the receiving portion		None	1 minute	<i>Administrative Aide III</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the request form				
TOTAL		₱5.00	20 minutes	

OVCA-RMO.15. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

This service involves the issuance of a **Certification of No Pending Administrative Case** to UPLB employees. The certification is issued for official purposes such as travel (visa and passport application), loan application, promotion, LTO deputation, study leave, employment, scholarship, grant of eligibility by the Civil Service Commission (CSC), fidelity bond, awards, and National Telecommunications Commission (NTC) accreditation. The Records Management Office (RMO) verifies official personnel records to ensure the accuracy and validity of the certification issued.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished: 1.1 RMO Form No. 01 – Unified Request Form; or 1.2 RMO - Document Transaction thru Online Request (DocTOR) Google Form	Records Management Office or Records Management Office official website https://rmo.uplb.edu.ph/
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever applicable)	Concerned UPLB Employee
3.1 If concerned Employee	
3.1.1 One (1) Valid ID	Concerned UPLB Employee
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Concerned UPLB Employee
3.2.2 Photocopy of Valid ID	Concerned UPLB Employee
3.2.3 One (1) Valid ID	Authorized representative
3.3 If the document owner is deceased:	
3.3.1 Proof of relationship	Family of Concerned UPLB Employee
3.3.1 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and

	Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST (for walk-in or paper-based transactions)				
1. Request Certificate of No Pending Administrative Case	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide III</i> <i>or</i> <i>Officer of the day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receive the Accomplished RMO Form No. 01 – Unified Request Form and records request 2.2 Acknowledge and encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Officer V OVCA-RMO</i>
3.1 Wait for result of initial checking <i>or</i> 3.2 Opt to not wait for the result of the initial checking	3.1 Verify and initially check database for personnel with pending/served administrative cases <i>or</i> 3.2.1 Verify and initially check database for personnel with pending/served administrative cases 3.2.2 Communicate processing steps	None	3 minutes	<i>Administrative Officer V OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to through email/call/messaging apps			
4.1 Initial checking result		None	5 minutes	Administrative Officer V OVCA-RMO
4.1.1 Acknowledge information	4.1.1 If with pending administrative case, inform/email client of non-issuance			
Total -With Pending Administrative Case			11 minutes (no issuance)	
<i>or</i> 4.1.2 Requests for further details	<i>or</i> 4.1.2 If there is a pending administrative case, prepare a letter stating information on the pending case based on records on file and verification with authorized office *then proceed to Step 8, Step 9, and Step 10	None	20 minutes	Administrative Officer V OVCA-RMO
Total -With Pending Administrative Case			19 minutes 2 minutes 1 minute	
Total -With Pending Administrative Case			53 minutes (w/ letter)	
	4.1.3 If there is an administrative case with a decision wherein the penalty has been served, issue Payment Information Slip and inform/email to pay the	None	5 minutes	Administrative Officer V OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com) 4.1.4 If none, prepare draft certification; inform/email Payment Information Slip and advise to pay the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)			
5. Receive Payment Information Slip		Noe	1 minute	
6. Pay the required certification fee	6.1 Accept payment 6.2 Issue Official Receipt	PhP30.00	5 minutes	UPLB Cashier's Office/Land Bank of the Philippines
7. Present Official Receipt / Payment Validation Slip		None	1 minute	
8. Wait for the scheduled date of release	8.1 Retrieve 201 and Administrative Cases folders 8.2 Check 201 and Administrative Cases folders 8.3 Update, place reference number, and finalize certification	None	9 minutes	Administrative Officer V OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.4 Print and countersign certification 8.5 Submit to Unit Head / Officer-in-Charge for signature			
	8.6 Final review and sign certification; return to preparer	<i>None</i>	<i>5 minutes</i>	<i>Chief Administrative Officer or Officer-in-Charge OVCA-RMO</i>
	8.7 Inform concerned staff on the release of the certification through email 8.8 Update CRS-Monitoring Sheet 8.9 Imprint with university dry seal	<i>None</i>	<i>5 minutes</i>	<i>Administrative Officer V OVCA-RMO</i>
9. Claim on scheduled date	9.1 Log for release 9.2 Release certification / letter	<i>None</i>	<i>2 minutes</i>	<i>Administrative Officer V OVCA-RMO</i>
10. Double check details if correct, receive certification / letter and sign log	10. Complete transaction	<i>None</i>	<i>1 minute</i>	<i>Administrative Officer V OVCA-RMO</i>
Total Administrative Case Penalty Served			40 minutes (w/certification)	
TOTAL NO PENDING ADMINISTRATIVE CASE			40 minutes (w/certification)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For filing to 201 file Folders				
	A. Instruct placement of a file copy of the certification in the 201 file folder	None	1 minute	Administrative Officer V OVCA-RMO
	B. Place a file copy of the certification in the 201 file folder	None	2 minutes	Records Officer in charge: - For Academic Staff Administrative Assistant II - For Administrative Staff and REPS Administrative Aide III OVCA-RMO
	C. Update CRS-Monitoring Sheet	None	1 minute	Administrative Officer V OVCA-RMO
Total		Rates depend on the applicable rates* See Table of Fees	15 minutes (no issuance) 58 minutes (w/ letter) 45 minutes (w/certification)	

FEES	
With Pending Administrative Case	None
Administrative Case Penalty Served	₱ 30.00
No Pending Administrative Case	₱30.00

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO DocTOR or Email</i>)				
1. Visit RMO Website / Scan QR Code at RMO Office / Send Email to RMO		None	1 minute	
2. Submit request via DocTOR, QR Code, or RMO email https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	2.1 Check and acknowledge the Document Request and email messages notification 2.2 Encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Officer V</i> OVCA-RMO
3.1 Wait for result of initial checking	3.1 Verify and initially check database for personnel with pending/served administrative cases 3.2 Communicate processing steps to through email/call/messaging apps	None	3 minutes	<i>Administrative Officer V</i> OVCA-RMO
4. Initial checking result	4.1 If with pending administrative	None	5 minutes	<i>Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Acknowledge information	case , inform/email client of non-issuance			
Total -With Pending Administrative Case			11 minutes (no issuance)	
<i>If ...</i> 4.2 Requests for further details	4.2.1 If there is a pending administrative case , prepare a letter stating information on the pending case based on records on file and verification with authorized office *then proceed to Step 8, Step 9, and Step 10	None	20 minutes 19 minutes 2 minutes 1 minute	<i>Administrative Officer V</i>
Total -With Pending Administrative Case			53 minutes (w/ letter)	
	4.2.2 If there is an administrative case with a decision wherein the penalty has been served , send the "Processing Instructions" email containing the Payment Information [payment of the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)]	None	5 minutes	<i>Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2.3 If none , prepare draft certification; send the “Processing Instructions” email containing the Payment Information [payment of the Certification Fee at the Cashier's Office or thru LandBank Link.BizPortal (https://www.landbank.com)]			
5. Receive and acknowledge “Processing Instructions” email containing the Payment Information		None	1 minute	
6. Pay the required certification fee	6.1 Accept payment 6.2 Issue Official Receipt	PhP30.00	5 minutes	UPLB Cashier's Office/Land Bank of the Philippines
7. Present/Send via Email the Official Receipt / Payment Validation Slip		None	1 minute	
8. Wait for the scheduled date of release	8.1 Retrieve 201 and Administrative Cases folders 8.2 Check 201 and Administrative Cases folders 8.3 Update, place reference number,	None	9 minutes	<i>Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and finalize certification 8.4 Print and countersign certification 8.5 Submit to Unit Head / Officer-in-Charge for signature			
	8.6 Final review and sign certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge
	8.7 Inform concerned staff on the release of the certification through email 8.8 Update CRS-Monitoring Sheet 8.9 Stamp dry seal the certification	None	5 minutes	Administrative Officer V OVCA-RMO
9. Claim on scheduled date	9.1 Log for release 9.2 Release certification	None	2 minutes	Administrative Officer V OVCA-RMO
10. Double check details if correct, receive certification and sign log	9. Complete transaction	None	1 minute	Administrative Officer V OVCA-RMO
Total Administrative Case Penalty Served			40 minutes (w/certification)	
TOTAL NO PENDING ADMINISTRATIVE CASE			40 minutes (w/certification)	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For filing to 201 file Folders				
	A. Instruct placement of a file copy of the certification in the 201 file folder	None	1 minute	Administrative Officer V OVCA-RMO
	B. Place a file copy of the certification in the 201 file folder	None	2 minutes	Records Officer in charge: - For Academic Staff Administrative Assistant II - For Administrative Staff and REPS Administrative Aide III OVCA-RMO
	C. Update CRS-Monitoring Sheet	None	1 minute	Administrative Officer V
Total		Rates depend on the applicable rates* See Table of Fees	15 minutes (no issuance) 58 minutes (w/ letter) 45 minutes (w/certification)	

FEES	
With Pending Administrative Case	None
Administrative Case Penalty Served	₱ 30.00
No Pending Administrative Case	₱30.00

OVCA-RMO.16. ISSUANCE OF CERTIFICATE OF NO CONTRACTUAL OBLIGATIONS

This service involves the issuance of a Certification of No Contractual Obligations to UPLB employees. The certification is issued for official purposes such as clearance, travel (visa and passport application), promotion, study leave, employment, scholarship, grant of eligibility by the Civil Service Commission (CSC), fidelity bond, awards, and National Telecommunications Commission (NTC) accreditation. The Records Management Office (RMO) verifies official personnel records to ensure the accuracy and validity of the certification issued.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2C – Government to Government
Who may Avail	All Active UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished: 1.1 RMO Form No. 01 – Unified Request Form; or 1.2 RMO - Document Transaction thru Online Request (DocTOR) Google Form	Records Management Office or Records Management Office official website https://rmo.uplb.edu.ph/
2. Proof of Identification (Choose whichever applicable)	Concerned UPLB Employee
2.1 If concerned Employee	
4.1.1 One (1) Valid ID	Concerned UPLB Employee
2.2 For Authorized Representative:	
4.2.1 Authorization Letter	Concerned UPLB Employee
4.2.2 Photocopy of Valid ID	Concerned UPLB Employee
4.2.3 One (1) Valid ID	Authorized representative
2.3 If the document owner is deceased:	
2.3.1 Proof of relationship	Family of Concerned UPLB Employee
2.3.1 One (1) Valid ID	Authorized representative
3. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST (for walk-in or paper-based transactions)				
1. Request Certificate of No Contractual Obligations	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Aide III or Officer of the day

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receive the Accomplished RMO Form No. 01 – Unified Request Form and records request 2.2 Acknowledge and encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Officer V</i> OVCA-RMO
3.1 Wait for result of initial checking <i>or</i> 3.2 Opt to not wait for the result of the initial checking	3.1 Verify and initially check database for Study Leave Monitoring, and List of Staff With Contractual Obligations	None	3 minutes	<i>Administrative Officer V</i> OVCA-RMO
4. Initial checking result 4.1. Acknowledge information	4.1 If with contractual obligations, inform/email client of non-issuance	None	5 minutes	<i>Administrative Officer V</i> OVCA-RMO
Total -With Contractual Obligations			11 minutes (no issuance)	
<i>or</i> 4.2 Requests for further details	<i>or</i> 4.2 If still with contractual obligations, prepare a letter and computations (if requested) based on records on file and verification with authorized offices	None	20 minutes	<i>Administrative Officer V</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Total -With Contractual Obligations			31 minutes (w/ letter and computation)	
	4.1.2 If none, prepare draft certification; inform/email	None	5 minutes	<i>Administrative Officer V OVCA-RMO</i>
Total -Without Contractual Obligations			16 minutes (w/certification)	
5. Wait for the scheduled date of release	5.1 Retrieve 201 and Contractual Obligations folders 5.2 Check 201 and Contractual Obligations folders (prepare computations if applicable) 5.3 Update, place reference number, and finalize certification / letter 5.4 Send for eSignature; place initials on the certification / letter 5.5 Send for eSignature to Unit Head / Officer-in-Charge for signature	None	15 minutes	<i>Administrative Officer V OVCA-RMO</i>
	5.6. Final review and place eSignature on the certification / letter; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive and acknowledge email containing the certification/letter	6.1 Send the certification / letter through email 6.2 Update CRS-Monitoring Sheet 6.3 Update Google Folder for Contractual Obligations	None	5 minutes	Administrative Officer V OVCA-RMO
7. Acknowledge receipt of the certification/notice/letter	7. Complete transaction	None	2 minutes	Administrative Officer V OVCA-RMO
Total -With Contractual Obligations			11 minutes (no issuance)	
Total -With Contractual Obligations			58 minutes (w/ letter and computation)	
Total -Without Contractual Obligations			43 minutes (w/certification)	
For filing to 201 file Folders				
	<i>A. Print a copy of the certification/notice/letter</i>	None	1 minute	Administrative Officer V OVCA-RMO
	<i>B. Instruct placement of a file copy of the certification in the 201 file folder</i>	None	1 minute	Administrative Officer V OVCA-RMO
	<i>B. Place a file copy of the certification in the 201 file folder</i>	None	2 minutes	Records Officer in charge: - For Academic Staff Administrative Assistant II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				- For Administrative Staff and REPS Administrative Aide III OVCA-RMO
	C. Update CRS-Monitoring Sheet	None	1 minute	Administrative Officer V OVCA-RMO
Total		None	16 minutes (no issuance) 63 minutes (w/ letter and computation) 48 minutes (w/certification)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (RMO DocTOR or Email)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit RMO Website / Scan QR Code at RMO Office / Send Email to RMO		None	1 minute	
2. Submit request via DocTOR, QR Code, or RMO email https://rmo.uplb.edu.ph/services/ • RMO DocTOR QR Code RMO - DocTOR  • Email to rmo.uplb@up.edu.ph	2.1 Check and acknowledge the Document Request and email messages notification 2.2 Encode request in the CRS-Monitoring Sheet	None	2 minutes	<i>Administrative Officer V</i> OVCA-RMO
3. Wait for result of initial checking	3. Verify and initially check database for Study Leave Monitoring, and List of Staff With Contractual Obligations	None	3 minutes	<i>Administrative Officer V</i> OVCA-RMO
4. Initial checking result 4.1. Acknowledge information	4.1 If with contractual obligations, inform/email client of non-issuance	None	5 minutes	<i>Administrative Officer V</i> OVCA-RMO
Total -With Contractual Obligations			11 minutes (no issuance)	
<i>or</i>	<i>or</i>	None	20 minutes	<i>Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 Requests for further details	4.2 If still with contractual obligations, prepare a letter and computations (if requested) based on records on file and verification with authorized offices			HRDO-OVCA OIL-OC
Total -With Contractual Obligations			31 minutes (w/ letter and computation)	
	4.1.2 If none, prepare draft certification; inform/email	None	5 minutes	Administrative Officer V OVCA-RMO
Total -Without Contractual Obligations			16 minutes (w/certification)	
5. Wait for the scheduled date of release	5.1 Retrieve 201 and Contractual Obligations folders 5.2 Check 201 and Contractual Obligations folders (prepare computations if applicable) 5.3 Update, place reference number, and finalize certification 5.4 Send for eSignature; place initials on the certification 5.5 Send for eSignature to Unit Head /	None	15 minutes	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Officer-in-Charge for signature			
	5.6 Final review and place eSignature on the certification; return to preparer	None	5 minutes	Chief Administrative Officer or Officer-in-Charge
6. Receive and acknowledge email containing the certification/ letter	6.1 Send the certification through email 6.2 Update CRS-Monitoring Sheet 6.3 Update Google Folder for Contractual Obligations	None	5 minutes	Administrative Officer V
7. Acknowledge receipt of the certification/notice /letter	7. Complete transaction	None	2 minutes	Administrative Officer V
Total -With Contractual Obligations			11 minutes (no issuance)	
Total -With Contractual Obligations			58 minutes (w/ letter and computation)	
Total -Without Contractual Obligations			43 minutes (w/certification)	
<i>For filing to 201 file Folders</i>				
	A. Print a copy of the certification/ notice/letter	None	1 minute	Administrative Officer V
	B. Instruct placement of a file copy of the certification in the 201 file folder	None	1 minute	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>B. Place a file copy of the certification in the 201 file folder</i>	<i>None</i>	<i>2 minutes</i>	<i>Records Officer in charge:</i> <i>- For Academic Staff</i> <i>Administrative Assistant II</i> <i>- For Administrative Staff and REPS</i> <i>Administrative Aide III</i>
	<i>C. Update CRS-Monitoring Sheet</i>	<i>None</i>	<i>1 minute</i>	<i>Administrative Officer V</i>
Total		None	16 minutes (no issuance) 63 minutes (w/ letter and computation) 48 minutes (w/certification)	

OVCA-RMO.17. POSTAL SERVICES

This service covers the processing and dispatch of outgoing official mail from University departments, offices, and units with approved postage allocation. The Records Management Office (RMO) maintains the postage allocation in the form of stamps obtained from the UPLB Post Office.

The RMO evaluates and determines the appropriate mail classification, computes the required postage based on prevailing PHILPOST rates, and prepares the mail for proper dispatch to ensure timely and accurate delivery.

The cost of mailing for University departments, offices, and units shall be deducted from the postage stamps deposited with the RMO.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government

Who may Avail	Departments/Offices/Units with postage allocation at Records Management Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 5Two (2) copies of duly accomplished Mail Delivery Request Form (MDRF)	Concern Departments/Offices/Units
2. Outgoing mail item	Concern Departments/Offices/Units
3. Approved postage allocation	Concern Departments/Offices/Units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Postage Stamp Statement of Account (SOA)	1.1 Prepares the Postage Stamp SOA and send to requesting office/unit	None	2 minutes	<i>Administrative Assistant II</i> OVCA-RMO
2. Receives the SOA and prepare s voucher for postage stamp allocation payable to PHILPOST		None	Client's processing time	Concerned Department/Of fice/Unit
3. Coordinates release of postage stamps allocation	3.1 Pick up postage stamps from the UPLB Post Office upon availability of voucher	None	Depends on availability	
4. Submits two (2) copies of MDRF with the outgoing mail	4.1 Receives MDRF and outgoing mail 4.2 Determines appropriate mail classification 4.3 Weighs mail and compute postage based on PHILPOST rates	Deducted from postage stamp allocation based prevailing PHILPOST rates	10 minutes	<i>Administrative Assistant II</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4 Affixes postage stamps 4.5 Records postage amount on MDRF			
5. Receives validated MDRF	5.1 Returns original copy of validated MDRF to department/unit representative.	None	1 minute	<i>Administrative Assistant II</i> OVCA-RMO
TOTAL		None	13 minutes	

OVCA-RMO.18. SOFT BINDING SERVICE

Provision of soft binding for documents, reports, manuals, and other official or reference materials to ensure neat presentation, ease of handling, and temporary or semi-permanent compilation. The service includes the organization, alignment, and binding of pages using appropriate soft binding materials, suitable for internal use, submissions, and recordkeeping purposes.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UPLB offices, employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02- Job Request Form Records Management Office	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	Concerned UPLB Employee
3.1 If the concerned Employee	
3.1.1 One (1) Valid ID	
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Concerned UPLB Employee
3.2.2 Photocopy of Valid ID	Concerned UPLB Employee

3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests soft binding service	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant V or Administrative Assistant Or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II or Administrative Assistant V or Administrative Assistant or Officer of the Day OVCA-RMO</i>
	2.2 Issues Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or	None	1 minute	<i>Administrative Aide II or Administrative Assistant V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	via LandBank Link.BizPortal			<i>or</i> <i>Administrative Assistant</i> <i>— or</i> <i>Officer of the Day</i> OVCA-RMO
3. Pays the binding fee	3.1 Accepts payment	See table of fees*		UPLB Cashier's Office/Land Bank of the Philippines
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the Job Request Form.	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> OVCA-RMO
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> OVCA-RMO
	4.3 Performs soft binding of materials.	None	55 minutes	<i>Administrative Assistant V</i> <i>— or</i> <i>Administrative Assistant</i> OVCA-RMO
	4.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> OVCA-RMO
5. Claims the bound materials	5.1 Releases the bound materials.	None	1 minute	<i>Administrative Aide II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> <i>or</i> <i>Officer of the D</i> <i>OVCA-RMOay</i>
6. Receives the bound materials and signs acknowledgement		None		<i>Administrative Aide II</i> <i>or</i> <i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> <i>or</i> <i>Officer of the Day</i> <i>OVCA-RMO</i>
TOTAL		See table of applicable fees*	1 hour 2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for Soft Binding through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> OVCA-RMO
	1.2 Prepares RMO Form No. 01 – Unified Request Form .	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant</i> OVCA-RMO
	1.3 Emails Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> OVCA-RMO
2. Pays the binding fee	3.1 Accepts payment	See table of fees*		UPLB Cashier's Office/Land

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Bank of the Philippines</i>
3. Brings materials and Official Receipt / Payment Validation Slip	3.1 Receives materials and validates payment.	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> <i>OVCA-RMO</i>
	3.2 Records Job details and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> <i>OVCA-RMO</i>
	3.3 Performs soft binding of materials.	None	55 minutes	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> <i>OVCA-RMO</i>
	3.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant V</i> <i>or</i> <i>Administrative Assistant I</i> <i>OVCA-RMO</i>
4. Claims the bound materials	4.1 Release the bound materials	None	1 minute	<i>Administrative Aide II</i> <i>or</i> <i>Administrative Assistant V</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant or Officer of the Day OVCA-RMO</i>
5. Receives the bound materials and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	1 hours and 2 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.19. HARD/FULL BINDING SERVICE

This service provides hard or full binding of official documents, reports, manuals, theses, dissertations, and other institutional materials submitted by University offices and units, as well as other nearby schools and institutions. The Records Management Office (RMO) ensures that documents are properly arranged, securely bound with durable covers, and professionally finished to enhance longevity, protection, and presentation. The service supports the long-term preservation and formal submission of important records, subject to established procedures and the availability of materials.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UPLB offices and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	Concerned UPLB Employee
3.1 If the concerned Employee	
3.1.1 One (1) Valid ID	
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Concerned UPLB Employee
3.2.2 Photocopy of Valid ID	Concerned UPLB Employee
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests hard/full binding service	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant I or Officer of the day OVCA-RMO</i>
	2.2 Issues Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the day OVCA-RMO</i>
3. Pays the binding fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I OVCA-RMO</i>
	4.2 Schedules and informs the client of the date of pick up	None	1minute	<i>Administrative Assistant IV or Administrative Assistant I OVCA-RMO</i>
	4.3 Performs full/hard binding of materials.	None	2 hours and 34 minutes	<i>Administrative Assistant IV or Administrative Assistant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCA-RMO
	4.4 Notifies client when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
5. Claims the bound materials	5.1 Releases the bound materials.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the day</i> OVCA-RMO
6. Receives the bound materials and signs acknowledgement		None		
TOTAL		See table of applicable fees*	2 hours and 41 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for Soft Binding through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- RMO Bindery Service QR Code RMO - Bindery Service  - Email to rmo.uplb@up.edu.ph				
	1.2 Prepares RMO Form No. 01 – Unified Request Form .	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I OVCA-RMO</i>
	1.3 Emails Payment Information Slip and advises client to pay the binding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I OVCA-RMO</i>
2. Pays the binding fee	2.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Brings materials and Official Receipt / Payment Validation Slip	3.1 Receives materials and validates payment.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant I OVCA-RMO</i>
	3.2 Records Job details and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant I</i> OVCA-RMO
	3.3 Performs hard/full binding of materials.	None	2 hours and 34 minutes	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
	3.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> OVCA-RMO
4. Claims the bound materials	4.1 Release the bound materials	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the day</i> OVCA-RMO
5. Receives the bound materials and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	2 hours and 41 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00

Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.20. FABRICATION OF CERTIFICATE HOLDER/JACKET

This service involves the fabrication of certificate holders or jackets for official certificates issued by the University. The Records Management Office (RMO) prepares durable and presentable certificate holders to protect certificates from damage and to ensure a professional and uniform appearance. The service supports the proper safekeeping, presentation, and formal issuance of official certificates, subject to established specifications and availability of materials.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UPLB units, UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	
3.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Requesting client, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests the fabrication of a certificate holder/jacket	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
	1.2 Issues Payment Information Slip and advises clients to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II</i> or <i>Administrative Assistant IV</i> or <i>Administrative Assistant I</i> or <i>Officer of the Day</i> OVCA-RMO
	2.2 Issues Payment	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Information Slip and advises clients to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.			<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I</i> <i>Or Officer of the Day OVCA-RMO</i>
3. Pays the certificate holder/jacket fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	4.3 Fabricates the certificate holder/jacket	None	1 hour and 22 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Claims the certificate holder/jacket	5.1 Releases certificate holder/jacket	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
6. Receives the certificate holder/jacket and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	1 hour and 30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (<i>RMO-Bindery Service QR Code or Email</i>)				
1. Submit request for fabrication of certificate holder/jacket through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	1.2 Prepares RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	1.3 Emails Payment Information Slip and advises client to pay the rebinding fee at the Cashier's	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office or via LandBank Link.BizPortal			
2. Pays the certificate holder/jacket fee	2.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
3. Presents or emails Official Receipt / Payment Validation Slip	3.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.2 Schedules and informs client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.3 Fabricates the certificate holder/jacket	None	1 hour and 22 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
	3.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA</i>
4. Claims the certificate holder/jacket	4.1 Releases certificate holder/jacket	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCA
5. Receives the certificate holder/jacket and signs acknowledgement		None		<i>Client</i>
TOTAL		See table of applicable fees*	1 hour and 29 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00

OVCA-RMO.21. FABRICATION OF FOLDER

This service provides the preparation and provision of hard folders for special documents and documents requiring official signatures. The folder is necessary to ensure that documents are securely housed in durable folders to maintain their integrity, prevent damage, and facilitate proper handling during review or signing.

Office or Division	Records Management Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UPLB Units, UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RMO-BSS Form No. 02 – Job Request Form	Records Management Office
2. Payment Information Slip	Records Management Office
3. Proof of Identification (Choose whichever is applicable)	
3.1 If the requesting client	

4.1.1 One (1) Valid ID	Requesting client
3.2 For Authorized Representative:	
3.2.1 Authorization Letter	Requesting client
3.2.2 Photocopy of Valid ID	Requesting client
3.2.3 One (1) Valid ID	Authorized representative
4. Proof of Payment	Concerned UPLB Employee, and Cashier's Office or thru LandBank or Link.BizPortal (https://www.landbank.com)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. MANUAL REQUEST <i>(for walk-in or paper-based transactions)</i>				
1. Requests the fabrication of a folder	1.1 Issue RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
2. Accomplish RMO Form No. 01 – Unified Request Form and return to RMO	2.1 Receives the Accomplished RMO Form No. 01 – Unified Request Form and materials for binding	None	1 minute	<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
	2.2 Issues Payment	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal.			<i>Administrative Aide II or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO</i>
3. Pays the folder fabrication fee	3.1 Accepts payment	See table of fees*		<i>UPLB Cashier's Office/Land Bank of the Philippines</i>
4. Presents or emails Official Receipt / Payment Validation Slip	4.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	4.2 Schedules and informs the client of the date of pick up	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	4.3 Fabricates the folder	None	1 hour and 18 minutes	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
	4.4 Notifies clients when materials are ready for pick-up.	None	1 minute	<i>Administrative Assistant IV or Administrative Assistant II OVCA-RMO</i>
5. Claims the fabricated folder	5.1 Releases the folder	None	1 minute	<i>Administrative Aide II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				or Administrative Assistant IV or Administrative Assistant I or Officer of the Day OVCA-RMO
6. Receives the fabricated folder and signs acknowledgement		None		Client
TOTAL		See table of applicable fees*	1 hour and 25 minutes	

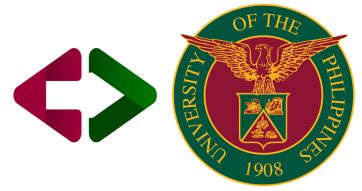
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. ONLINE REQUEST (RMO-Bindery Service QR Code or Email)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for the fabrication of a certificate holder/jacket through any of the following: • RMO DocTOR via https://rmo.uplb.edu.ph/services/ • RMO Bindery Service QR Code RMO - Bindery Service  • Email to rmo.uplb@up.edu.ph	1.1 Checks online request notification.	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	1.2 Prepares RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	1.3 Emails Payment Information Slip and advises client to pay the rebinding fee at the Cashier's Office or via LandBank Link.BizPortal	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
2. Pays the folder fabrication fee	2.1 Accepts payment	See table of fees*		UPLB Cashier's Office/Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Presents or emails Official Receipt / Payment Validation Slip	3.1 Records payment details in the RMO Form No. 01 – Unified Request Form	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.2 Schedules and informs client of the date of pick up	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.3 Fabricates the certificate holder/jacket	None	1 hour and 18 minutes	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
	3.4 Notifies client when materials are ready for pick-up.	None	1 minute	Administrative Assistant IV or Administrative Assistant II OVCA-RMO
4. Claims the fabricated folder	4.1 Releases certificate holder/jacket	None	1 minute	Administrative Aide II or Administrative Assistant IV or Administrative Assistant I Or Officer of the Day OVCA-RMO
5. Receives the fabricated folder		None		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and signs acknowledgement				
TOTAL		See table of applicable fees*	1 hour and 25 minutes	

TABLE OF FEES		
TYPE OF SERVICE	UP	NON-UP
Soft Binding	₱ 75.00	₱ 90.00
Hard/Full Binding	₱ 200.00	₱ 240.00
Rebinding	₱ 200.00	₱ 240.00
Fabrication of Certificate Holder/Jacket	₱ 188.00	₱ 225.00
Fabrication of Folder	₱ 188.00	₱ 225.00



**OFFICE OF THE VICE CHANCELLOR FOR
ADMINISTRATION
SUPPLY AND PROPERTY MANAGEMENT
OFFICE
INTERNAL SERVICES**

OVCA-SPMO.1. REQUEST FOR PROPERTY CLEARANCE CONFIRMATION

This service ensures that all government-issued property is returned and properly accounted for before an employee separates from the University due to resignation, leave, transfer, retirement, dismissal, or death. It confirms that the employee has no outstanding property accountabilities.

Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	HRDO, UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online University Clearance Request (through Google Form)	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish, and submit the online clearance form to HRDO.	1.1 Receive email notification from HRDO requesting confirmation and refer to assigned staff.	None	5 minutes	Administrative Assistant II SPMO
	1.2 Encode and record the request details in the database.	None	5 minutes	Assigned COS SPMO
	1.3 Check the database to verify if the employee has any remaining property accountabilities (from externally or internally funded projects and UPLB-owned) and/or pending request for relief from ICO. If none, inform the designated PMS personnel.	None	30 minutes	Assigned COS SPMO
	1.4 Prepare the Certification of Property Accountability for the SPMO Chief's signature.	None	10 minutes	Administrative Assistant II SPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Sign the document	None	1 Day	SPMO Chief Administrative Officer
	1.6 Scan the document	None	5 minutes	Administrative Assistant II SPMO
2. Receive response from HRDO and/or SPMO.	2.1 Transmit/ Issue a copy of the signed document to HRDO via email and update the request status in the SPMO database.	None	5 minutes	Administrative Assistant II SPMO
TOTAL		None	1 day, 1 hour	

OVCA-SPMO.2. ISSUANCE OF NOTICE OF AWARD FOR SALE AND DISPOSAL OF UNSERVICEABLE UPLB PROPERTIES (PUBLIC AUCTION/ NEGOTIATED SALE)

Issuance of the Notice of Award to the winning bidder for the sale and disposal of unserviceable properties at UPLB, confirming the award and providing payment and claiming instructions.

Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2B - Government to Business Entity
Who may Avail	Winning bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Official Receipt or eOR of Bid Bond Payment	UPLB Cashier's Office
2. One (1) Copy of eOR Bid Bond Payment	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original and a copy of the Official Receipt (OR) or Electronic Official Receipt (eOR) of the bid bond payment to SPMO.	1.1 Receive the documents and check for completeness.	None	5 minutes	Administrative Officer V SPMO-ADC
	1.2 Check the OR/eOR for accuracy.	None	5 minutes	Administrative Officer V SPMO-ADC
	1.3 Return the original OR/eOR to the bidder	None	5 minutes	Administrative Officer V SPMO-ADC
2. Check notification thru email or phone call.	2.1 Start processing the Notice of Award.	None	1 day	Administrative Officer V SPMO-ADC
	2.2 Notify the winning bidder once the Notice of Award is signed.	None	5 minutes	Administrative Officer V SPMO-ADC
3. Receive the Notice of Award. (Sign and return one	3.1 Issue the Notice of Award and secure a signed copy.	None	5 minutes	Administrative Officer V SPMO-ADC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copy to SPMO)				
TOTAL		None	1 day, 25 minutes	

Note: Payment of the Required Bid bond: 10% of the amount awarded (COA DBM Joint Circular No. 2024-1)

OVCA-SPMO.3. RELEASING AND HAULING OF AWARDED/SOLD UNSERVICEABLE UPLB PROPERTIES (PUBLIC AUCTION/ NEGOTIATED SALE)

This service involves the release and hauling of unserviceable UPLB properties to the winning bidder after a public auction or negotiated sale. It ensures proper documentation, settlement of payments, and safe turnover and transport of the sold items.

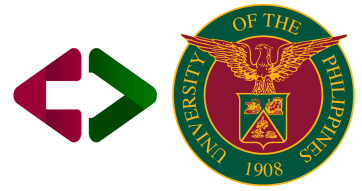
Office or Division	Supply and Property Management Office
Classification	Simple
Type of Transaction	G2B - Government to Business Entity
Who may Avail	Winning bidder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Official Receipt or eOR of Full Payment	UPLB Cashier's Office
2. One (1) Copy of eOR of Full Payment	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original and a copy of the Official Receipt (OR) or Electronic Official Receipt (eOR) of the full payment to SPMO.	1.1 Receive the documents and check for completeness.	None	5 minutes	Administrative Officer V SPMO-ADC
	1.2 Check the OR/eOR.	None	5 minutes	Administrative Officer V SPMO-ADC
	1.3 Return the original OR/eOR to the bidder.	None	5 minutes	Administrative Officer V SPMO-ADC
1.2 Provide details of authorized motor vehicle(s) and driver(s).	1.4 Start processing the Authority to Transport and Waybill, and Permit for Transport/ Delivery of Materials/ Equipment.	None	1 day	Administrative Officer V SPMO-ADC
2. Receive and sign the approved Authority to	2.1 Issue the approved Authority to Transport and	None	5 minutes	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Transport and Waybill, and Permit for Transport/ Delivery of Materials/ Equipment.	Waybill, and Permit for Transport/ Delivery of Materials/ Equipment and secure one signed copy.			SPMO SPMO-ADC
3. Claim the awarded/sold items within 10 working days	3. Release the awarded/sold items.	None	10 days	Admin. Aide VI SPMO Junkyard
4. Present the approved Authority to Transport and Waybill, and Permit for Transport/ Delivery of Materials/ Equipment to the UPLB Gate.	4.1 Receive and validate submitted documents at the gate.	None	As required	SSO, UPLB Gate
TOTAL		None	11 days, 20 minutes	

*Note: Payment should be made within 5 working days from the date of Notice of Award.
(COA DBM Joint Circular No. 2024-1)*



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

OVCCA-MAIN.1. STUDENT EVALUATION OF TEACHING (SET) FORMS DISTRIBUTION

Distribution of SET forms to Units/Departments of Colleges

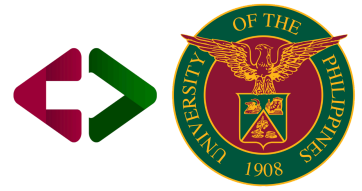
Office or Division	Office of the Vice Chancellor for Academic Affairs
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SET Forms	End user (AMIS Account)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloading of SET from AMIS	1.1 Process through searching for records of the requested UP employee (faculty members: regular and non-regular)	None	2 minutes	<i>Administrative Officer I OVCCA</i>
	1.2 Downloading of the SET form	None	1 minute	
	1.3 Approval via e-signature	None	1 minute	
2. Distribution of SET forms	2.1 Forwarding of the approved copy of SET forms to the Units/Departments	None	1 minute	
TOTAL		None	5 minutes	

Note:

- The processing time is per document, and no AMIS discrepancies were encountered.
- For a new semester, distribution begins after the SET answering period ends.



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
SECURITY AND SAFETY OFFICE
EXTERNAL SERVICES**

OVCCA-SSO.1. ISSUANCE OF UPLB VEHICLE STICKER

Issued to vehicles of constituent and non-constituent of UPLB entering the campus

Office or Division	Security and Safety Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of LTO Motor vehicle Certificate of Registration	Land Transportation Office
2. Valid Driver's License of the applicant	Land Transportation Office
3. If second-hand, copy of notarized deed of sale	Applicant
4. If company-owned, company certification of vehicle assignment	Company of the applicant
5. If applicant is not the owner, copy of proof of affinity is required (e.g. marriage or birth certificate)	Civil Registrar or Philippine Statistics Authority
For UPLB Constituents Additional Requirements	
6. Student: Photocopy of validated UPLB student ID or Form 5 for current semester	Office of the University Registrar (OUR)
7. Alumni: Photocopy of alumni ID, or certification from the Office of the University Registrar (OUR), or certification from the Office of Alumni Relations (OAR), or diploma, or Transcript of Records (TOR)	Applicant, or Office of the University Registrar, or Office of Alumni Relations
8. Officials of partner agencies such as LBSCFI and retirees and professor emeriti: Photocopy of valid office ID for LBSCFI, photocopy of University Clearance or Retirement Approval from GSIS for retirees	Applicant
9. Service provider/Concessionaires/Contractors: Photocopy of proof of service contract or legal arrangement with UPLB, delivery receipts and other documents	Applicant
10. PUJ: Franchise/PA, insurance, PUJ ID	LTFRB, LTO, UPLB-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-register at bit.ly/UPLBsticker 2024-2025 using gmail or UP email account	1.1 Approves the request	None	2 days	<i>Administrative Staff</i> OVCPD-DIC <i>Special Police</i> OVCCA-SSO
2. Sign in to https://sticker.uplb.edu.ph/ for vehicle application and submit requirements through google drive	2.1 Assigns the applications to approvers 2.2 Checks the requirements of the applicant if is is for approval for payment or pending due to lack of requirements	None	1 day	<i>Special Police</i> OVCCA-SSO <i>and/or</i> <i>Administrative Staff</i> OVCCA-SSO
3. Pay the corresponding fee at your chosen payment center (GCash, 7-Eleven convenience stores, Palawan Pawnshop, etc.)	3.1 Receives the payment 3.2 Issues Official Receipt	See table of fees	30 minutes	<i>Payment Centers</i>
4. Upload proof of payment to Dashboard of UPLB sticker account	4.1 Receives proof of payment 4.2 Receives OR and list of paid applicants from Cashier and verify payment in the system	None	1 day	<i>Administrative Staff</i> OVCA-CASHIER <i>Administrative Staff</i> OVCCA-SSO
5. Create appointment by logging in to https://sticker.uplb.edu.ph/ account and proceed to the designated area (TBA) and bring the vehicle for roadworthiness inspection prior to	5.1 Prints list of applicants with appointment for the day 5.2 Writes the sticker number of the applicant's vehicle on the list and signed by the applicant	None	10 minutes	<i>Administrative Staff</i> OVCCA-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the actual stickering	5.3 Inspects vehicles 5 years and older 5.4 Posts the UPLB car sticker at the designated area on the vehicle			
TOTAL		Rates depend on the applicable rates; See Table of Fees	4 days and 40 minutes	

TABLE OF FEES	
Vehicle Type	Price (₱)
Motorcycle, Car, Van, Pick-up, Sport Utility Vehicle (SUV), and Asian Utility Vehicle (AUV)	₱600.00
Public Utility Jeepneys (PUJ)	₱900.00
Trucks with gross wt. 4,499 and below	₱1,500.00
Trucks with gross wt. 4,500kg above	₱1,800.00

OVCCA-SSO.2. ISSUANCE OF BLOTTER EXTRACT CERTIFICATION

Issued to Complainants whose complaints are recorded in the SSO Blotter

Office or Division	Security and Safety Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Complainant addressed to SSO Investigation Section
2. Authorization from complainant if applicant is other than the complainant	Complainant

3. Valid Identification	Applicant and/or Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request, Authorization and valid identification	1.1 Receives letter request 1.2 Records in SSO Blotter 1.3 Forwards letter request to Director, Investigation Section for approval 1.4 If approved, prepare and sign Blotter Extract Certification	None	18 minutes	<i>Duty Investigator</i> OVCCA-SSO
2. Receives Blotter Extract Certification and sign receipt	2.1 Records the release Blotter Extract Certification to SSO Blotter 2.2 Releases Blotter Extract Certification	None	2 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		None	20 minutes	

OVCCA-SSO.3. ISSUANCE OF POLICE REPORT

Issued to Complainants whose complaints are recorded in the SSO Blotter and responded to by the Duty Investigator

Office or Division	Security and Safety Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Valid Identification	Applicant
5. Incident Record Form	Campus Watch Investigation Unit, SSO
6. Statements from victims and/or witnesses	Campus Watch Investigation Unit, SSO
7. Documentary and/or physical evidence	Campus Watch Investigation Unit, SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the incident	1.1 Determines whether a crime has been committed and whether or not it has occurred within the jurisdiction of the SSO 1.2 Records incident to SSO Blotter and assign Blotter Control Number 1.3 Provides investigative assistance to complainant depending on the nature of incident 1.4 Arrests suspect (if possible) 1.5 Conducts ocular inspection and document the crime scene 1.6 Conducts interview of witnesses if possible 1.7 Prepares spot/incident report	None	2 hours	<i>Duty Investigator</i> OVCCA-SSO
2. File criminal case against suspect (inquest proceedings or regular filing)	Files case before the Office of the Provincial Prosecutor	None	4 hours	<i>Investigator-on-Case</i> OVCCA-SSO
3. Testimonies of complainants/eye witnesses	3.1 Conducts follow-up investigation 3.2 Secures laboratory	None	15 days	<i>Investigator-on-Case</i> OVCCA-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	examination results 3.3 Prepares Progress Report 3.4 Prepares judicial affidavits of victim and witnesses 3.5 Prepares case folders of the incident 3.6 Prepares Investigation Report			
4. Receive Police report	Records the released police report to SSO Blotter	None	2 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		None	15 days and 6 hours	

OVCCA-SSO.4. ISSUANCE OF PUJ DRIVER'S IDENTIFICATION

Issued to PUJ Drivers applying to commute passengers inside the University

Office or Division	Security and Safety Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	PUJ Drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	Campus Watch Investigation Unit, SSO
2. LTO Driver's License, Xerox	LTO
3. Community Tax Certificate, Xerox	Town Hall/City Hall
4. NBI Clearance	NBI
5. 2pcs latest 2x2 picture with white background	Applicant
6. PUJ's pictures (all four sides)	Applicant

7. Issuance of PUJ Identification Card	Campus Watch Investigation Unit, SSO
8. LTO OR/CR	LTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application form and requirements	Issue application form	None	5 minutes	<i>Duty Investigator</i> OVCCA-SSO
2. Fills-out Application Form		None		<i>Applicant</i>
3. Submit application form and requirements	3.1 Verifies documents submitted for completeness and validity 3.2 Issues order of payment to applicant	None	10 minutes	<i>Duty Investigator</i> OVCCA-SSO
4. Pay required amount at Cashier's Office and submits duplicate copy of receipt to CWIU,SSO		₱100.00		Administrative Staff OVCA-CASHIER
5. Present vehicle for Inspection	Conduct vehicle inspection	None	15 minutes	<i>Office Mechanic</i> OVCCA-SSO
6. Allow posting of Gender Center pubmat inside PUJ	Provide pubmat and verify proper posting	None	5 minutes	<i>Duty Investigator</i> OVCCA-SSO
7. Attends seminar	Conducts orientation seminar on Campus Rules and Regulations	None	10 minutes	<i>Duty Investigator</i> OVCCA-SSO
	7.1 Prepares and print/laminate identification card 7.2 Signs the Identification Card	None	30 minutes 10 minutes	<i>Duty Investigator</i> OVCCA-SSO <i>Section Chief</i> OVCCA-SSO and <i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCCA-SSO
8. Wait for endorsement and approval	Forward PUJ ID to OVCCA for signature Vice Chancellor	None	2 days	<i>Vice Chancellor for Community Affairs</i> OVCCA
8. Receive the Identification Card	Records the release of the Identification Card	None	5 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		₱100.00	2 days, 1 hour and 30 minutes	

OVCCA-SSO.5. ISSUANCE OF SECURITY CLEARANCE

Issued to individual and concessionaire owners working inside the University

Office or Division	Security and Safety Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen G2B - Government to Business
Who may Avail	Individual and Concessionaire owners working inside the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Lease Contract (for Concessionaire Owners)	Business Affairs Office
2. Business Permit (for Concessionaire Owners)	Local Government Unit
3. NBI and Police Clearance	NBI and Local Police
4. Fingerprint Specimen Form	Campus Watch Investigation Unit, SSO
5. 2 - 2"x2" ID Pictures	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements		None		<i>Applicant</i>
2. Submit requirement to Duty Investigator	2.1 Verify documents submitted for	₱50.00	5 minutes	<i>Duty Investigator</i> OVCCA-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and fill-up Fingerprint Specimen Form	completeness and validity 2.2 Take fingerprint specimen of applicant			
3. Pay amount at the Cashier's Office	3.1 Conduct record check 3.2 Prepare and print Security Clearance Form 3.3 Have the signatories sign the Security Clearance	None	1 hour	<i>Duty Investigator</i> OVCCA-SSO
4. Submit duplicate copy of receipt to Investigation Section and receive the Security Clearance	Records the release of the Security Clearance	None	5 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		₱50.00	1 hour and 10 minutes	

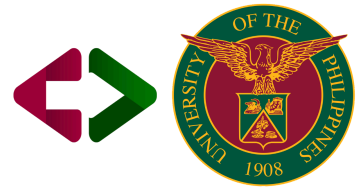
OVCCA-SSO.6. RELEASE OF LOSS UPLB VEHICLE CAR PASS

Commuters who lost UPLB Vehicle Car Pass inside the University

Office or Division	Security and Safety Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss	Lawyer
2. Payment to UPLB Cashier's Office	UPLB Cashier's Office
3. LTO Driver's License	Secure at SSO Headquarters

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures requirements				<i>Applicant</i>
2. Payment to UPLB Cashier's Office		₱100.00		<i>Administrative Staff OVCA-CASHIER</i>
3. Submit Affidavit of Loss and duplicate copy of payment	Records the Identification Card	None	2 minutes	<i>Duty Investigator OVCCA-SSO</i>
4. Claims the LTO driver's license	Releases the Identification Card	None	5 minutes	<i>Duty Investigator OVCCA-SSO</i>
TOTAL		₱100.00	1 hour and 50 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
SECURITY AND SAFETY OFFICE
INTERNAL SERVICES**

OVCCA-SSO.7. ISSUANCE OF UPLB VEHICLE STICKER

Issued to vehicles of constituent and non-constituent of UPLB entering the campus

Office or Division	Security and Safety Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of LTO Motor vehicle Certificate of Registration	Land Transportation Office
2. Valid Driver's License of the applicant	Land Transportation Office
3. If second-hand, copy of notarized deed of sale	Applicant
4. If company-owned, company certification of vehicle assignment	Company of the applicant
5. If applicant is not the owner, copy of proof of affinity is required (e.g. marriage or birth certificate)	Civil Registrar or Philippine Statistics Authority
For UPLB Constituents Additional Requirements	
6. Faculty and Staff: Photocopy of UPLB employee ID or appointment paper	Applicant, or Human Resource and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	P
1. Pre-register at bit.ly/UPLBsticker 2024-2025 using gmail or UP email account	1.1 Approves the request	None	
2. Sign in to https://sticker.uplb.edu.ph/ for vehicle application and submit requirements through google drive	2.1 Assigns the applications to approvers 2.2 Checks the requirements of the applicant if is is for approval for payment or pending due to lack of requirements	None	

TABLE OF FEES		CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	
Vehicle Type		3. Pay the corresponding fee at your chosen payment center (GCash, 7-Eleven convenience stores, Palawan Pawnshop, etc.)	3.1 Receives the payment 3.2 Issues Official Receipt P600.00	See table of fees	
Motorcycle, Car, Van, Pick-up, Sport Utility Vehicle (SUV), and Asian Utility Vehicle (AUV)					
Public Utility Jeepneys (PUJ)			P900.00		
Trucks with gross wt. 4,499 and below		4. Upload proof of payment to Dashboard of UPLB sticker account	4.1 Receives proof of payment 4.2 Receives OR and list of applicants from Cashier and verify payment in the system	None	
Trucks with gross wt. 4,500kg above					
OVCCA-SSO.8. ISSUANCE OF BLOTTER EXTRACT CERTIFICATION Issued to Complainants whose complaints are recorded in the SSO Blotter		5. Create appointment by logging in to https://sticker.uplb.edu.ph/ account and proceed to the designated area (TBA) and bring the vehicle for roadworthiness inspection prior to the actual stickering	5.1 Prints list of applicants with appointment for the day 5.2 Writes the sticker number of the applicant's vehicle on the list and signed by the applicant	None	
		Office or Division	Security and Safety Office		
		Classification	Simple		
		Type of Transaction	G2G - Government to Government		
		Who may Avail	UPLB Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Letter Request		Complainant addressed to SSO Investigation Section			
2. Authorization from complainant if applicant is other than the complainant		Complainant			
3. Valid Identification		Applicant and/or Complainant			
				Rates depend on the applicable rates; See Table of Fees	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Letter Request, Authorization and valid identification	1.1 Receives letter request 1.2 Records in SSO Blotter 1.3 Forwards letter request to	None	18 minutes	Duty Investigator OVCCA-SSO	4

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Director, Investigation Section for approval 1.4 If approved, prepare and sign Blotter Extract Certification			
2. Receives Blotter Extract Certification and sign receipt	2.1 Records the release Blotter Extract Certification to SSO Blotter 2.2 Releases Blotter Extract Certification	None	2 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		None	20 minutes	

OVCCA-SSO.9. ISSUANCE OF POLICE REPORT

Issued to Complainants whose complaints are recorded in the SSO Blotter and responded to by the Duty Investigator

Office or Division	Security and Safety Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Valid Identification	Applicant
5. Incident Record Form	Campus Watch Investigation Unit, SSO
6. Statements from victims and/or witnesses	Campus Watch Investigation Unit, SSO
7. Documentary and/or physical evidence	Campus Watch Investigation Unit, SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports the incident	1.1 Determines whether a crime has been	None	2 hours	<i>Duty Investigator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	committed and whether or not it has occurred within the jurisdiction of the SSO 1.2 Records incident to SSO Blotter and assign Blotter Control Number 1.3 Provides investigative assistance to complainant depending on the nature of incident 1.4 Arrests suspect (if possible) 1.5 Conducts ocular inspection and document the crime scene 1.6 Conducts interview of witnesses if possible 1.7 Prepares spot/incident report			OVCCA-SSO
2. File criminal case against suspect (inquest proceedings or regular filing)	Files case before the Office of the Provincial Prosecutor	None	4 hours	<i>Investigator-on-Case</i> OVCCA-SSO
3. Testimonies of complainants/eye witnesses	3.1 Conducts follow-up investigation 3.2 Secures laboratory examination results 3.3 Prepares Progress Report 3.4 Prepares judicial affidavits	None	15 days	<i>Investigator-on-Case</i> OVCCA-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of victim and witnesses 3.5 Prepares case folders of the incident 3.6 Prepares Investigation Report			
4. Receive Police report	Records the released police report to SSO Blotter	None	2 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		None	15 days and 6 hours	

OVCCA-SSO.10. RELEASE OF LOSS UPLB VEHICLE CAR PASS

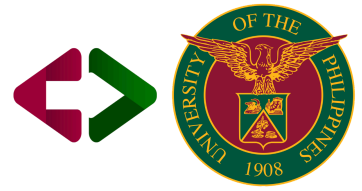
Commuters who lost UPLB Vehicle Car Pass inside the University

Office or Division	Security and Safety Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss	Lawyer
2. Payment to UPLB Cashier's Office	UPLB Cashier's Office
3. LTO Driver's License	Secure at SSO Headquarters

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures requirements				<i>Applicant</i>
2. Payment to UPLB Cashier's Office		₱100.00		<i>Administrative Staff</i> OVCA-CASHIER
3. Submit Affidavit of Loss and	Records the Identification Card	None	2 minutes	<i>Duty Investigator</i> OVCCA-SSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
duplicate copy of payment				
4. Claims the LTO driver's license	Releases the Identification Card	None	5 minutes	<i>Duty Investigator</i> OVCCA-SSO
TOTAL		₱100.00	1 hour and 50 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
UPLB HOUSING OFFICE
EXTERNAL SERVICES**

OVCCA-UHO.1. AVAIL OF EXTENSION OF STAY IN UPLB STAFF HOUSING UNIT (AS RETIREE - PERSONAL PAYMENT OF HOUSING FEES)

Existing staff housing occupants may avail extension of stay in the staff housing unit as retiree

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Retirees who are staying in UPLB staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree will forward request letter to UHO for the extension of stay in UPLB staff housing unit: For optional retiree: allowed to stay up to 1 year; and For compulsory retiree: allowed to stay up to 2 years	1.1 Receives the letter, forwards to the Head of Staff Housing Division for checking and initials, and to UHO Chief for approval	None	10 minutes	<i>Receiving Personnel</i> OVCCA-UHO
	1.2 Inspection of the unit	None	45 minutes	<i>Engineer</i> OVCCA-UHO <i>and</i> <i>Foreman Engineer</i> OVCCA-UHO
	1.3 Prepares cost of estimate for repair if there is any	None	45 minutes	<i>Engineer</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair	None	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.5 Provides copy of approved letter of extension and list of requirements	None	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
2. For personal payment, retiree should pay house occupancy fee and share of repair at the Cashier's Office	2.1 Prepares Statement of Account	fees may vary*	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
3. Retiree should submit copy of official Receipt to the Office	3.1 Receives copy office Receipt	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	3.2 Prepares house occupancy agreement, signs agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs	None	20 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	3.3 Process notarization of agreement	None	15 minutes	<i>Administrative Assistant II OVCCA-UHO</i>
	3.4 Forwards copy of agreement to staff housing	None	10 minutes	<i>Administrative Assistant II OVCCA-UHO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	beneficiary			
	TOTAL	Rates depend on the statement of account	3 hours	

*Total amount depends on the existing house occupancy fee and the total months of approved extension

OVCCA-UHO.2. AVAIL OF EXTENSION OF STAY IN UPLB STAFF HOUSING UNIT (AS RETIREE - PAYMENT OF HOUSING FEES CHARGE TO RETIREMENT BENEFITS)

Existing staff housing occupants may avail extension of stay in the staff housing unit as retiree

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Retirees who are staying in UPLB staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Special Power of Attorney	Notary Public
2. Approved letter of extension	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree will forward request letter to UHO for the extension of stay in UPLB staff housing unit: For optional retiree: allowed to stay up to 1 year; and For compulsory retiree: allowed to stay up to 2 years	1.1 Receives the letter, forwards to the Head of Staff Housing Division for checking and initials, and to UHO Chief for approval	None	10 minutes	<i>Receiving Personnel</i> OVCCA-UHO <i>Dormitory Manager IV</i> OVCCA-UHO <i>Chief</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Inspection of the unit	None	45 minutes	<i>Engineer and Foreman</i> OVCCA-UHO
	1.3 Prepares cost of estimate for repair if there is any	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	1.4 Informs the retiree for the computation of advance house occupancy fee and share of repair	fees may vary*	15 minutes	<i>Dormitory Manager IV or Administrative Assistant II</i> OVCCA-UHO
	1.5 Provides copy of approved letter of extension and list of requirements to retiree	None	10 minutes	<i>Dormitory Manager IV or Administrative Assistant II</i> OVCCA-UHO
2. Retiree prepares request addressed to Vice Chancellor for Administration through channels	2.1 Receives letter and check the details indicated in the letter	None	5 minutes	<i>Dormitory Manager IV or Administrative Assistant II</i> OVCCA-UHO
	2.2 Chief signs the letter to recommend the approval	None	5 minutes	<i>Chief</i> OVCCA-UHO
	2.3 Release of letter	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
3. Retiree should submit approved letter to the Office	3.1 Receives approved letter	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	3.2 Prepares house occupancy	None	20 minutes	<i>Dormitory Manager IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	agreement, sign agreement by the beneficiary, Chief and Vice Chancellor for Community Affairs			<i>or</i> <i>Chief</i> OVCCA-UHO
	3.3 Process notarization of agreement	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	3.4 Forwards copy of agreement to staff housing beneficiary	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		Rates depend on the statement of account	3 hours,10 minutes	

*Total amount depends on the existing house occupancy fee and the total months of approved extension

OVCCA-UHO.3. PERSONAL PAYMENT OF HOUSE OCCUPANCY FEE OR LAND USE RENTAL

UPLB employees, UPLB retirees and other agencies housing occupants personally pay housing fees instead of salary deduction

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB retirees and other agencies housing occupants who are staying in staff housing units inside the UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing occupant will go to UHO to get the statement of account	1.1 Check the record for the payment of fees	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Prepares the Statement of Account	Fee depends on the existing rate in the contract	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
2. Housing occupant pays to Cashier's Office the fees and submits copy of official Receipt to UHO	2.1 Receives photocopy of the official Receipt	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2.2 Records payment	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		Rates depend on the statement of account	40 minutes	

OVCCA-UHO.4. PROCESS OF CLEARANCE OF UPLB EMPLOYEE/RETIREE WHO DID NOT STAY IN STAFF HOUSING UNIT

UPLB employees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.1 Receives clearance	None	5 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	1.2 Records clearance	None	5 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	1.3 Checks the name of the employee in the record of UHO accountabilities	None	15 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	1.4 Informs Chief/Dormitory Manager IV of no accountabilities	None	5 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	2.1 Clears personnel and response to email	None	5 minutes	<i>Chief or Dormitory Manager IV</i> OVCCA-UHO
TOTAL		None	30 minutes	

OVCCA-UHO.5. PROCESS OF CLEARANCE OF UPLB EMPLOYEE WHO PREVIOUSLY STAYED IN STAFF HOUSING UNIT (PERSONAL PAYMENT)

UPLB employees/retirees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.1 Receives clearance	None	1 minute	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.2 Records clearance	None	5 minutes	<i>Dormitory Manager IV OVCCA-UHO</i>
	1.3 Checks the name of the employee in the record of UHO accountabilities	None	30 minutes	<i>Dormitory Manager IV OVCCA-UHO</i>
	1.4 Informs the UPLB employee of the accountability	None	10 minutes	<i>Dormitory Manager IV OVCCA-UHO</i>
	1.5 Issues Statement of Account for personal payment	None	10 minutes	<i>Dormitory Manager IV OVCCA-UHO</i>
2. UPLB employee pays his/her accountabilities to Cashier's Office	2.1 Receives copy of official Receipt	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	2.2 Records the official Receipt	None	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	2.3 Informs Chief/Dormitory	None	5 minutes	<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Manager payment of accountabilities			OVCCA-UHO
	3.1 Clears personnel and response to email	None	5 minutes	<i>Chief or Dormitory Manager IV</i> OVCCA-UHO
TOTAL		Rates depend on the billing statement	1 hour, 31 minutes	

OVCCA-UHO.6. PROCESS OF CLEARANCE OF RETIREE WITH APPROVED EXTENSION OF STAY IN STAFF HOUSING UNIT

Retirees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Retirees who is staying in staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of extension	UHO
2. Approved letter from Office of the Vice Chancellor for Administration that that charging of housing fees will be deducted from his/her retirement benefits	Retiree
3. Notarized Special Power of Attorney	Retiree

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.2 Receives clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Records clearance	None	5 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	1.3 Checks the requirements if complete	None	15 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	1.4 Informs Chief of no accountabilities	None	5 minutes	<i>Dormitory Manager IV</i> OVCCA-UHO
	2.1 Clears personnel and response to email	None	5 minutes	<i>Chief</i> <i>or</i> <i>Dormitory Manager IV</i> OVCCA-UHO
TOTAL		None	35 minutes	

OVCCA-UHO.7. PROCESS OF REQUEST LETTERS FROM RESIDENTS, STUDENTS, STUDENT ORGANIZATIONS, EMPLOYEES AND OR OTHER OFFICES

Any nature of request by residents, students, student organizations, employees and or other Offices made to UHO

Office or Division	Administrative Section, UPLB Housing Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB employees, students and other offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student, resident, UPLB employee and other Offices submit request to UHO	1.1 Receives letter	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Forwards letter to the concerned division	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Checks details of request and initials	None	5 minutes	<i>Head of Division concerned</i> OVCCA-UHO
	1.4 Schedule for a meeting with Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
2. Meet with UHO Chief	2.1 UHO Chief meets with client for verification of details and/or concerns	None	30 minutes	<i>Chief</i> OVCCA-UHO
	2.2 Affixes signature and approves/disapproves letter	None	5 minutes	<i>Chief</i> OVCCA-UHO
	2.3 Provides copy of approval to the client and or division concerned with the request	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	60 minutes	

OVCCA-UHO.8. PROCESS FOR THE DELIVERY OF REPAIR MATERIALS FROM SUPPLIERS OUTSIDE UPLB FOR THE REPAIR OF STAFF HOUSING UNITS

Staff housing beneficiaries purchased repair materials for the repair of staff housing units

Office or Division	Engineering and Maintenance Section, UPLB Housing Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Email request	Client
UHO gate pass (UHO form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiary fill out UHO form and submits/email photocopy of official Receipt, Sales Invoice, Cash Invoice or Delivery Receipt	1.1 Provides UHO Form	None	10 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks filled out form and submitted photocopy of official Receipt, Sales Invoice, Cash Invoice or Delivery Receipt and initialed by staff in charge	None	15 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
	1.3 For approval of UHO Chief	None	5 minutes	<i>Chief</i> OVCCA-UHO
	1.4 Provides approved copy to housing beneficiary	None	5 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
	1.5 Provide copy to Security and Safety office	None	5 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	40 minutes	

OVCCA-UHO.9. PROCESS FOR THE HAULING OF PERSONAL BELONGINGS OF UPLB FACULTY AND STAFF WHO VACATED THEIR HOUSING UNITS

Staff housing beneficiaries/Retirees who vacated their housing units

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Email request	Client
UHO gate pass (UHO form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiaries fill out moving out permit	1.1 Staff in charge provides moving out form	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks filled out form and initial for signature of UHO Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.3 Approval of Chief	None	5 minutes	<i>Chief</i> OVCCA-UHO
	1.4 Provides copy of approval to housing beneficiaries and Security and Safety office	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	20 minutes	

OVCCA-UHO.10. REQUEST OF CERTIFICATE OF EMPLOYMENT FOR INDIVIDUAL CONTRACT OF SERVICE

Contract of Service provided with Certificate of Employment

Office or Division	Administrative Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Contract of Service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contract of Service may request Certificate of Employment through phone calls, personally inform the Office or through email	1.1 Receives request	None	2 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks folder for the details to be put in the certificate	None	3 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.3 Preparer Certificate of Employment	None	3 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.4 Forwards for signature of Chief	None	3 minutes	<i>Chief</i> OVCCA-UHO
	1.5 Release of document	None	3 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	14 minutes	

OVCCA-UHO.11. ACCOMMODATION FACILITIES

Accommodation facilities for UPLB guests

Office or Division	Training and Accommodation Section, UPLB Housing Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, alumni, and other guests of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UPLB constituents UPLB ID	Applicant
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order	Applicant
3. ID for Non-UP	Applicant
4. Passport for Foreign Guests	DFA
5. Reservation Sheet	OFSH-UHO
6. Billing Summary	OFSH-UHO
7. Official Receipt	OFSH-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	None	5 minutes	Front Desk Staff On-duty OVCCA-UHO
2. Valid ID Presented	2.1 To be Photocopied by staff in charge	None	1 minute	Front Desk Staff On-duty OVCCA-UHO
3. Fill-out Reservation Sheet	3.1 Verify the information (number of rooms: double or triple occupancy); number of days/night stay) Ask if Senior citizen, PWD or UP staff; provide costs estimates; Confirms details to guests	None	2 minutes	Front Desk Staff On-duty OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Approval of the Reservation	None	2 minutes	<i>Development Management Officer III</i> OVCCA-UHO
4. Registration Card	4.1 Complete the necessary information. Fill-out check-in Time	None	2 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
	4.2 Check-in Guests and turn-over room key	None	1 minute	<i>Front Desk Staff On-duty</i> OVCCA-UHO
	4.3 Check-out Guests and turn-over key	None	1 minute	<i>Front Desk Staff On-duty</i> OVCCA-UHO
5. Payment	5.1 Inform and ask guests about the payment for room accommodation charges.	None	3 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
	5.2 Issuance of Statement of Account /Billing	Total amount depends on the rooms they will avail	5 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
6. Claim official Receipt	6.1 Issuance of official Receipt	None	5 minutes	<i>Special Collecting Officer</i> OVCCA-UHO
TOTAL		Rates depend on the billing statement	23 minutes	

OVCCA-UHO.12.TRAINING FACILITIES

Training facilities for UPLB faculty, staff and guests

Office or Division	Training and Accommodation Section, UPLB Housing Office

Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, alumni, and other guests of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UPLB constituents UPLB ID	Applicant
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order	Applicant
3. ID for Non-UP	Applicant
4. Reservation Sheet	DFA
5. Registration Card (Check-in/Check-out)	OFSH-UHO
6. Billing Summary	OFSH-UHO
7. official Receipt	OFSH-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	None	5 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
2. Fill-out Reservation Sheet	2.1 Verify the information and provide necessary details eg (type of rooms, seating capacity, number of days; purpose of function) number of hours use of audio-visual equipment; provide costs estimates; Confirms details to guests	None	2 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
	2.2 Approval of the Reservation	None	2 minutes	<i>Development Management Officer III</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3, Payment	3.1 Inform and ask guests about the payment for training room charges.	None	3 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
	3.2 Issuance of Statement of Account /Billing	None	5 minutes	<i>Front Desk Staff On-duty</i> OVCCA-UHO
4. Claim official Receipt	4.1 Issuance of official Receipt	Total amount depends on the total charges	5 minutes	<i>Special Collecting Officer</i> OVCCA-UHO
TOTAL		Rates depend on the billing statement	19 minutes	

OVCCA-UHO.13. APPLICATION FOR THE WAIVING OF FEES OF OFSH FACILITY USE

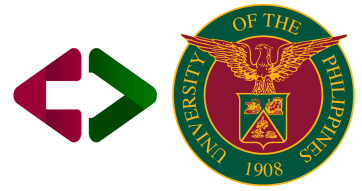
UPLB Offices, faculty and staff may avail of waived fees for the use of OFSH

Office or Division	Training and Accommodation Section, UPLB Housing Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, alumni, and other guests of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver Form	OFSH - UHO
2. Approved Letter for the free use	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get Waiver Form	1.1 Provides Waiver Form and checks availability of room	None	5 minutes	<i>Front Desk Staff-on-duty</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(accommodation or training facilities)			
2. Fill out Waiver Form	2.1 Checks filled-out Waiver Form	None	2 minutes	<i>Front Desk Staff-on-duty</i> OVCCA-UHO
	2.2 Initials of staff in Charge	None	2 minutes	<i>Development Management Officer III</i> OVCCA-UHO
	2.3 Forwards to UHO Chief for recommending approval	None	5 minutes	<i>Front Desk Staff-on-duty</i> OVCCA-UHO
2. Client process to other Offices				<i>Office of the Vice Chancellor for Community Affairs</i> <i>Office of the Chancellor</i>
3. Client submits approved waiver form/approved letter request	3.1 Staff in charge receives documents	None	2 minutes	<i>Front Desk Staff-on-duty</i> OVCCA-UHO
TOTAL		None	16 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
UPLB HOUSING OFFICE
INTERNAL SERVICES**

OVCCA-UHO.14. AVAILMENT OF UPLB STAFF HOUSING UNIT

University provides staff housing units to qualified UPLB faculty and staff

Office or Division	Staff Housing Division, UPLB Housing Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form	UHO Office
2. Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be occupants of the unit, if applicable (previous year)	Accounting Office/201 File
3. Statement of Assets, Liabilities and Net Worth (previous year)	HRDO/RMO/201 File
4. Diploma or certification for degrees earned	201 File
5. For non-Ph. D. holders, certificates(s) of completion of trainings attended and copy of transcript of records for units earned for advanced degree, if any	201 File
6. Up-to-date Service Record(s) of applicant and spouse (if UPLB personnel)	HRDO
7. Copy of current appointment to additional assignments, if any	Unit/College/RMO
8. Copies of award(s) received	201 File
9. Latest payslip	Accounting office/Cashier's office
10. Marriage Contract (for family housing unit)	201 File
11. Accomplished promissory letter (UHO form)	UHO office
12. Waiver Data Privacy Act (UHO Form)	UHO office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants should submit their applications with complete	1.1 UHO will check if the submitted requirements are	None	15 minutes	<i>Receiving personnel</i>

requirements to UPLB Housing Office	complete. Incomplete requirements will not be received and evaluated.			<i>or</i> <i>Administrative Assistant II</i> OVCCA-UHO
	1.2 After the set deadline of submission of applications, UHO committee will evaluate the applications based on the submitted documents.	None	30 minutes	<i>Committee</i> OVCCA-UHO
	1.3 The evaluated applications will be forwarded to the Office of the Vice Chancellor for Community Affairs for checking of initial evaluations.	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.4 Once UHO receives the final results of evaluation. The office will request the office of the Vice Chancellor for Community Affairs for the awarding of staff housing units to qualified UPLB faculty and staff.	None	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

	1.5 UHO informs the staff who will be awarded with staff housing unit to attend the orientation and awarding of staff housing units for new staff housing beneficiaries. All applicants will receive a letter to inform them of the results of evaluation.	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.6 UHO will set the Orientation and Awarding of Staff Housing Units to New Staff Housing Beneficiaries, and all awardees should attend the said orientation.	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
2. New Beneficiary must attend the Orientation and Awarding of the housing unit	2.1 UHO Chief will conduct the orientation and awarding of staff housing units to new staff housing beneficiaries at the office of the Vice Chancellor for Community Affairs.	None	4 hours	<i>Chief</i> OVCCA-UHO <i>Head of Staff Housing Division and Technical and Maintenance Section</i> OVCCA-UHO
	2.2 Notice of Award will be given to the new staff housing	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

	beneficiaries after the orientation.			
	2.3 Keys for their specific unit will be issued to the new staff housing beneficiaries	None	10 minutes	
3. New beneficiaries should get a Statement of Account for the payment of deposits and advance house occupancy fee. Payment shall be made at the Cashier's Office	3.1 Issues Statement of Account for the payment of deposits.	3 month house occupancy (total amount depends on the monthly house occupancy fee) Key PhP 200.00 Electric meter ₱ 2998.00 Water meter ₱ 1688.00 (subject to change based on UHO procurement)	20 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
4. New beneficiary must submit a copy of official Receipt and other requirements	4.1 Receives and checks copy of official Receipt and other requirements submitted	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

5. New beneficiary must sign the house occupancy agreements	5.1 Prepares the house occupancy agreement	₱ 300.00 (private Notary Public - amount is subject to change without prior notice)	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	5.2 Signs the house occupancy agreement by the beneficiary	None	5 minutes	<i>Chief</i> OVCCA-UHO
	5.3 Chief signs the house occupancy agreement	None	5 minutes	OVCCA
	5.4 Vice Chancellor for Community Affairs signs the house occupancy agreement	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	5.5 Process notarization of agreement	None	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	5.6 Forwards copy agreement to staff housing beneficiary	None	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	5.7 Informs Utilities Billing Unit, UPMO the	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

	new staff housing beneficiary			
6. New beneficiary can move-in to the awarded housing unit after completion of all the above requirements and processes				
TOTAL		Rates depend on applicable fees	60 days	

OVCCA-UHO.15. RENEWAL OF HOUSE OCCUPANCY AGREEMENT IN STAFF HOUSING UNIT

Existing staff housing occupants (UPLB employee) can avail another five-year house occupancy agreement.

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are currently residing in staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of Renewal	UHO form
2. List and pictures of occupants	Provided by beneficiary
3. Photocopy of UPLB ID	Provided by beneficiary
4. Photocopy of Government Issued ID	Provided by beneficiary
5. Statement of Assets, Liabilities and Net Worth (previous year)	Provided by beneficiary
6. Affidavit of no house within 15 km radius	Notary Public
7. Certification from Utilities billing Unit of no arrears	Utilities Billing Unit, UPMO, UPLB
8. Certification of pet vaccination if there is any pet	Private veterinarians, Local Government Unit or College of Veterinary Medicine

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary acknowledges the notice of renewal, confirms the date of inspection, new rate and availment of new house occupancy agreement	1.1 Forwards notice of renewal	None	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO or <i>Dormitory Manager IV</i> OVCCA-UHO
	1.2 Receives signed notice of renewal with new rate, date of inspection and availment of new agreement	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO or <i>Dormitory Manager IV</i> OVCCA-UHO
3. Accompanies UHO staff inside housing unit for inspection	3.1 Inspection of the housing unit	None	45 minutes	<i>Engineer and Foreman</i> OVCCA-UHO <i>Skilled Workers</i> <i>Administrative Assistant II</i> OVCCA-UHO
	3.2 Prepares house inspection report	None	45 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	3.3 Prepare cost estimate of repair	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	3.4 Prepares house occupancy agreement	None	45 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Gives housing agreement to client	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager</i> OVCCA-UHO
4. Signs the house occupancy agreement	4.1 Forwards to UHO Chief and office of the Vice Chancellor for Community Affairs for signature	None	30 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	5.1 UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement	None		<i>Chief</i> OVCCA-UHO <i>Vice Chancellor for Community Affairs</i> OVCCA
	6.1 Receives from office of the Vice Chancellor for Community Affairs	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	6.2 Process notarization	None	30 minutes	
	6.3 Forwards copy to staff housing beneficiary	None	30 minutes	
TOTAL		None	30 days	

OVCCA-UHO.16. AVAIL OF EXTENSION OF STAY IN UPLB STAFF HOUSING UNIT (BENEFICIARIES WHO MAXIMIZE 20 YEARS TENURE)

UPLB employees who are occupants of staff housing unit may avail extension of stay in the staff housing unit even if they maximize the 20 years tenure

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees who are occupants of UPLB staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of extension	Provided by the UPLB employees who is a beneficiary of staff housing unit
2. List of occupants, names and pictures	Provided by the UPLB employees who is a beneficiary of staff housing unit
3. Photocopy of UPLB ID	Provided by beneficiary
4. Photocopy of Government Issued ID	Provided by beneficiary
5. Statement of Assets. Liabilities and Net Worth (previous year)	HRDO/RMO/201 file
6. Certificate of Compensation payment/Tax Withheld of applicant and spouse (if not filed jointly) as well as other members of the family who will be	Accounting office/201 file

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits request letter to the Office of the Chancellor				
	1. Receives request letter from office of the Chancellor (through office of the Vice Chancellor for Community Affairs)	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Prepares history of occupancy and other documents needed	None	60 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	3. UHO forwards the request letter (with recommendation and attachment of documents) to the office of the Vice Chancellor for Community Affairs and office of the Chancellor for approval	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	3.1 Office of the Vice Chancellor for Community Affairs and office of the Chancellor approves request letter	None		<i>Vice Chancellor for Community Affairs</i> OVCCA <i>Chancellor</i>
	1. Receives response from the office of the Chancellor	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2. Informs beneficiary the approval of request, request to submit the requirements and provided copy of the approved letter	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Staff housing beneficiary submits requirements and sign the house occupancy agreement	2.1 Check requirements submitted	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	2.2 Prepares house occupancy agreement	None	20 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	2.3 Let beneficiary sign the agreement	None	15 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	2.4 Forward to UHO Chief and Vice Chancellor for Community Affairs for their signature	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2.5 UHO Chief and Vice Chancellor for Community Affairs signs the housing agreement	None		<i>Chief</i> OVCCA-UHO <i>Vice Chancellor for Community Affairs</i> OVCCA
	1. Receives from office of the Vice Chancellor for Community Affairs	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2. Process notarization	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Forwards copy to staff housing beneficiary	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	2 hours, 50 minutes	

OVCCA-UHO.17. STAFF HOUSING BENEFICIARY REQUESTS FOR REFUND OF REPAIR COST (CONSTRUCTION MATERIALS PURCHASED BY BENEFICIARY)

Staff housing beneficiaries will be responsible in the maintenance and repair of staff housing unit awarded to them

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	UPLB Employees who are staying in UPLB staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipts/Sales Invoices	Business establishments where you buy the construction materials
2. Cost of repair estimate	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits copies of official Receipts/Sales Invoices used for the repair of staff housing unit	1.1 Receives the official Receipts/Sales Invoices	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks the submitted receipts if all are official Receipts or Sales Invoices	None	45 minutes	<i>Engineer</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Checks the items listed in the official Receipts or Sales Invoices which are used for the repair and included in the list of items for 50:50 sharing scheme indicated in the 2008 UPLB Housing Policies, Rules and Regulations	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	1.4 Prepares computation of sharing for the changes of deduction	None	120 minutes	<i>Engineer</i> OVCCA-UHO
	1.5 Checks and records computation of changes of deduction	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.6 Prepares cover letter	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.7 Forwards to Chief for approval	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.8 Forwards approved changes of deduction to staff housing beneficiary	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	4 hours, 15 minutes	

OVCCA-UHO.18. STAFF HOUSING BENEFICIARY REQUESTS FOR REFUND OF REPAIR COST (CONSTRUCTION MATERIALS AND LABOR PROVIDED BY UHO)

Staff housing beneficiaries will be responsible in the maintenance and repair of staff housing unit awarded to them

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	UPLB employees who are currently residing in staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cost of repair estimate	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	UHO sends cost of bill estimates for repair to staff housing beneficiary	None	10 minutes	<i>Engineer</i> OVCCA-UHO
1. Staff housing beneficiary will request to UHO for the available materials and schedule of repair	1.1 UHO will provide materials available	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.2 Schedule repair upon the availability of the beneficiary	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.3 Repair of housing unit	None	Total number of days repair depends on the repair needed or requested by the beneficiary	<i>Skilled Workers</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepares computation of repair cost sharing for the changes of deduction	None	120 minutes	<i>Engineer</i> OVCCA-UHO
	1.5 Checks and records computation of changes of deduction	None	15 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.6 Prepares cover letter	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.7 Forwards to Chief for approval	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.8 Forwards approved changes of deduction to staff housing beneficiary	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	2 hours, 55 minutes	

OVCCA-UHO.19. PERSONAL PAYMENT OF HOUSE OCCUPANCY FEE OR LAND USE RENTAL

UPLB employees, UPLB retirees and other agencies housing occupants personally pay housing fees instead of salary deduction

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are staying in staff housing units inside the UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing occupant will go to UHO to get the statement of account	1.1 Check the record for the payment of fees	Fee depends on the existing rate in the contract	15 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i> OVCCA-UHO
	1.2 Prepares the Statement of Account		10 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i> OVCCA-UHO
2. Housing occupant pays to Cashier's Office the fees and submits copy of official Receipt to UHO	2.1 Receives photocopy of the official Receipt	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i> OVCCA-UHO
	2.2 Records payment	None	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i> OVCCA-UHO
TOTAL		Fee depends on the existing rate in the contract	40 minutes	

OVCCA-UHO.20. REFUND OF HOUSING DEPOSITS

UPLB employees who are previous occupants of staff housing unit can request refund of deposits once they will vacate the unit

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are occupants of staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Official REceipt	UPLB Employee
2. Certification of Refund	UHO
3. Copy of Approved letter vacating the staff housing unit	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary submits copy of original official	1.1 Receives original official Receipt	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Prepares Certification of refund	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.3 Prepares and print Disbursement Voucher	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.4 Process Disbursement Voucher at Accounting office, Office of the Vice Chancellor for Community Affairs			
	1.5 Receives approved Disbursement Voucher	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Photocopy the approved Disbursement Voucher	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.7 Forwards the approved Disbursement Voucher to Cashier's office	None	5 minutes	<i>Administrative Aide IV</i> OVCCA-UHO
TOTAL		None	35 minutes	

OVCCA-UHO.21. REPAIR OF STAFF HOUSING UNIT

UHO is in charge in the maintenance and repair of staff housing units

Office or Division	Engineering and Maintenance Section, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are currently residing in staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary files job request through personal visit, telephone call or through email	1.1 Receives and fill out the job request	None	15 minutes	<i>Engineer</i> OVCCA-UHO
	1.2 Schedule of inspection	None	10 minutes	<i>Engineer</i> OVCCA-UHO
	1.3 Inspection of unit	None	45 minutes	<i>Engineer and Foreman or Skilled worker</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCCA-UHO
	1.4 Preparation and signs of cost of repair estimate	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	1.5 Forwards copy of cost of repair estimate for conforme of staff housing beneficiary	None	15 minutes	<i>Engineer</i> OVCCA-UHO
2. Staff housing beneficiary signs the repair cost of estimate as conforme and forwards to UHO	2.1 Receives cost repair of estimate	None	10 minutes	<i>Engineer</i> OVCCA-UHO
	2.2 Forwards to Chief for Noted	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	2.3 Schedule of repair (depends on the availability of staff housing beneficiary)	None	5 minutes	<i>Foreman/ Skilled workers</i> OVCCA-UHO
	2.4 Repair of housing unit	None	Total number of days repair depends on the repair needed or requested by the beneficiary	<i>Foreman/ Skilled workers</i> OVCCA-UHO
	2.5 Provides UHO Satisfaction Survey	None	5 minutes	<i>Foreman/ Skilled workers</i> OVCCA-UHO
3. Beneficiary forwards UHO	3.1 Receives filled out UHO	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Satisfaction Survey	Satisfaction Survey			
TOTAL			2 hours, 40 minutes.	

OVCCA-UHO.22. PROCESS OF CLEARANCE OF UPLB EMPLOYEE/RETIREE WHO DID NOT STAY IN STAFF HOUSING UNIT

UPLB employees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees /retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.1 Receives clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.2 Records clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.3 Checks the name of the employee in the record of UHO accountabilities	None	15 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.4 Informs Chief/Dormitory Manager IV of no accountabilities	None	5 minutes	<i>Administrative Assistant II or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Dormitory Manager IV OVCCA-UHO</i>
	2.1 Clears personnel and response to email		5 minutes	<i>Chief or Dormitory Manager IV OVCCA-UHO</i>
TOTAL		None	35 minutes	

OVCCA-UHO.23. PROCESS OF CLEARANCE OF UPLB EMPLOYEE WHO PREVIOUSLY STAYED IN STAFF HOUSING UNIT (PERSONAL PAYMENT)

UPLB employees/retirees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees /retirees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.1 Receives clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.2 Records clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.3 Checks the name of the employee in the record of UHO accountabilities	None	30 minutes	<i>Administrative Assistant II or Dormitory Manager IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCCA-UHO
	1.4 Informs the UPLB employee of the accountability	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
	1.5 Issues Statement of Account for personal payment	None	10 minutes	<i>Administrative Assistant II</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
2. UPLB employee pays his/her accountabilities to Cashier's Office	2.1 Receives copy of official Receipt	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2.2 Records the official Receipt	None	10 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	2.3 Informs Chief/Dormitory Manager payment of accountabilities	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	3.1 Clears personnel and response to email	None	5 minutes	<i>Chief</i> or <i>Dormitory Manager IV</i> OVCCA-UHO
TOTAL		None	1 hour, 25 minutes	

OVCCA-UHO.24. PROCESS OF CLEARANCE OF UPLB EMPLOYEE WHO PREVIOUSLY STAYED IN STAFF HOUSING UNIT (SALARY DEDUCTION)

UPLB employees process clearance to UHO for checking of accountabilities

Office or Division	Administrative Section, UPLB Housing office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approval letter for the request for salary deduction	UPLB employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO emails clearance of UPLB personnel	1.1 Receives clearance	None	1 minute	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.2 Records clearance	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.3 Checks the name of the employee in the record of UHO accountabilities	None	30 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.4 Informs the UPLB employee of the accountability	None	10 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	1.5 Issues Statement of Account for personal payment	None	10 minutes	<i>Administrative Assistant II or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Dormitory Manager IV OVCCA-UHO</i>
2. UPLB employee submits letter requesting for a salary deduction of her/his accountabilities	2.1 Receives letter	Total amount depends on the accountabilities computed during his/her stay in staff housing unit	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	2.2 Check details of request and initials	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	2.3 Forwards to Chief for approval	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	2.4 Provides copy of approved letter to employee	None	5 minutes	<i>Administrative Assistant II or Dormitory Manager IV OVCCA-UHO</i>
	3.1 Clears personnel and response to email	None	5 minutes	<i>Chief or Dormitory Manager IV OVCCA-UHO</i>
TOTAL			1 hr., 21 mins.	

OVCCA-UHO.25. PROCESS OF REQUEST LETTERS FROM RESIDENTS, STUDENTS, STUDENT ORGANIZATIONS, EMPLOYEES AND OR OTHER OFFICES

Any nature of request by residents, students, student organizations, employees and or other Offices made to UHO

Office or Division	Administrative Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees/Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student, resident, UPLB employee and other Offices submit request to UHO	1.1 Receives letter	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Forwards letter to the concerned division	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.3 Checks details of request and initials	None	5 minutes	<i>Head of Division concerned</i>
	1.4 Schedule for a meeting with Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
2. Meet with UHO Chief	2.1 UHO Chief meets with client for verification of details and/or concerns	None	30 minutes	<i>Chief</i> OVCCA-UHO
	2.2 Affixes signature and approves/disapproves letter	None	5 minutes	<i>Chief</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Provides copy of approval to the client and or division concerned with the request	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	60 minutes	

OVCCA-UHO.26. PROCESS FOR THE DELIVERY OF REPAIR MATERIALS FROM SUPPLIERS OUTSIDE UPLB FOR THE REPAIR OF STAFF HOUSING UNITS

Staff housing beneficiaries purchased repair materials for the repair of staff housing units

Office or Division	Engineering and Maintenance Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email request	Client
2. UHO gate pass (UHO form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiary fill out UHO form and submits/email photocopy of official Receipt, Sales Invoice, Cash Invoice or Delivery Receipt	1.1 Provides UHO Form	None	10 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks filled out form and submitted photocopy of official Receipt, Sales Invoice, Cash Invoice or	None	15 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Delivery Receipt and initialed by staff in charge			
	1.3 For approval of UHO Chief	None	5 minutes	<i>Chief</i> OVCCA-UHO
	1.4 Provides approved copy to housing beneficiary	None	5 minutes	<i>Engineer or</i> <i>Administrative Assist II</i> OVCCA-UHO
	1.5 Provide copy to Security and Safety office	None	5 minutes	<i>Administrative Assist II</i> OVCCA-UHO
TOTAL		None	40 minutes	

OVCCA-UHO.27. PROCESS FOR THE HAULING OF PERSONAL BELONGINGS OF UPLB FACULTY AND STAFF WHO VACATED THEIR HOUSING UNITS

Staff housing beneficiaries/Retirees who vacated their housing units

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email request	Client
2. UHO gate pass (UHO form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Housing beneficiaries fill out moving out permit	1.1 Staff in charge provides moving out form	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	1.2 Checks filled out form and initial for signature of UHO Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Approval of Chief	None	5 minutes	<i>Chief</i> OVCCA-UHO
	1.4 Provides copy of approval to housing beneficiaries and Security and Safety office	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
TOTAL		None	20 minutes	

OVCCA-UHO.28. REQUEST FOR PRUNING OR TREE REMOVAL, TO BE ENDORSED TO LMS, UPMO (MEDIUM TO MAJOR WORKS)

UHO is in charge in the maintenance and repair of staff housing units

Office or Division	Engineering and Maintenance Services, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are occupants of staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request Form (UHO Form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary files job request through personal visit, telephone call or through email	1.1 Receives and fill out the job request	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.2 Schedule of inspection	None	3 minutes	<i>Engineer/Foreman/GMC</i> OVCCA-UHO
	1.3 Inspection of request	None	15 minutes	<i>Engineer/Foreman/GMC</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorsement of request to LMS, UPMO	None	10 minutes	<i>Engineer</i> OVCCA-UHO
TOTAL		None	33 minutes	

OVCCA-UHO.29. REQUEST FOR ADDITIONAL HOME IMPROVEMENTS NOT COVERED IN UHO'S REPAIR MANDATE

Request for additional home improvements not covered in UHO's repair mandate

Office or Division	Engineering and Maintenance Services, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are occupants of staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email Request	Client
2. Job Request Form (UHO Form)	UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary files request for additional improvements through personal visit, telephone call or through email	1.1 Receives and fill out the job request	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.2 Schedule of inspection	None	5 minutes	<i>Engineer or Foreman</i> OVCCA-UHO
	1.3 Inspection of unit	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	1.4 Preparation and signs of cost of repair estimate	None	45 minutes	<i>Engineer</i> OVCCA-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Forwards copy of cost of improvement estimate for conforme of staff housing beneficiary	None	5 minutes	<i>Engineer or Administrative Assistant II</i> OVCCA-UHO
2. Staff housing beneficiary signs the cost of estimate as conforme and forwards to UHO	2.1 Receives cost repair of estimate	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	2.2 Forwards to Chief for Noted	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
3. Beneficiary informs UHO of completion of improvements made for post-inspection	3.1 Schedule of inspection	None	5 minutes	<i>Administrative Assistant II</i> OVCCA-UHO
	3.2 Inspection of unit	None	45 minutes	<i>Engineer or Foreman</i> OVCCA-UHO
TOTAL		None	2 hour, 45 minutes	

OVCCA-UHO.30. REQUEST FOR CONSTRUCTION OF DETACHED GARAGE

UHO is in charge in the maintenance and repair of staff housing units

Office or Division	Staff Housing Division, UPLB Housing office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are currently residing in staff housing unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter/Email Request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff housing beneficiary files request for construction of detached garage through personal visit, telephone call or through email	1.1 Receives and fill out the job request	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	1.2 Schedule of inspection	None	5 minutes	<i>Engineer</i> or <i>Foreman</i> OVCCA-UHO
	1.3 Inspection of unit	None	45 minutes	<i>Engineer</i> or <i>Foreman</i> OVCCA-UHO
	1.4 Preparation and signs of cost of repair estimate	None	45 minutes	<i>Engineer</i> OVCCA-UHO
	1.5 Forwards copy of cost of improvement estimate for conforme of staff housing beneficiary	None	5 minutes	<i>Engineer</i> or <i>Administrative Aide II</i> OVCCA-UHO
2. Staff housing beneficiary signs the cost of estimate as conforme and forwards to UHO	2.1 Receives cost repair of estimate	None	5 minutes	<i>Engineer</i> OVCCA-UHO
	2.2 Forwards to Chief for Noted	None	5 minutes	<i>Administrative Aide II</i> OVCCA-UHO
3. Beneficiary informs UHO of completion of improvements	3.1 Schedule of inspection	None	5 minutes	<i>Administrative Assistant II</i> or <i>Engineer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
made for post-inspection				OVCCA-UHO
	3.2 Inspection of unit	None	45 minutes	<i>Engineer or Foreman</i> OVCCA-UHO
TOTAL			2 hour, 45 minutes	

OVCCA-UHO.31. ACCOMMODATION FACILITIES

Accommodation facilities for UPLB guests

Office or Division	Training and Accommodation, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UPLB constituents UPLB ID	Applicant
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order	Applicant
3. ID for Non-UP	Applicant
4. Passport for Foreign Guests	DFA
5. Reservation Sheet	OFSH-UHO
6. Billing Summary	OFSH-UHO
7. Official Receipt	OFSH-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	None	5 minutes	<i>Front Desk Staff On-duty</i>
2. Valid ID Presented	2.1 To be Photocopied by staff in charge	None	1 minute	<i>Front Desk Staff On-duty</i>
3. Fill-out Reservation Sheet	3.1 Verify the information (number of rooms: double or triple occupancy);	None	2 minutes	<i>Front Desk Staff On-duty</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	number of days/night stay) Ask if Senior citizen, PWD or UP staff; provide costs estimates; Confirms details to guests			
	3.2 Approval of the Reservation	None	2 minutes	<i>Development Management Officer III OVCCA-UHO</i>
4. Registration Card	4.1 Complete the necessary information. Fill-out check-in Time	None	2 minutes	<i>Front Desk Staff On-duty</i>
	4.2 Check-in Guests and turn-over room key	None	1 minute	<i>Front Desk Staff On-duty</i>
	4.3 Check-out Guests and turn-over key	None	1 minute	<i>Front Desk Staff On-duty</i>
5. Payment	5.1 Inform and ask guests about the payment for room accommodation charges.	depends on the rooms they will avail	3 minutes	<i>Front Desk Staff On-duty</i>
	5.2 Issuance of Statement of Account /Billing	None	5 minutes	<i>Front Desk Staff On-duty</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Claim official Receipt	6.1 Issuance of official Receipt	None	5 minutes	<i>Special Collecting Officer</i>
TOTAL			23 minutes	

OVCCA-UHO.32. TRAINING FACILITIES

Training facilities for UPLB faculty, staff and guests

Office or Division	Training and Accommodation Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UPLB constituents UPLB ID	Applicant
2. For UPLB Office Activity UPLB ID of transacting person and Request for Quotation/Purchase Request/Purchase Order	Applicant
3. ID for Non-UP	Applicant
4. Reservation Sheet	OFSH-UHO
5. Registration Card (Check-in/Check-out)	OFSH-UHO
6. Billing Summary	OFSH-UHO
7. Official Receipt	OFSH-UHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of Guests	1.1 Verify availability of Room	None	5 minutes	<i>Front Desk Staff On-duty</i>
2. Fill-out Reservation Sheet	2.1 Verify the information and provide necessary details eg (type of rooms, seating capacity, number of days; purpose of function) number of hours	depends on the number of hours used by the guests	2 minutes	<i>Front Desk Staff On-duty</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	use of audio-visual equipment; provide costs estimates; Confirms details to guests			
	2.2 Approval of the Reservation	None	2 minutes	<i>Development Management Officer III</i> OVCCA-UHO
3. Payment	3.1 Inform and ask guests about the payment for training room charges.	None	3 minutes	<i>Front Desk Staff On-duty</i>
	3.2 Issuance of Statement of Account /Billing		5 minutes	<i>Front Desk Staff On-duty</i>
4. Claim official Receipt	4.1 Issuance of official Receipt	depends on the total charges	5 minutes	<i>Special Collecting Officer</i>
TOTAL			21 minutes	

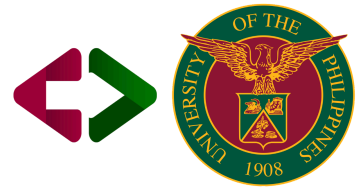
OVCCA-UHO.33. APPLICATION FOR THE WAIVING OF FEES OF OFSH FACILITY USE

UPLB Offices, faculty and staff may avail of waived fees for the use of OFSH

Office or Division	Training and Accommodation Section, UPLB Housing office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver Form	OFSH-UHO
2. Approved letter for the free use	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Waiver Form	1.1 Provides Waiver Form and checks availability of room (accommodation or training facilities)	None	5 minutes	<i>Front Desk Staff-on-Duty</i> OVCCA-UHO
2. Fill out Waiver Form	2.1 Checks filled-out Waiver Form	None	2 minutes	<i>Front Desk Staff-on-Duty or Development Management Officer III</i> OVCCA-UHO
	2.2 Initials of staff in Charge	None	2 minutes	<i>Development Management Officer III</i> OVCCA-UHO
	2.3 Forwards to UHO Chief for recommending approval	None	5 minutes	<i>Chief</i> OVCCA-UHO
3. Client process to other Offices				<i>Office of the Vice Chancellor for Community Affairs</i> <i>Office of the Chancellor</i>
4. Client submits approved waiver form/approved letter request	4.1 Staff in charge receives documents	None	2 minutes	<i>Front Desk Staff-on-duty</i>
TOTAL		None	16 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
UNIVERSITY HEALTH SERVICE
EXTERNAL SERVICES**

OVCCA-UHS.1. CLINICAL LABORATORY*

For the conduct of tests on patient specimen samples for analysis in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) For outpatient diagnostic purposes:	
Properly filled-out laboratory form	Laboratory Section
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
Charge Slip	Laboratory Section
Official Receipt	Hospital Cashier
Laboratory request	Attending Physician
(2) For Pre-Participation Physical Examination:	
Accomplished online scheduling	Faculty-in-Charge
Official Receipt	Hospital Cashier
UP ID and proof of enrollment	University Registrar
Properly filled out and printed laboratory form	Via the link issued by the Faculty-in-Charge
(3) For Pre-Employment, and other regular Physical Examinations:	
Pre-employment or Physical Examination checklist	Medical Records Section
Official Receipt	Hospital Cashier
Properly filled-out laboratory form	Laboratory Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Laboratory Section and present the documentary requirements.	1.1. Check the documentary requirements. 1.2. Receive laboratory request or checklist, and	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Observe the following cut-off time for blood extraction and submission of specimens: a. For outpatient diagnostic purposes: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM onwards -Receiving of urine & stool samples: 7:00AM onwards b. For Physical Exam: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM to 3:00PM -Receiving of urine & stool samples: 7:00AM to 3:00PM	properly filled-out laboratory form. 1.3. Check for the availability of the requested laboratory procedure/s. 1.4. Explain the laboratory instructions pertaining to the procedure/s requested. 1.5. Prepare and issue the charge slip to the patient.			<i>Medical Laboratory Technology Assistant</i> OVCCA-UHS
		None	3 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the Official Receipt to	3.1 Verify and record payment	None	2 minutes	<i>Medical Technologist III, Medical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Laboratory Section.	details accordingly.			<i>Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS</i>
4. Wait to be called by the Medical Technologist for the laboratory procedure/s.	4.1. Verify the patient's details. 4.2. Prepare the necessary materials for sample collection. 4.3. Receive the specimen/s. 4.4. Advise the patient on the date and time of the release of results. 4.5. Begin the processing of the laboratory specimen/s received.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS</i>
5. Come back on the advised schedule and proceed to the laboratory to retrieve the test results.	5.1. Process the requested laboratory procedure/s:	None	90 minutes per procedure	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS</i>
	a. Routine procedure/s: • Urinalysis, Fecalalysis, Complete blood count and platelet count (CBC PC), Serological procedure/s			
	• Blood chemistry	None	3:00 PM of the same day	<i>Clinical Pathologist OVCCA-UHS</i>
	b. Send out procedure/s	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. Procedures requiring the official reading of the Pathologist and Hematologist: • Histopathology • Pap smear	None	3 weeks	
	• Peripheral blood smear	None	3 days	
6. Present proof of payment and UPLB ID or any form of identification. For authorized representatives, present a letter of authorization from the patient.	6.1. Verify the presented documents. 6.2. Once verified, release the test result/s. 6.3. Advise patients to present the test result/s to his/her attending physician.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS</i>
TOTAL		Rates depends on the applicable fees; see table of fees	<u>Day 1 (specimen collection):</u> 18 minutes <u>Processing time of specimens:</u> 90 minutes per routine procedure 8 hours for blood chemistry 2 days for send-out procedures 3 weeks for Histopathology	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			gy & Pap Smear 3 days for peripheral blood smear <u>Day 2 (retrieval of test results):</u> 5 minutes	

*The service is being updated and revised.

OVCCA-UHS.2. CLINICAL RADIOLOGY: X-RAY*

For the conduct and interpretation of imaging tests in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) For Out-patient diagnostic purposes:	Agency/Office - Specific Office/Division/Desk
X-ray request	Attending Physician
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
Charge Slip	Radiology Section
Official Receipt	Hospital Cashier
Properly filled-out radiology form	Radiology Section
(2) For Pre-Participation Physical Examination:	
Accomplished online scheduling	Faculty-in-Charge
Official Receipt	Hospital Cashier
UP ID and proof of enrollment	University Registrar
Properly accomplished radiology form via the designated onsite QR code	Radiology Section

(3) For Pre-Employment, and other regular Physical Examinations:	
Pre-employment or Physical Examination checklist	Medical Records Section
Official Receipt	Hospital Cashier
Properly filled-out Radiology form	Radiology Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Radiology Section and present the documentary requirements. Observe the following cut-off time: a. For outpatient diagnostic purposes: -Mondays to Fridays, 8:00AM to 5:00PM -Saturdays, 8:00AM to 4:00PM.	1.1. Check for the completeness of the documentary requirements. 1.2. Receive the X-ray request or checklist, and filled-out radiology form. 1.3. Check the patient's previous X-ray record. 1.4. Inform the patient the cost of the procedure/s and the availability of results.	None	5 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
b. For Physical Exam: -Mondays to Fridays, 8:00AM to 5:00PM	1.5. Prepare and issue the charge slip to the patient.	None	3 minutes	
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	UPLB AME: None Others: See Table of Fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the Official Receipt to the Radiology Section.	3.1. Verify and record payment details accordingly.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Technology Associate</i> OVCCA-UHS
4. Wait to be called by the Radiologic Technologist for the X-ray procedure/s.	4.1. Prepare the x-ray equipment to be used.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Once called, change clothes to wear a patient's gown and follow the instructions for the procedure/s.	5.1. Inform and instruct the patient accordingly. 5.2. Perform the X-ray procedure/s. 5.3. Advise the patient on the date and time of the release of result/s.	None	15 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
6. Come back on the advised schedule and proceed to the Radiology Section to retrieve the test results.	6.1 Process the official X-ray result/s.	None	5 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist</i> OVCCA-UHS
7. Present proof of payment and UPLB ID or any form of identification. For authorized representatives, present a letter of authorization from the patient.	7.1. Verify the presented documents. 7.2 Once verified, release the test result/s. 7.3. Advise patient to present the test result/s to his/her attending physician.	None		<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
TOTAL		Rates depends on the	35 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		applicable fees; see table of fees		

*The service is being updated and revised.

OVCCA-UHS.3. CLINICAL RADIOLOGY: ULTRASOUND*

For the conduct and interpretation of imaging tests in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ultrasound request	Attending Physician
2. UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
3. Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
4. Charge Slip	Radiology Section
5. Official Receipt	Hospital Cashier
6. Ultrasound form	Radiology Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment for ultrasound procedure/s face-to-face from Monday to Saturday, 8:00AM to 4:00PM. Or, send an email to uhsradiology2020@gmail.com.	1.1. Check the documentary requirements. 1.2. Receive the ultrasound request and properly filled-out ultrasound form. 1.3. Inform the patient the cost of the procedure/s and preparations needed.	None	10 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the following documents: a. Request for ultrasound b. UP ID for UP constituents or any form of ID for Non-UP. For UP students, present proof of latest enrollment or LOA; for UP COS, present latest contract.	1.4. If the patient is amenable, ask the patient for any ultrasound record at the UHS. 1.5. Check for the availability of schedule. 1.6. Secure the patient's email address and other contact information. 1.7. Set the appointment.			
2. Come back on the appointment date and time	2.1. Retrieve the patient's ultrasound form and any previous ultrasound record, if available. 2.2. Prepare and issue the charge slip to the patient.	None	6 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
3. Present the charge slip and pay the indicated amount to the Hospital Cashier.	3.1. Collect payment. 3.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
4. Present the Official Receipt to the Radiology Section.	4.1. Verify and record payment details accordingly.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Wait to be called by the Radiologic Technologist for the ultrasound procedure/s.	5.1. Prepare the ultrasound equipment to be used.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Once called, change clothes to wear a patient's gown and follow the instructions for the procedure/s.	6.1. Inform and instruct the patient accordingly. 6.2. Perform the ultrasound scanning. 6.3. Advise the patient on the date and time of the release of result/s.	None	20 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist OVCCA-UHS</i>
7. Wait for the release of the ultrasound result.	7.1. Process the official ultrasound results.	None	15 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist OVCCA-UHS</i>
	7.2. Release the result/s. 7.3. Advise patient to present the test result/s to his/her attending physician.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>OVCCA-UHS</i>
TOTAL		Rates depends on the applicable fees; see table of fees	1 hour	

*The service is being updated and revised.

OVCCA-UHS.4. PHARMACY*

For dispensing of prescribed medicines and medical supplies to patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prescription	Doctor
2. Charge Slip	Pharmacy
3. Official Receipt	Hospital Cashier
4. UP ID for UP constituents; any form of ID for Non-UP	Office of the University Registrar, for UP students; HRDO for UP employees
5. Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following to the Pharmacist-On-Duty: (a) doctor's prescription; (b) UP ID for UP constituents. For UP students, present proof of latest enrollment or LOA; for UP COS, present latest contract.	1.1. Check for the availability of medicines and/or medical supplies. 1.2. Check for other documentary requirements. 1.3. Prepare and issue the charge slip to the patient or companion.	None	3 minutes	<i>Pharmacist II, or Pharmacist /</i> OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	Fees depend on the patient's classification and medicines / medical supplies purchased	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the official receipt to the Pharmacy Section.	3.1. Dispense the medicines and/or medical supplies and give the necessary instructions to the patient.	None	2 minutes	<i>Pharmacist II or Pharmacist I</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	8 minutes	

*The service is being updated and revised.

OVCCA-UHS.5. ELECTROCARDIOGRAM (ECG)*

For the conduct of a screening test in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Out-patient diagnostic purposes:	
1. ECG request	Attending Physician
2. UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
3. Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
4. Charge Slip	Heart Station, Medical Arts Building
5. Official Receipt	Hospital Cashier
6. Properly filled-out ECG form	Heart Station, Medical Arts Building
For Pre-Employment, and other regular Physical Examinations:	
1. Pre-employment or Physical Examination checklist	Medical Records Section
2. Official Receipt	Hospital Cashier
3. Properly filled-out ECG form	Heart Station, Medical Arts Building

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Heart Station and present the documentary requirements to the Cardiovascular Technologist-On-Duty. Observe the following cut-off time: a. For outpatient diagnostic purposes, set an appointment at 0919-417-1020 from Monday to Friday: 8:00AM to 5:00PM (except on holidays and declared non-working days). b. For Physical Exam, walk-in from Monday to Friday: 8:00AM to 8:30AM (except on holidays and declared non-working days).	1.1. Check the documentary requirements. 1.2. Receive ECG request or checklist, and properly filled-out ECG form. 1.3. Prepare and issue the charge slip to the patient or companion.	None	2 minutes	<i>Nursing Attendant I</i> (Cardiovascular Technologist) OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	UPLB AME: None Others: Php ₱300.00	3 minutes	<i>Administrative Officer III</i> (Cashier) OVCCA-UHS
3. Present the official receipt to	3.1. Verify and record payment	None	5 minutes	<i>Nursing Attendant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Cardiovascular Technologist-On-Duty.	details accordingly. 3.2. Ask the patient to fill-out the ECG Form.			(Cardiovascular Technologist) OVCCA-UHS
4. Fill out the ECG Form.	4.1. Verify and encode patient information. 4.2 If details are complete, prepare the ECG machine to start the procedure.	None		
5. Undergo the ECG.	5.1. Conduct the ECG procedure. 5.2. If for AME, instruct the patient to proceed to the Medical Records Section for the results on the day of their AME. 5.3. If for outpatient diagnostic purposes, forward the ECG tracing to the requesting Medical Officer. 5.4. For the official reading, email the ECG tracing to the consultant cardiologist. 5.5. Advise the patient on the date and time of the release of the official result from the consultant cardiologist.	None	10 minutes	Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS
6. Wait to be notified for the availability of the official test results.	6.1. Email the official ECG result to the cardiovascular	None	2 days	Consultant Cardiologist OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	technologist.			
	6.2. Notify the patient on the availability of the test results.	None		<i>Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS</i>
7. Come back on the advised schedule and proceed to the Heart Station to get the official test results.	7.1. Issue the official results to the patient.	None		<i>Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS</i>
TOTAL		₱300.00	2 days, 20 minutes	

*The service is being updated and revised.

OVCCA-UHS.6. 2D ECHOCARDIOGRAM AND VASCULAR STUDIES*

For the conduct of a screening test in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Doctor's vascular request	Attending Physician
Charge slip	Heart Station, Medical Arts Building
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at 0919-417-1020 from Monday to Friday: 8:00AM to 5:00PM (except on holidays and declared non-working	1.1. Check the doctor's request. 1.2. Prepare and issue the charge slip to the patient or companion.	None	2 minutes	<i>Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
days). On the appointed schedule, present the documentary requirements to the Cardiovascular Technologist-On-Duty at the Heart Station.				
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the Heart Station.	3.1. Verify and record payment details accordingly. 3.2. Verify and encode patient information. 3.3. If details are complete, prepare the machine to start the procedure.	None	5 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
4. Undergo the requested procedure.	4.1. Carry out the procedure. 4.2. Advise the patient on the date and time of the release of result/s. 4.3. Email the duplex scans and echocardiogram studies to the consultant cardiologist for the official reading.	None	2D Echo: 1 hour Carotid Duplex Scan: 1 hour Venous Duplex Scan: 4 hours Arterial Duplex Scan: 4 hours	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
5. Wait to be notified for the	5.1. Email the official reading of	None	2 weeks	<i>Nursing Attendant I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
availability of the test results.	the scans and studies to the cardiovascular technologist.			(Cardiovascular Technologist) OVCCA-UHS
	5.2. Advise the patient on the date and time of the release of the official result from the consultant cardiologist.	None		Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS
6. Come back on the advised schedule and proceed to the Heart Station to get the official test results.	6.1. Issue the official results to the patient.	None		Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	2 weeks, 4 hours & 10 minutes*	

*The service is being updated and revised.

TABLE OF FEES		
Services	Out-Patient Diagnostic	In-Patient Diagnostic
2D Echo	₱2,700.00	₱3,240.00
Carotid Duplex Scan	₱3,400.00	₱4,080.00
Venous Duplex Scan	₱3,900.00	₱4,680.00
Arterial Duplex Scan	₱3,900.00	₱4,680.00

Ankle Brachial Index Test	₱1,500.00	₱1,800.00
Deep Vein Thrombosis Screening	₱3,000.00	₱3,600.00

*The service is being updated and revised.

OVCCA-UHS.7. OUT-PATIENT CONSULTATION (IN-HOUSE)*

For outpatient consultation with any of the in-house physicians or Medical Officers.

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Referral Letter, for referrals	Referring doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Records Section to queue and request for outpatient consultation. Inform if a new or existing patient, and if with a physician-of-choice, if any. Observe the following office hours: Monday to Friday, 8:00AM to 5:00PM, except on holidays and declared non-working days.	1.1. Refer to the queueing list. 1.2. Create or retrieve the medical record of the patient and queue the patient to the OPD accordingly.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Medical Arts Building for outpatient consultation. Wait to be called.	2.1. Conduct initial patient interview as to the chief complaint and other pertinent information. 2.2. Take the vital signs of the patient. 2.3. Queue patient to the doctor.	None	10 minutes	<i>Nursing Attendant I, Nursing Attendant II, or Midwife II</i> OVCCA-UHS
3. Undergo assessment of medical condition.	3.1. Perform history taking and physical examination. 3.2. Request for diagnostic tests, if necessary. 3.3. Administer patient treatment or management. 3.4. Issue a medical certificate, if requested. 3.5. Advise follow-up schedule, if necessary.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
	3.6. Prepare and issue the charge slip, if the patient is non-UP.		3 minutes	<i>Nursing Attendant I, Nursing Attendant II, or Midwife II</i> OVCCA-UHS
4. Present the charge slip and pay the indicated amount to the Hospital Cashier, if applicable.	4.1. Collect payment. 4.2. Issue an official receipt.	UP Constituent: None Non-UP: ₱400.00	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		₱400.00	36 minutes	

*The service is being updated and revised.

OVCCA-UHS.8. OUT-PATIENT CONSULTATION (SPECIALTY CLINIC)*

For outpatient consultation with any of the accredited visiting consultants of specialists

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UHS ID	Medical Records Section
Referral Letter, for referrals	Referring Doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify the clinic schedule of the preferred visiting consultant with the Medical Secretary at 0919-417-1020. Proceed to the Medical Records Section on the set clinic schedule to queue and request for outpatient consultation. Inform if a new or existing patient, and mention the name of the visiting consultant to be seen.	1.1. Refer to the queueing list. 1.2. Create or retrieve the medical record of the patient and queue the patient to the Medical Secretary.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
2. Proceed to the Specialty Clinics	2.1. Conduct initial patient interview as to the chief	None	10 minutes	<i>Medical Secretary</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for outpatient consultation. Wait to be called.	complaint and other pertinent information. 2.2. Take the vital signs of the patient. 2.3. Queue patient to the doctor.			OVCCA-UHS
3. Undergo assessment of medical condition.	3.1. Perform history taking and physical examination. 3.2. Request for diagnostic tests, if necessary. 3.3. Administer patient treatment or management. 3.4. Issue a medical certificate, if requested. 3.5. Advise follow-up schedule, if necessary.	None	15 minutes	<i>Visiting Consultant</i> OVCCA-UHS
4. Pay the indicated amount to the Medical Secretary, if applicable.	4.1. Collect payment. 4.2. Issue an official receipt.	See table of fees	3 minutes	<i>Medical Secretary</i> OVCCA-UHS
TOTAL		Rates depends on the billing statement; see table of fees	33 minutes	

*The service is being updated and revised.

OVCCA-UHS.9. MENTAL HEALTH CLINIC CONSULTATION*

For outpatient consultation through email or any virtual platform with the hospital's accredited psychiatrists or partners

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and other continuing patients for follow-up who are not enrolled

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB ID and proof of latest enrollment of student	Office of the University Registrar
Proof of LOA, if not enrolled	College Secretary
Properly filled-out Enlistment Form	Mental Health Coordinator
Charge Slip (for UPLB students on LOA, for readmission, pre-enrollment clearance, and other continuing MHC patients for follow-up who are not enrolled)	Mental Health Coordinator
Official Receipt	Psychiatrist / Mental Health Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an e-mail to mhc.uhs.uplb@up.edu.ph on Tuesdays, Wednesdays and Thursdays from 8:00AM to 11:00AM only, to enlist in the Mental Health Clinic. For UPLB students, attach UPLB ID and proof of latest enrollment or LOA. For other continuing MHC patients, attach the most recent medical certificate and/or	1.1. Verify the patient's profile. 1.2. Secure consent for the mode of consultation. 1.3. For UPLB students on LOA, for readmission, pre-enrollment clearance, and other continuing MHC patients for follow-up who are not enrolled), inform the payment details for consultation. 1.4. If amenable, provide the enlistment form via e-mail.	None	10 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
prescription from the Psychiatrist.				
2. Accomplish the enlistment form and e-mail back to the MHC.	2.1. Check for the completeness of the enlistment form. 2.2. Retrieve the patient's electronic record. 2.3. Check for the availability of slots for consultation. 2.4. If slots are available, e-mail and ask the patient to answer the guide questions.	None	10 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
3. Answer the guide questions. Once accomplished, e-mail the answers to the MHC and wait to be queued.	3.1. Verify the answers to the guide questions, if needed. 3.2. E-mail the answered guide questions to the Psychiatrist.	None	10 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
4. Undergo mental health assessment.	4.1. Document and explain the assessment and management options to the patient via an e-mail narrative. 4.2. Prepare prescriptions and/or diagnostic test requests, if needed. 4.3. Prepare referrals, if needed. 4.4. Prepare a medical certificate, if needed.	None	45 minutes	<i>UHS-accredited Psychiatrist OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5. Set a follow-up appointment, if needed. 4.6. Email the assessment, management, and other documents to the Mental Health Clinic Coordinator.			
	4.7. Email the narrative assessment, management options, and follow-up appointment to the patient including the following: i. prescriptions, ii. diagnostic test requests, if needed iii. referrals, if needed iv. medical certificate [with stamp], if needed 4.8. Give instructions on the payment details as applicable.	None	5 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
5. Respond to the narrative assessment for any clarification or concern, if any. [e.g. agrees to the implications of a PWD medical certificate].	5.1. Email the response of the patient to the Psychiatrist.	None	10 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
	5.2. Email the clinical feedback to the MHC Coordinator.	None		<i>UHS-accredited Psychiatrist OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. Email the response of the Psychiatrist to the patient.	None		<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
6. Request for medical certificates, if needed (eg. PWD, if amenable to the implications; return for LOA or appeal for readmission; sickness certification for absence, dropping of course, reduction of academic load, and/or LOA).	6.1. Verify the nature of the need for a medical certificate. 6.2. Send the request for medical certificate to the Psychiatrist via email	None	5 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
	6.3. Prepare the medical certificate and send it via email to the MHC Coordinator.	None	5 minutes	<i>UHS-accredited Psychiatrist OVCCA-UHS</i>
	6.4. Print the medical certificate and send the stamped e-copy to the patient via email.	None	5 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
7. For UPLB students on LOA, for readmission, pre-enrollment clearance, and other continuing MHC patients for follow-up who are not enrolled, pay the indicated amount through online banking and send the proof of payment to the MHC via email.	7.1. Send the proof of payment to the Psychiatrist.	See table of fees	10 minutes	<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
	7.2. Prepare the official receipt and send an e-copy to the MHC Coordinator.			<i>UHS-accredited Psychiatrist OVCCA-UHS</i>
	7.3. Send the e-copy of the official receipt to the patient.			<i>Nurse III (Mental Health Clinic Coordinator) OVCCA-UHS</i>
8. To secure a physical copy of the Special Prescription	8.1. Issue Special Prescription and/or stamped Medical Certificate	None	5 minutes	<i>Senior ICT Assistant, Cook II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and/or Medical Certificate and/or official receipt, proceed to the Medical Records Section. The patient should present any valid ID. For authorized representatives, present a letter of authorization from the patient and his/her valid ID.	and/or official receipt.			(Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	2 hours	

*The service is being updated and revised.

TABLE OF FEES	
Consultation Fee	Fees (₱)
Enrolled UPLB students constituents	None
UPLB students on LOA, for readmission or pre-enrollment clearance	₱700.00
Old MHC patients for follow-up	₱1,400.00

OVCCA-UHS.10. DENTAL CONSULTATION OR CHECK-UP*

For outpatient consultation of any dental concern

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees

Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Dental Record	Medical Records Section, if existing patient; Dental Clinic, if new patient
Referral Letter	Referring dentist or physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Dental Clinic from Monday to Friday, 8am to 5pm for walk-in consultation (except on holidays and declared non-working days). Present UP ID for UP constituents or any form of ID for Non-UP. For UP students, present proof of latest enrollment or LOA; for UP COS, present latest contract.	1.1. Ask for the purpose of visit. 1.2. Check the documentary requirements. 1.3. Retrieve the dental record of regular patients and update, if needed. For new patients, ask patient to accomplish his/her dental record. 1.4. Queue the patient to the Dentist-On-Duty.	None	6 minutes	<i>Dental Aide</i> OVCCA-UHS
2. Undergo clinical assessment	2.1. Perform extraoral and intraoral examination, dental charting and assessment of chief complaint. 2.2. Explain the diagnosis and treatment options to the patient. 2.3. Issue prescriptions and/or diagnostic test requests, if needed.	None	15 minutes	<i>Dentist III</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Issue referrals, if needed. 2.5. Issue a dental certificate, if needed. 2.6. Set a dental appointment for procedures, if needed.			
	2.7. Prepare and issue the charge slip to the patient, if applicable.	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS
3. Present the charge slip and pay the indicated amount to the Hospital Cashier.	3.1. Collect payment. 3.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
4. Present the official receipt to the dental clinic.	4.1. Record payment details on the patient's dental record and clinic logbook.	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS
5. For those with issued dental certificates, proceed to the Medical Records Section for stamping.	5.1. Dry seal the dental certificate.	None	2 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	30 minutes	

TABLE OF FEES

Services	UP constituents	Non-UP
Consultation Fee	None	₱300.00
Dental Examination and Charting	None	₱200.00
Dental Certificate	None	₱200.00

*The service is being updated and revised.

OVCCA-UHS.11. DENTAL PROCEDURES*

For the conduct of preventive, interceptive or corrective procedures to address dental concerns

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Dental Record	Medical Records Section, if existing patient; Dental Clinic, if new patient
Referral Letter	Referring dentist or physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a dental appointment at the Dental Clinic from Monday to Friday, 8am to 5pm (except on holidays and declared non-working days). Present UP ID for UP constituents or any form of ID for	1.1. Ask for the requested dental procedures. 1.2. Check the documentary requirements. 1.3. Secure the patient's email address and other contact information. 1.4. Set the dental appointment in the	None	5 minutes	<i>Dental Aide</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Non-UP. For UP students, present proof of latest enrollment or LOA; for UP COS, present latest contract.	Google Calendar and ask the patient to immediately confirm.			
2. Immediately confirm the set dental appointment via Google calendar or face-to-face. For unavoidable cancellations, notify the dental clinic at least 2 government working days to allow refilling of the vacated appointment slot.	2.1. Do timely checks of the upcoming appointments for confirmations and cancellations.	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS
3. Proceed to the dental clinic and inform them of your presence at least 15 minutes before your set appointment.	3.1. Retrieve the dental record of regular patients and update, if needed. For new patients, ask patient to accomplish his/her dental record. 3.2. Seat the patient to the assigned dentist-on-duty.	None	5 minutes	<i>Dental Aide</i> OVCCA-UHS
4. Undergo the dental procedures with consent.	4.1. Perform the dental procedures. 4.2. Issue prescriptions and/or diagnostic test requests, if needed.	None	90 minutes	<i>Dentist III</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Issue referrals, if needed. 4.4. Issue a dental certificate, if needed. 4.5. Prepare and issue the charge slip to the patient.			
	4.6. Prepare the clinic operatory for the next patient	None	10 minutes	<i>Dental Aide</i> OVCCA-UHS
5. Present the charge slip and pay the indicated amount to the Hospital Cashier.	5.1. Collect payment. 5.2. Issue an official receipt.	Fees depend on the patient's classification and dental procedure/s availed.	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
6. Present the official receipt to the dental clinic.	6.1. Record payment details on the patient's dental record and clinic logbook.	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS
7. For those with issued dental certificates, proceed to the Medical Records Section.	7.1. Dry seal the dental certificate.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees;	Day 1 (appointment setting): 7 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		see table of fees	Day 2 (procedure): 2 hours	

*The service is being updated and revised.

TABLE OF F EES			
Services	U.P. Student	U.P. Employee / Dependent	Non-UP
Dental Consultation			
Outpatient Consultation, face-to-face	None	None	₱300.00
Dental Examination & Charting	None	None	₱200.00
Dental Certificate	None	None	₱200.00
Oral Prophylaxis			
Primary & mixed dentition	₱120.00	₱200.00	₱400.00
Adult, mild gingivitis	₱150.00	₱250.00	₱650.00
Adult, moderate gingivitis	₱200.00	₱300.00	₱850.00
Adult, severe gingivitis / with heavy stains	₱250.00	₱400.00	₱1,000.00
Topical Fluoride Application	₱50.00	₱100.00	₱300.00
Pit & Fissure Sealants, per tooth	₱200.00	₱300.00	₱500.00
Fillings, Permanent			
Anteriors, Class III	₱200.00	₱300.00	₱650.00
Anteriors, Class IV	₱300.00	₱400.00	₱1,000.00
Anteriors, Class V	₱200.00	₱300.00	₱650.00
Premolars, Class I	₱200.00	₱300.00	₱650.00
Premolars, Class II	₱300.00	₱400.00	₱1,000.00
Premolars, Class V	₱200.00	₱300.00	₱650.00
Molars, Class I	₱300.00	₱400.00	₱700.00
Molars, Class II	₱400.00	₱600.00	₱1,000.00
Molars, Class V	₱300.00	₱400.00	₱700.00
Additional, per increment	₱120.00	₱180.00	₱350.00
Fillings, Temporary	₱100.00	₱150.00	₱400.00
Base, PER HALF scoop	₱50.00	₱100.00	₱300.00
Cementation			

Permanent, per scoop	₱250.00	₱500.00	₱800.00
Temporary, per scoop	₱200.00	₱300.00	₱400.00
Tooth Extraction			
Simple, per tooth (except 3rd molars & medically-compromised patients)	₱150.00	₱250.00	₱600.00
Difficult, per tooth (includes routine extraction of 3rd molars; and, attendance to medically-compromised patients)	₱300.00	₱500.00	₱2,000.00
With incision and suturing, per stitch	₱25.00	₱50.00	₱150.00
Root Canal Treatment			
1st 3 sittings, per canal	₱2,000.00	₱3,000.00	₱5,000.00
Per extra sitting, per canal	₱300.00	₱500.00	₱1,000.00
Xray			
Periapical, per film (intraoperative)	₱100.00	₱150.00	200.00
Periapical, per film (diagnostic)	₱200.00	₱300.00	₱400.00
Supplies			
Extra anesthesia, per cartridge	₱50.00	₱50.00	₱100.00
Extra needle	₱10.00	₱10.00	₱10.00
Extra gauze	₱10.00	₱10.00	₱10.00
Others			
Asepsis fee per visit	None	None	₱300.00

OVCCA-UHS.12. PHYSICAL / MEDICAL EXAMINATION: PRE-ENROLLMENT*

For the issuance of a Pre-Enrollment Medical Certificate stating the individual's fitness to enrol

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Notice of Admission from the UP System	UP Office of Admissions
Guidelines for the Pre-Enrollment Physical/Medical (PPE) Examination	UPLB Office of the University Registrar
Certificate of Attendance from the Office of Counseling and Guidance	Office of Counseling and Guidance, Office of the Vice Chancellor for Student Affairs
If diagnostic procedures will be done at the UHS: Laboratory and Radiology Patient Profile Forms	Via the link indicated in the Guidelines for the Pre-Enrollment Physical/Medical (PPE) Examination
If diagnostic procedures will be done in another facility: Original or certified true copy of the CBC and chest X-ray results (with the chest X-Ray plate or image printout)	Preferred off-site diagnostic facility
Accomplished Pre-Enrollment Physical/Medical (PPE) Examination Report Form	Via the link indicated in the Guidelines for the Pre-Enrollment Physical/Medical (PPE) Examination
If PPE will be done in another facility, for validation at the UHS: •Accomplished PPE Examination Report Form •A separate medical certificate certifying the student's fitness for enrolment using the letterhead of the attending physician, duly stamped and signed, containing the following details: complete name of the attending physician, complete clinic address and telephone number, license number, findings and management, and/or fitness to enrol	Attending physician in another facility
COVID and other Immunization Records	
Signed PPE Consent Form for Students	Via the link indicated in the Guidelines for the Pre-Enrollment Physical/Medical (PPE) Examination
Patient Profile Sheet	Via the link indicated in the Guidelines for the Pre-Enrollment Physical/Medical (PPE) Examination

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the online orientation to be conducted by the Office of Counseling and	1.1. Issue a Certificate of Attendance.	None	30 minutes	Office of Counseling and Guidance,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Guidance and secure a Certificate of Attendance.				Office of the Vice Chancellor for Student Affairs
2. For diagnostic tests to be performed at the University Health Service, UP Los Baños, refer to the PPE Guidelines released by the Office of the University Registrar to access the following: a. Schedule. b. X-ray and laboratory test instructions c. Laboratory and Radiology Patient Profile forms to be accomplished, printed and submitted For diagnostic tests to be performed in a different facility, proceed to No. 6.		None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
3. On the assigned schedule, present the following to the UHS Cashier for payment:	3.1. Check documentary requirements. 3.2. Collect payment. 3.3. Issue official receipt.	CBC: ₱239.00 Chest X-ray: ₱210.00	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Notice of Admission b. Accomplished Laboratory and Radiology Patient Profile Forms		PPE: None		
4. Proceed to the Laboratory and Radiology Section to present the Official Receipt and submit the forms.	4.1. Check documentary requirements.	None	10 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Undergo the diagnostic procedures and come back on the assigned date for PPE.	5.1. Perform the CBC and chest X-ray procedures.	None	20 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCCA-UHS
6. On the day of the scheduled pre-enrollment physical examination (PPE), for those with diagnostic procedures: a. Done at the UHS, claim test results at the designated releasing station. b. Done in another facility, present the original or certified true copy of the CBC and chest X-ray results (with the chest X-Ray plate or image printout).	6.1. Release/Check the test results.	None	3 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS <i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
7. Proceed to the designated PPE stations and present all documentary requirements on the assigned schedule.	7.1. Check the documentary requirements.	None	10 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II</i> OVCCA-UHS
8. Undergo the physical/medical examination.	8.1. Interview the patient. 8.2. Take and record the height,	None	30 minutes	<i>Nursing Attendant II, Nursing</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	weight, vital signs and visual acuity.			<i>Attendant I, or Midwife II</i> OVCCA-UHS
	8.3. Conduct the physical/medical examination. 8.4. Issue the medical certificate, and prescription and referral if necessary.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
9. Proceed to the designated station for stamping of the medical certificate.	9.1. Stamp or affix the dry seal on the medical certificate. 9.2. Issue 2 copies.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
TOTAL		₱449.00	Offsite review of documents and preparation: 35 minutes Day 1 (diagnostic tests): 33 minutes Day 2 (physical examination): 44 minutes	

*The service is being updated and revised.

OVCCA-UHS.13. PHYSICAL / MEDICAL EXAMINATION: PRE-PARTICIPATION *

For the issuance of medical certificates (valid for 1 year from the date of issuance) required for travel locally or abroad, or participation in academic activities such as

practicum, internship, on-the-job training, community immersion, scholarship, educational tours and trips

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request to be drafted and emailed by the Faculty-In-Charge to the Medical Records Section via mrs.uhs.uplb@up.edu.ph	Email Medical Records Section via mrs.uhs.uplb@up.edu.ph for the instructions and link for scheduling
UHS ID	Medical Records Section
Accomplished and printed Laboratory Profile Form, if procedure will be done at the UHS	Via the link to be issued by the Faculty-In-Charge as received from the Medical Records Section
Accomplished and printed X-ray Profile Form, if procedure will be done at the UHS	Via the link to be issued by the Faculty-In-Charge as received from the Medical Records Section
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty-In-Charge shall: a. Send a letter of request to mrs.uhs.uplb@up.edu.ph addressed to the UHS Medical Director for coordination of the schedule b. Enumerate in the letter the names of students who are required to submit Pre-Participation Medical Certificates.	1.1. Review and approve the request. 1.2. Provide instructions and link to the google form scheduler via email of the FIC.	None	2 days	<i>Administrative Officer V OVCCA-UHS</i>
2. FIC shall cascade the information to the	2.1 Monitor the google form responses.	None	1 day	<i>Senior ICT Assistant,</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
students so that they can access and submit an entry to the google form.	2.2. Print out the list of students who are scheduled for the day to determine vacant slots available for walk-ins.			<i>Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
3. On the day of the chosen schedule for diagnostic tests, proceed to the UHS Hospital Cashier to pay for the diagnostic test fees. Present UPLB ID.	3.1. Check if the name of the student is in the list. 3.2. Collect payment. 3.3. Issue official receipt.	CBC: ₱239.00 Chest X-ray: ₱210.00 PPE: None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
4. Proceed to the Laboratory Section and Radiology Section and present the following: a. UPLB ID b. Proof of payment (official receipt). c. Accomplished and printed Laboratory Profile Form	4.1. Check documentary requirements.	None	10 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Undergo the diagnostic procedures.	5.1. Perform the CBC and chest X-ray procedures.	None	20 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Laboratory Technology Assistant</i> OVCCA-UHS <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
6. On the day of the scheduled physical examination, claim test results at the Laboratory and Radiology Sections. Then, proceed to the Medical Records Section: a. Queue online. b. Wait to be called. b. Present all diagnostic test results and UHS ID.	6.1. Verify if the student is in the scheduled list. 6.2. Check for the completeness of the diagnostic test results. 6.3. Retrieve the patient's OPD chart. 6.4. Attach or upload all test results. 6.5. Provide 1 set of test results to the patient. 6.6. Issue and instruct the patient to fill out 2 copies of the pre-participation medical certificate, and other required forms. 6.7. Instruct the patient to proceed to the Medical Arts Building.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
7. Undergo the physical/medical examination.	7.1. Interview the patient.	None	30 minutes	<i>Medical Officer III, Medical Officer IV, or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2. Note the purpose of the visit. 7.3. Take and record the height, weight and vital signs.	None		Medical Officer V OVCCA-UHS
	7.4. Conduct the physical/medical examination. 7.5. Issue medical certificate, and prescription and referral if necessary.			
8. Proceed to the Medical Records Section for stamping of the medical certificate.	8.1. Stamp or affix the dry seal on the medical certificate. 8.2. Issue 2 copies to the students and keep 1 copy for filing.	None	1 minute	Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS
TOTAL		₱449.00	3 days, 1 hour, 9 minutes	

*The service is being updated and revised.

OVCCA-UHS.14. PHYSICAL / MEDICAL EXAMINATION: PRE-EMPLOYMENT*

For the issuance of a Pre-Employment Medical Certificate stating the individual's fitness for work

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Endorsement	Accepting Unit
UHS ID, if with existing hospital record	Medical Records Section

Physical / Medical Examination Checklist	Medical Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records Section: a. Queue online. b. Present the Letter of Endorsement from the accepting unit and UHS ID, if with existing hospital record.	1.1. Check the Letter of Endorsement. 1.2. Provide checklist with corresponding fees. 1.3. Instruct the patient to write personal data on the checklist. 1.4. Instruct the patient to proceed to the Hospital Cashier to pay dues.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
2. Present the Physical / Medical Examination Checklist and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Proceed to the Laboratory Section: a. Present the Physical / Medical Examination Checklist. b. Request for specimen containers. c. Undergo blood extraction, if ready. Observe the following cut-off time for blood	3.1. Provide containers for urine and stool samples. 3.2. May perform blood extraction if the patient consents, and has fasted, if required.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
extraction and submission of specimens: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM to 3:00PM				
4. Proceed to the Radiology Section: a. Present the Physical / Medical Examination Checklist. b. Undergo the chest X-ray. Observe the following cut-off time: -Mondays to Fridays, 8:00AM to 5:00PM	4.1. Inform and instruct the patient accordingly. 4.2. Perform the X-ray procedure/s. 4.3. Advise the patient on the date and time they can pick up the results.	None	30 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. For ages 40 years old and above, proceed to the Heart Station: a. Present the Physical / Medical Examination Checklist. b. Undergo the ECG. Observe the following cut-off time: -Monday to Friday: 8:00AM to	5.1. Conduct the ECG procedure. 5.2. Advise the patient on the date and time they can pick up the results.	None	20 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8:30AM (except on holidays and declared non-working days)				
6. Proceed to the Laboratory Section: a. Present the Physical / Medical Examination Checklist. b. Submit properly labeled stool and urine samples. Observe the following cut-off time for blood extraction and submission of specimens: -Receiving of urine & stool samples: 7:00AM to 3:00PM	6.1. Receive stool and urine samples. 6.2. Extract blood for blood tests, if patient has prepared. 6.3. Advise the patient on the date and time they can pick up the results. 6.4. Begin the processing of the laboratory specimen/s received.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
7. Proceed to a DOH-licensed Drug Testing Center.		None	1 hour	<i>External Drug Testing Center</i>
8. On the day all diagnostic test results are available, proceed to the Laboratory Section, Radiology Section and the Heart Station (if ECG was undertaken) to retrieve the official results. Then, proceed to the Medical Records Section:	8.1. Check for the completeness of the diagnostic test results. 8.2. Retrieve the patient's OPD chart. 8.3. Attach all test results. 8.4. Provide 1 set of test results to the patient. 8.5. Issue and instruct the patient	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Queue online. b. Wait to be called. c. Present the Physical / Medical Examination Checklist, all diagnostic test results and UHS ID.	to fill out the following: -2 copies of the medical certificate -1 copy of the medical examination form -1 copy of the CSC Form 211 8.6. Instruct the patient to proceed to the Medical Arts Building. 8.7. Log the patient in the hospital information system. 8.8. Bring the patient's record to the Medical Arts Building.			
9. Proceed to the waiting area at the Medical Arts Building and wait to be called.	9.1. Interview the patient by taking the chief complaint, height and weight and other vital signs. 9.2. Encode data in the hospital information system. 9.3. Queue the patient to the Medical Officer-On-Duty.	None	30 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II OVCCA-UHS</i>
10. Undergo physical/medical examination.	10.1. Conduct the physical/medical examination. 10.2. Issue the medical certificate, and prescription and referral, if necessary.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Proceed to the Medical Records Section for stamping (dry seal) and issuance of the medical certificate.	11.1. Affix the dry seal on the medical certificate.	None	1 minute	Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	Day 1 (procedures): 2 hours Day 2 (physical examination): 36 minutes	

*The service is being updated and revised.

TABLE OF FEES						
Employer	U.P. STUDENT		U.P. EMPLOYEE / DEPENDENT		NON-UP	
	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above
UP	₱494.00	₱1,495.00	₱578.00	₱1,892.00	NA	NA
Other Government Agency	₱728.00	₱1,542.00	₱912.00	₱1,892.00	₱1,439.00	₱2,928.00
Private Company	₱565.00	₱1,695.00	₱730.00	₱1,710.00	₱1,206.00	₱2,695.00

OVCCA-UHS.15. MEDICAL / DENTAL CERTIFICATES DUE TO ILLNESS*

For the issuance of a Medical/Dental Certificate documenting the patient's illness

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB ID	HRDO
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Laboratory results if available	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek consultation or check-up on the day of illness from Monday to Friday (except on holidays and declared non-working days), 8am until 4pm to queue in. For medical certificates, proceed to the Medical Records Section. (For dental certificates, proceed to the Dental Clinic).	1.1. Retrieve the record of the patient if existing. 1.2. Note the purpose of visit. 1.3. Queue the patient accordingly.	UP Constituents: None Non-UP: See table of fees	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS <i>Dental Aide</i> OVCCA-UHS
2. Undergo the consultation.	2.1. Interview the patient. 2.2. For the medical certificate: *Take and record the height, weight and vital signs.	None	30 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II</i> OVCCA-UHS <i>Dental Aide</i> OVCCA-UHS
	2.3. Attend to the patient. 2.3. Issue the medical / dental certificate, and prescription and referral if necessary.	None		<i>Medical Officer III, Medical Officer IV or Medical Officer V</i> OVCCA-UHS <i>Dentist III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCCA-UHS
3. Proceed to the designated station for stamping of the medical certificate.	3.1. Stamp or affix the dry seal on the medical certificate. 3.2. Issue 2 copies.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	36 minutes	

TABLE OF FEES	
NON-UP Rates	Fees (₱)
Medical Certificate	₱400.00
Dental Certificate	₱200.00

*The service is being updated and revised.

OVCCA-UHS.16. VALIDATION OF MEDICAL / DENTAL CERTIFICATES*

For patients with medical / dental certificates issued by non-UHS physicians or dentists, but are required to submit UHS-issued medical certificates

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UHS ID, if with existing hospital record	Medical Records Section

Medical Dental Certificate to be validated should bear the following: 1. Be written on letterhead (original copy) 2. Bear the following information of the attending physician or dentist: •Complete name with signature •License number •Clinic address •Contact number/s / E-mail address 3.Indicate the following: •Diagnosis •Date/s of absence 4. Be presented with the following: •Prescription of medications •Laboratory results as needed (if absent for more than 3 days)	Attending non-UHS physician/dentist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For medical certificates, proceed to the Medical Records Section, present the documentary requirements and signify request for validation of the medical certificate. (For dental certificates or medical certificates of dental concern, proceed to the Dental Clinic).	1.1. Check the completeness of the documents. 1.2. Prepare and issue the charge slip accordingly. 1.3. Attach the documents to the OPD / dental record of the patient.	UP Constituents: None Non-UP: See table of fees	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS <i>Dental Aide</i> OVCCA-UHS
2. For Non-UP, present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the Medical	3.1. Record payment details accordingly.	None	2 minutes	<i>Senior ICT Assistant, Cook II (Medical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Records Section / Dental Clinic.	3.2. Facilitate validation of the certificate.			<i>Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i> <i>Dental Aide OVCCA-UHS</i>
4. Proceed to the Medical Arts Building or the ER Extension Facility; or, the Dental Clinic and wait to be called.	4.1. Facilitate issuance of a UHS medical/dental certificate.	None	15 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II OVCCA-UHS</i> <i>Dental Aide OVCCA-UHS</i>
5. Proceed to the Medical Records Section to have the UHS medical/dental certificate stamped.	5.1. Stamp the UHS-issued medical/dental certificate.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
	5.2. File the validated medical/dental certificate in the OPD record of the patient.	None		<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i> <i>Dental Aide OVCCA-UHS</i>
TOTAL		Rates	30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		depends on the applicable fees; see table of fees		

*The service is being updated and revised.

TABLE OF FEES	
NON-UP Rates	Fees (P)
Medical Certificate	P400.00
Dental Certificate	P200.00

OVCCA-UHS.17. ADMISSION / CONFINEMENT OF PATIENTS*

For medical management of cases on an inpatient basis

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient Data Sheet	Admitting Officer or Emergency Room Nurse-On-Duty
Any identification card	
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
History Form	Admitting Officer or Emergency Room Nurse-On-Duty
Admission Slip and Admitting Order Sheet	Admitting Officer or Emergency Room Nurse-On-Duty
Consent Form for Hospitalization	Admitting Officer or Emergency Room Nurse-On-Duty
Undertaking Form	Admitting Officer or Emergency Room Nurse-On-Duty

Referral Letter and Admitting Order Sheet, if referred by another health care provider	From other health institutions or UHS-accredited physicians
Watcher's ID	Admitting Officer or Emergency Room Nurse-On-Duty
Claim Signature Form (CSF)	PhilHealth Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) and present the admitting orders and / or referral for admission. For UP constituents, present UP ID and proof of latest enrollment or contract of employment.	1.1 Check for the completeness and receive documentary requirements. 1.2. Check for the availability of rooms. 1.3. Instruct patients to fill out a Patient Data Sheet.	Incorporated in the inpatient statement of account	5 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>
	1.4. Notify the Ward Section of the ongoing admission. 1.5. Conduct an interview of the patient or patient's relative or companion. 1.6. Secure the consent for admission and undertaking from the patient or patient's relative.	None	5 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>
2. Fill out and sign all documents required for admission and undergo an orientation on the hospital's policies, rates, patients rights and obligations, and	2.1 Conduct an orientation on the hospital's policies, rates, patients rights and obligations, among others. 2.2. Encode the patient's data in the hospital's	None	10 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
wearing of the watcher's ID.	information system.			
3. Undergo clinical assessment.	3.1 Initially assess the patient's clinical condition. 3.2. Inform the Attending Physician about the case for admission.	None	30 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	3.3. Conduct thorough history taking and clinical findings. 3.4. Accomplish the admitting orders.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
4. Cooperate on the interventions needed.	4.1. Carry out Doctor's admitting orders.	None		<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
5. Proceed to the respective ward assignment.	5.1 Accompany patient to the respective ward assignment. 5.2 Endorse the patient to the Ward Nurse-On-Duty.	None	10 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the statement of account; see table of fees	1 hour	

*The service is being updated and revised.

OVCCA-UHS.18. EMERGENCY CASES*

For emergency attendance to cases such as breathing problem, substantial bleeding (or minor bleeding in the old or the very young), heart problems (eg chest pain,

cardiac arrest,...), poisoning, unconsciousness, serious burn (eg covers an extensive area of the body), fracture, dislocation, emergency childbirth

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any identification card	
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
ER Chart	Emergency Room
Charge slip	Nursing Service Staff-On-Duty, Pharmacist-On-Duty, Medical Technologist-On-Duty, and /or Radiologic Technologist-On-Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) Triage Area for interview and assessment.	1.1 Take vital signs and record in the ER Chart. 1.2. Obtain a brief medical history and inquire about the patient's primary concern. 1.3. Triage the patient based on the severity of condition: Priority 1: Critical Priority 2: Emergent Priority 3: Non-Emergent Priority 4: Non-Urgent	None	5 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
2. Fill out the ER Chart.	2.1. Register the patient's demographic profile and information in the hospital's	None	5 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information system. 2.2. Endorse the ER case to the ER Physician-On-Duty.			
3. Proceed to the EREF treatment area and cooperate during evaluation and management.	3.1. Conduct comprehensive history-taking and physical examination of the patient. 3.2. Give orders.	None	10 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
4. Cooperate on the interventions needed and follow-up assessment.	4.1. Initiate the patient's treatment / management. 4.2. Prepare requests for ancillary diagnostic procedures, as necessary.	Depending in interventions needed	2 hours	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS <i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	4.3. Provide feedback on the available medicines, medical supplies, and / or laboratory or radiologic results, if needed. 4.4. Dispense the needed medicines and medical supplies, and/or perform the requested diagnostic procedure/s. 4.5. Issue charge slips accordingly and endorse to the ER Nurse-On-Duty.	Fees depend on the patient's classification and procedure/s available.		<i>Pharmacist II, or Pharmacist I</i> <i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> <i>Radiologic Technologist II, or Junior Medical Laboratory</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Technology Associate</i> OVCCA-UHS
	4.6. Evaluate the need for additional management or referral to another service.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
5. Follow steps on the decided disposition of the ER Physician-On-Duty.	5.1. Prepare all necessary documents for final disposition.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
	5.2. Consolidate all charge slips and issue to patient or his/her relative or companion.	See table of fees		<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
6. Present the charge slip and pay the indicated amount to the Hospital Cashier or the designated Special Collecting Officer during non-office hours.	6.1. Collect payment. 6.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
7. Present the proof of payment and receive the prescriptions, home instructions and schedule of follow-up.	7.1. Issue the prescriptions, home instructions, and schedule of follow-up, if any.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
	7.2. Inform patient about the next steps in their treatment or discharge process.			<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the	2 hours, 53 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		billing statement ; see table of fees		

*The service is being updated and revised.

TABLE OF FEES		
Particular	U.P. Constituents	NON-UP
ER Consultation Fee		
Non-UP during office hours	None	₱400.00
Non-UP after office hours	None	₱500.00
ER Facility Fee		
Non-UP for the 1st 2 hours hours	None	₱150.00
additional fee for the succeeding hours of stay	None	₱50.00

OVCCA-UHS.19. DISPENSARY PROCEDURES: INJECTIONS, VACCINATIONS*

For administration of vaccines and non-oral medications

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Out-patient record (during office hours); ER Chart (if outside office hours)	Medical Records Section
Referral Letter	Referring physician
Vaccination Form	Dispensary / Pharmacy
Consent for Vaccination, if for vaccination	Dispensary
Dispensary Request	Dispensary

Charge Slip	Dispensary
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Dispensary and present the request.	1.1. Check the request and the availability of the vaccine or medicine. 1.2. Screen the patient and take the vital signs. 1.3. If for vaccination, secure consent. 1.4. Prepare and issue the charge slip to the patient.	See table of fees	10 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the dispensary.	3.1. Verify and record payment details accordingly.	None	2 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	3.2. Administer the procedure. 3.3. Record the patient's data and administered procedure/s.	None	5 minutes	
4. Undergo the dispensary procedure.	4.1. Observe the patient for post-vaccination effects. 4.2. Issue the accomplished vaccination form and special instructions for possible adverse effects of the administered vaccine or medicine.	None	15 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Advise the patient for follow-up, if needed.			
	TOTAL	Rates depends on the applicable fees; see table of fees	35 minutes	

*The service is being updated and revised.

OVCCA-UHS.20. DISPENSARY PROCEDURES: SUTURING*

For performance of basic medical procedures

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees
Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Doctor's Order or Referral Letter	Attending physician
ER Chart and/or Vaccination Form	Emergency Room
Consent Form for Operation	Emergency Room
Charge Slip	Emergency Room
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) for immediate attention.	1.1. Interview the patient, relative or companion.	None	5 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Undergo assessment.	2.1. Assess the condition of the patient. 2.2. Issue doctor's orders.	None	20 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
3. Sign the written consent.	3.1. Secure the written consent for the procedure.	None	3 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	3.2. Administer the procedure (suturing and administration of anti-tetanus). 3.3. Record the patient's data and administered procedure/s.	None	30 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
4. Undergo the dispensary procedure.	4.1. Prepare and issue the charge slip to the patient, relative or companion.	Fees depend on the patient's classification, and the vaccines, medicines and medical supplies administered and used.	2 minutes	
	4.2. Do post-operative observation.	None	15 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	4.3. Issue the accomplished vaccination form, prescription and special	None		<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	instructions for home medications, wound care and follow up schedule. 4.4. Accomplish the Operative Record.			<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
5. Present the charge slip and pay the indicated amount to the Hospital Cashier.	5.1. Collect payment. 5.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
6. Present the official receipt to the EREF.	6.1. Verify and record payment details accordingly.	None	2 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	1 hour and 20 minutes	

*The service is being updated and revised.

OVCCA-UHS.21. NUTRITION COUNSELING*

For consultation on nutrition-related concerns that will aid in achieving or maintaining a healthy lifestyle

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Dependents, and Non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral letter	Referring physician
UHS ID	Medical Records Section
UP ID for UP constituents; any form of ID for Non-UP	University Registrar, for UP students; HRDO for UP employees

Additional: proof of latest enrollment or LOA if UP student; latest contract if non-permanent UP employee	University Registrar or College Secretary for UP students; HRDO or home unit if non-permanent UP employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment for nutrition counseling at the Nutritional Clinic from Monday to Friday, 8am to 5pm (except on holidays and declared non-working days), or via Facebook Messenger at: https://m.me/UH-SUPLBNutritionClinic. Present the following documents: a. Referral letter for nutrition counseling, if available b. UHS ID c. UP ID for UP constituents or any form of ID for Non-UP. For UP students, present proof of latest enrollment or LOA; if non-permanent UP employee, latest contract.	1.1. Check the documentary requirements. 1.2. Secure the patient's email address and other contact information. 1.3. Set the appointment.	None	3 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
	1.4. Retrieve the patient's medical record on the appointed date.	None	4 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
2. Proceed to the Nutrition Clinic	2.1. Ask the patient to	None	2 minutes	<i>Nutritionist-Dietitian III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and inform them of your presence at least 15 minutes before your set appointment.	accomplish the Nutrition Assessment Form.			OVCCA-UHS
3. Submit the accomplished Nutrition Assessment Form to the Nutritionist-Dietitian and undergo nutrition counseling.	3.1. Conduct nutrition counseling.	None	40 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
	3.2. Prepare and issue the charge slip to the patient.	UP constituents: None Non-UP: ₱300.00	1 minute	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
4. Present the charge slip and pay the indicated amount to the Hospital Cashier, if applicable.	4.1. Collect payment. 4.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
5. Present the official receipt to the Nutritionist-Dietitian.	5.1. Issue Meal Plan and Flyers. 5.2. Set an appointment for the next visit for monitoring.	None	7 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
TOTAL		₱300.00	1 hour	

*The service is being updated and revised.

OVCCA-UHS TABLE OF FEES (₱)

X-RAY PROCEDURES																
PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN
ABDOMEN																
KUB/P-ABD. AP (Child)	237	264	339	271	237	279	399	319	279	329	470	376	329	388	553	442
KUB/P-ABD. SUP/UPRT (Child)	237	264	339	-	237	279	399	-	279	329	470	-	329	388	553	-
KUB/P-ABD. AP (Adult)	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
KUB/P-ABD.SUP/UPRT (Adult)	444	494	635	-	444	523	748	-	523	616	880	-	616	725	1,036	-
Abdomen AP	237	264	339	271	237	279	399	319	279	329	470	376	329	388	553	442
BREAST BONE																
Sternum Lateral	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Sternum Lat.OBL.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
CHEST																
Chest PA (Adult)	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Chest Pre-enrollment	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Chest PAL (Adult)	363	404	519	415	363	428	611	489	428	504	719	575	504	593	846	677
Chest APL (Child)	444	494	635	-	444	523	748	-	523	616	880	-	616	725	1,036	-
Spot view	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Apico-lordotic view	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
EXTREMITIES																
Arm APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Elbow APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Forearm APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Wrist APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Hand APO unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Thigh (Femur) APL unilat.	425	473	608	486	425	500	716	573	500	589	843	674	589	693	992	794
Knee APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Leg APL unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Ankle APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Ankle Mortses Unilat.	425	473	608	486	425	500	716	573	500	589	843	674	589	693	992	794
Foot APO	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
PELVIC																
Pelvic AP (child)	156	174	223	-	156	184	263	-	184	217	310	-	217	256	365	-
Pelvic AP/Frogleg (Child)	310	345	443	-	310	365	522	-	365	430	615	-	430	506	724	-

X-RAY PROCEDURES

Pelvic AP (Adult)	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Pelvic AP/Frogleg (Adult)	363	404	519	415	363	428	611	489	428	504	719	575	504	593	846	677
RIB																
Chest bucky/Ribs Cage AP	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
SHOULDER																
Shoulder AP-Unilateral	156	174	223	178	156	184	263	210	184	217	310	248	217	256	365	292
Shoulder Transcapular-Unilat.	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Shoulder AP-bilat.	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Shoulder Transcapular-bilat.	482	536	689	551	482	568	811	649	568	669	955	764	669	788	1,124	899
SKULL																
Mandible	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Mastoid series	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Nasal bone	310	345	443	354	310	365	522	418	365	430	615	492	430	506	724	579
Neck soft tissue	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
PNS	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Skull APL	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
TMJ	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Waters' view	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Zygomatic bone	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
SPECIAL PROCEDURES																
Barium Swallow	1,328	1,476	1,898	1,518	1,328	1,563	2,233	1,786	1,563	1,839	2,628	2,102	1,839	2,164	3,092	2,474
KUB-IVP	2,615	2,906	3,736	2,989	2,615	3,077	4,396	3,517	3,077	3,620	5,172	4,138	3,620	4,259	6,085	4,868
Ba. Enema	2,615	2,906	3,736	2,989	2,615	3,077	4,396	3,517	3,077	3,620	5,172	4,138	3,620	4,259	6,085	4,868
Upper G.I. Series	1,688	1,876	2,412	1,930	1,688	1,986	2,838	2,270	1,986	2,337	3,339	2,671	2,337	2,750	3,929	3,143
VERTEBRAL COLUMN																
Cervical APL	310	345	443	354	310	365	522	418	365	430	615	492	430	506	724	579
Cervical APL/R-L-OBL.	751	835	1,073	858	751	884	1,263	1,010	884	1,040	1,486	1,189	1,040	1,224	1,749	1,399
T-C AP	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
T-C APO	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
T-Spine APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
T-L APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
L-S APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
Sacrum/Coccyx APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081

ULTRASOUND PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Abdomen, lower	917	1,019	1,456	1,165	917	1,079	1,713	1,370	1,079	1,270	2,016	1,613	1,270	1,495	2,372	1,898
Abdomen, upper	917	1,019	1,456	1,165	917	1,079	1,713	1,370	1,079	1,270	2,016	1,613	1,270	1,495	2,372	1,898
Abdomen, whole	1,119	1,244	1,778	1,422	1,119	1,317	2,092	1,674	1,317	1,550	2,462	1,970	1,550	1,824	2,897	2,318
Abdomen, whole + Pelvic / Prostate	1,483	1,648	2,355	1,884	1,483	1,745	2,771	2,217	1,745	2,053	3,260	2,608	2,053	2,416	3,836	3,069
Abdominal Aorta	545	606	866	693	545	642	1,019	815	642	756	1,199	959	756	890	1,411	1,129
Appendix	545	606	866	693	545	642	1,019	815	642	756	1,199	959	756	890	1,411	1,129
Biophysical Profile Scoring	1,467	1,630	2,329	1,863	1,467	1,726	2,740	2,192	1,726	2,031	3,224	2,579	2,031	2,390	3,793	3,034
Breast, bilateral	1,166	1,296	1,852	1,482	1,166	1,372	2,179	1,743	1,372	1,615	2,564	2,051	1,615	1,900	3,017	2,414
Breast, unilateral	692	769	1,099	879	692	815	1,293	1,034	815	959	1,522	1,218	959	1,129	1,791	1,433
Chest, bilateral*	830	923	1,319	1,055	830	977	1,552	1,242	977	1,150	1,826	1,461	1,150	1,353	2,149	1,719
Chest, unilateral*	646	718	1,026	821	646	760	1,208	966	760	895	1,422	1,138	895	1,053	1,673	1,338
Cranial	816	907	1,296	1,037	816	960	1,525	1,220	960	1,130	1,795	1,436	1,130	1,330	2,112	1,690
Gallbladder	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
HBT-Pancreas	948	1,054	1,506	1,205	948	1,116	1,772	1,418	1,116	1,313	2,085	1,668	1,313	1,545	2,453	1,962
Hepato-biliary tree (HBT)	747	830	1,186	949	747	879	1,396	1,117	879	1,035	1,643	1,314	1,035	1,218	1,933	1,546
Inguinal, bilateral	948	1,054	1,506	1,205	948	1,116	1,772	1,418	1,116	1,313	2,085	1,668	1,313	1,545	2,453	1,962
Inguinal, unilateral	692	769	1,099	879	692	815	1,293	1,034	815	959	1,522	1,218	959	1,129	1,791	1,433
Kidney, unilateral	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Kidneys, bilateral	750	834	1,192	954	750	883	1,403	1,122	883	1,039	1,651	1,321	1,039	1,223	1,943	1,554
KUB	824	916	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450	1,142	1,344	2,132	1,706
KUB-Prostate	979	1,088	1,555	1,244	979	1,152	1,830	1,464	1,152	1,356	2,153	1,722	1,356	1,596	2,533	2,026
Liver	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Liver & Gallbladder (LGB)	747	830	1,186	949	747	879	1,396	1,117	879	1,035	1,643	1,314	1,035	1,218	1,933	1,546
Liver, Gallbladder, Pancreas (LGBP)	855	950	1,358	1,086	855	1,006	1,598	1,278	1,006	1,184	1,880	1,504	1,184	1,393	2,212	1,770
Mass ultrasound	793	882	1,260	1,008	793	933	1,483	1,186	933	1,098	1,745	1,396	1,098	1,292	2,053	1,642
Neck ultrasound	840	934	1,335	1,068	840	989	1,571	1,257	989	1,164	1,849	1,479	1,164	1,370	2,176	1,741
Pancreas	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Parotid Gland	840	934	1,335	1,068	840	989	1,571	1,257	989	1,164	1,849	1,479	1,164	1,370	2,176	1,741
Pelvic	700	778	1,112	890	700	824	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450
Prostate	700	778	1,112	890	700	824	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450
Spleen	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	8,100	953	1,512	1,210
Testes, bilateral	848	943	1,348	1,078	848	998	1,586	1,269	998	1,175	1,866	1,493	1,175	1,383	2,196	1,757

ULTRASOUND PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Testes, unilateral	801	890	1,272	1,018	801	943	1,497	1,198	943	1,110	1,762	1,410	1,110	1,306	2,073	1,658
Thyroid	786	874	1,249	999	786	925	1,470	1,176	925	1,089	1,730	1,384	1,089	1,282	2,036	1,629

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
HEMATOLOGY																
APTT	678	754	775	969	678	798	912	1,140	798	939	1,073	1,342	939	1,105	1,263	1,579
APTT / PTT (Send Out)	700	778	800	1,000	700	824	941	1,177	824	970	1,108	1,385	970	1,142	1,304	1,630
CBC w/ platelet	239	266	273	341	239	281	321	402	281	331	378	473	331	390	445	557
CBC with platelet (Send Out)	375	417	428	535	375	441	504	630	441	519	593	742	519	611	698	873
Coombs Test (Direct) (Send Out)	327	364	374	467	327	385	440	550	385	453	518	648	453	533	610	763
Coombs Test (Indirect) (Send Out)	1,500	1,667	1,714	2,143	1,500	1,765	2,017	2,522	1,765	2,077	2,374	2,968	2,077	2,444	2,793	3,492
CT / BT	96	107	110	137	96	113	129	162	113	133	152	191	133	157	180	225
D-Dimer (Send Out)	2,550	2,834	2,914	3,643	2,550	3,001	3,429	4,286	3,001	3,531	4,034	5,043	3,531	4,155	4,746	5,933
ESR	162	180	185	231	162	191	217	272	191	225	256	320	225	265	301	377
Hct / Platelet	197	219	225	281	196	231	264	330	231	272	311	389	273	322	367	459
Hgb / Hct	160	178	182	228	160	188	215	269	188	222	253	317	222	262	298	373
Malarial smear	200	223	229	286	220	236	269	337	236	278	317	397	278	328	374	468
Malarial Smear (Send Out)	335	372	382	478	335	394	450	563	394	464	530	663	464	546	624	780
Peripheral Blood Smear	200	222	229	286	200	235	268	336	235	277	316	396	277	326	373	466
Peripheral Blood Smear (Send Out)	323	360	370	462	323	381	435	544	381	449	512	640	449	529	602	753
Peripheral Blood Smear + CBC	439	488	502	627	439	517	590	738	517	609	695	869	609	717	818	1,023
Platelet count	195	217	222	278	195	229	262	328	229	270	309	386	270	318	363	455
Platelet count (Send Out)	220	245	251	314	220	259	296	370	259	305	348	436	305	359	410	513
Prothrombin Time (PT)	678	754	775	969	678	798	912	1,140	798	939	1,073	1,342	939	1,105	1,263	1,579

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Protine / PT (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
Reticulocyte count (Send Out)	214	238	244	305	214	252	287	359	252	297	338	423	297	350	398	498
WBC, differential count	125	140	143	179	125	148	168	211	148	175	199	249	175	206	234	293
CLINICAL MICROSCOPY																
Bile	62	70	71	89	62	74	84	105	74	88	99	124	88	104	117	146
Fecalalysis	56	63	64	80	56	66	75	95	66	78	89	112	78	92	105	132
Ketones, urine	71	80	82	102	71	84	96	120	84	99	113	142	99	117	134	168
Occult Blood	172	191	196	245	172	202	231	289	202	238	272	340	238	280	320	400
Occult Blood - FIT (Send Out)	765	851	874	1,093	765	901	1,029	1,286	901	1,060	1,210	1,513	1,060	1,248	1,424	1,780
Micral test	320	356	366	457	320	377	430	538	377	444	506	633	444	523	596	745
Pregnancy test	147	164	168	210	147	173	198	248	173	204	233	292	204	240	275	344
Urinalysis, albumin	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
Urinalysis, routine	60	67	68	85	60	70	80	100	70	83	94	118	83	98	111	139
Urinalysis, specific gravity	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
Urinalysis, sugar	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
CLINICAL CHEMISTRY																
Acid Phosphatase (Send Out)	221	246	253	316	221	261	297	372	261	308	350	438	308	363	412	516
Albumin-Creatinine Ratio (ACR)	1,050	1,167	1,200	1,500	1,050	1,236	1,412	1,765	1,236	1,455	1,661	2,077	1,455	1,712	1,955	2,444
Alkaline Phosphatase	200	223	229	286	200	236	269	337	236	278	317	397	278	328	374	468
Alkaline Phosphatase (Send Out)	206	229	235	294	206	243	277	346	243	286	326	408	286	337	384	480
Amylase	377	420	431	539	377	444	507	635	444	523	598	748	523	616	704	880
Amylase (Send Out)	372	414	426	532	372	439	501	626	439	517	589	737	517	609	694	868
Bicarbonate (HCO ₃) (Send Out)	1,052	1,169	1,202	1,503	1,052	1,238	1,415	1,769	1,238	1,457	1,665	2,082	1,457	1,715	1,960	2,450
Bilirubin, direct	226	252	258	323	226	266	304	380	266	313	358	448	313	369	422	528
Bilirubin, direct (Send Out)	228	254	261	326	228	269	307	384	269	317	361	452	317	373	425	532
Bilirubin, indirect	233	259	266	333	233	275	313	392	275	324	369	462	324	382	435	544
Bilirubin, indirect (Send Out)	228	254	261	326	228	269	307	384	269	317	361	452	317	373	425	532
Bilirubin, PACKAGE	408	454	466	583	408	481	549	686	481	566	646	808	566	666	760	951
Bilirubin, PACKAGE (Send Out)	408	454	466	583	408	481	549	686	481	566	646	808	566	666	760	951
Bilirubin, total	230	256	263	329	230	271	310	388	271	319	365	457	319	376	430	538
Bilirubin, total (Send Out)	230	256	263	329	230	271	310	388	271	319	365	457	319	376	430	538

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Blood Ketone (Send Out)	760	844	868	1,085	760	894	1,021	1,277	894	1,052	1,202	1,503	1,052	1,238	1,415	1,769
BUA	176	196	202	252	176	208	237	297	208	245	280	350	245	289	329	412
BUA (Send Out)	182	203	208	260	182	215	245	306	215	253	288	360	253	298	339	424
BUN	178	198	203	254	178	210	239	299	210	248	281	352	248	292	331	415
BUN (Send Out)	176	196	201	251	176	207	236	296	207	244	279	349	244	288	328	411
Calcium	235	261	268	335	235	276	315	395	276	325	372	465	325	383	438	548
Calcium (Send Out)	327	364	374	467	327	385	440	550	385	453	518	648	453	533	610	763
Chloride	214	238	245	306	214	252	288	360	252	297	339	424	297	350	399	499
Chloride (Send Out)	220	245	251	314	220	259	296	370	259	305	348	436	305	359	410	513
Cholesterol	197	220	226	282	197	233	265	332	233	275	312	391	275	324	368	460
Cholesterol (Send Out)	202	224	230	288	202	238	271	339	238	280	319	399	280	330	376	470
Cholesterol, HDL, LDL, VLDL, Trigly (Send Out)	685	761	782	978	685	806	920	1,151	806	949	1,083	1,355	949	1,117	1,275	1,595
Cholinesterase (Send Out)	543	603	620	775	543	639	729	912	639	752	858	1,073	752	885	1,010	1,263
CK total	397	441	454	567	397	467	534	668	467	550	629	786	550	648	740	925
CK total (Send Out)	400	445	457	571	400	471	537	672	471	555	632	791	555	653	744	931
CK-MB	565	628	646	807	565	665	760	950	665	783	894	1,118	783	922	1,052	1,316
CK-MB (Send Out)	810	900	926	1,157	810	953	1,089	1,362	953	1,122	1,282	1,603	1,122	1,320	1,509	1,886
Creatinine	179	199	204	255	179	210	240	300	210	248	282	353	248	292	332	416
Creatinine (Send Out)	192	214	219	274	192	226	258	323	226	266	304	380	266	313	358	448
Creatinine clearance (24h urine) (Send Out)	700	778	800	1,000	700	824	941	1,177	824	970	1,108	1,385	970	1,142	1,304	1,630
Cystatin C (Send Out)	1,326	1,474	1,515	1,894	1,326	1,560	1,783	2,229	1,560	1,836	2,098	2,623	1,836	2,160	2,469	3,086
G6PD (Send Out)	1,812	2,014	2,071	2,589	1,812	2,133	2,437	3,046	2,133	2,510	2,867	3,584	2,510	2,953	3,373	4,217
GGTP (Send Out)	358	399	410	512	358	422	482	603	422	497	568	710	497	585	668	836
Glucose, fasting (Send Out)	176	196	202	252	176	208	237	297	208	245	280	350	245	282	322	403
Glucose, fasting	172	192	197	246	172	203	232	290	203	239	273	342	239	282	322	403
HbA1c	623	693	712	890	623	733	838	1,048	733	863	986	1,233	863	1,016	1,160	1,451
HbA1c, ABC	686	763	784	980	686	808	922	1,153	808	951	1,085	1,357	951	1,119	1,277	1,597
HDL	386	430	442	552	386	455	520	650	455	536	612	765	536	631	720	900
Inorganic phosphorus (Send Out)	237	263	270	338	237	279	318	398	279	329	375	469	329	388	441	552
Ionized calcium (Send Out)	508	564	580	725	508	598	682	853	598	704	803	1,004	704	829	945	1,182
Iron (Send Out)	608	676	695	869	608	716	818	1,023	716	843	963	1,204	843	992	1,133	1,417

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
LDH (Send Out)	580	644	662	828	580	682	779	975	682	803	918	1,148	803	945	1,080	1,351
Lipase (Send Out)	651	724	744	930	651	766	875	1,095	766	902	1,031	1,289	902	1,062	1,213	1,517
Lipids (Chol, HDL, Trigly)	678	753	774	968	678	798	911	1,139	798	939	1,072	1,340	939	1,105	1,261	1,577
Lithium (Send Out)	765	851	874	1,093	765	901	1,029	1,286	901	1,060	1,210	1,513	1,060	1,248	1,424	1,780
Liver Profile (Bili-total, direct, indirect, ALP, SGOT, SGPT, TPAG, GGTP) (Send Out)	931	1,035	1,064	1,330	931	1,096	1,252	1,565	1,096	1,290	1,473	1,842	1,290	1,518	1,734	2,168
Magnesium	367	408	419	524	367	432	493	617	432	509	581	726	509	599	683	855
Magnesium (Send Out)	421	468	481	601	421	495	566	708	495	583	666	833	583	686	784	980
OGCT, 50g	476	529	544	680	476	560	640	800	560	659	753	942	659	766	887	1,109
OGTT, 100g	786	874	898	1,123	786	925	1,057	1,322	925	1,089	1,244	1,556	1,089	1,282	1,464	1,831
OGTT, 75g	760	845	869	1,086	760	895	1,022	1,278	895	1,053	1,203	1,504	1,053	1,239	1,416	1,770
OGTT, modified, 100g	620	689	708	885	620	729	833	1,042	729	858	981	1,226	858	1,010	1,154	1,443
OGTT, modified, 75g	600	667	686	857	600	706	807	1,009	706	858	981	1,226	831	978	1,118	1,398
Phosphorus (Send Out)	250	276	286	357	250	294	336	420	294	346	395	495	346	408	466	583
Potassium	200	223	229	286	200	236	269	337	236	278	317	397	278	328	374	468
Potassium (Send Out)	214	238	244	305	214	252	287	359	252	297	338	423	297	350	398	498
Procalcitonin (Send Out)	2,710	3,012	3,098	3,872	2,710	3,189	3,644	4,556	3,189	3,752	4,288	5,360	3,752	4,415	5,045	6,306
Protein Package	562	625	642	803	562	662	756	945	662	779	889	1,112	779	917	1,047	1,309
Protein Package (Send Out)	582	647	665	831	582	685	782	978	685	806	920	1,151	806	949	1,083	1,355
Protein, albumin	268	298	306	383	268	316	360	451	316	372	424	531	372	438	500	625
Protein, albumin (TP-ALB) (Send Out)	245	273	280	350	245	289	329	412	289	340	388	485	340	400	456	571
Protein, globulin (TP-ALB)	468	521	535	669	468	551	630	788	551	649	742	928	649	764	873	1,092
Protein, total	266	296	304	380	266	313	358	448	313	369	422	528	369	435	497	622
Protein, total (Send Out)	239	266	274	342	239	282	322	403	282	332	379	475	332	391	447	559
Protein, total, albumin, globulin (TPA/G) (Send Out)	451	501	515	644	451	531	606	758	531	625	713	892	625	736	840	1,050
Renal Profile (BUN, Crea, TPAG, Na, K) (Send Out)	1,733	1,925	1,980	2,475	1,733	2,039	2,329	2,912	2,039	2,399	2,741	3,426	2,399	2,823	3,224	4,031
SGOT	203	226	232	290	203	239	273	342	239	282	322	403	282	332	379	475
SGOT (Send Out)	209	232	238	298	209	246	280	351	246	290	330	413	290	342	389	486
SGPT	205	228	234	293	205	242	276	345	242	285	325	406	285	336	382	478
SGPT (Send Out)	209	232	238	298	209	246	280	351	246	290	330	413	290	342	389	486
Sodium	195	217	222	278	195	229	262	328	229	270	309	386	270	318	363	455

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Sodium (Send Out)	203	226	232	290	203	239	273	342	239	282	322	403	282	332	379	475
TIBC (Iron-UIBC) (Send Out)	685	762	783	979	685	807	921	1,152	807	950	1,084	1,356	950	1,118	1,276	1,596
Triglycerides	256	284	292	365	256	301	344	430	301	355	405	506	355	418	476	596
Triglycerides (Send Out)	259	288	296	370	259	305	348	436	305	359	410	513	359	423	483	604
UIBC (Send Out)	497	553	568	710	497	585	668	836	585	689	787	984	689	811	926	1,158
Urine chloride, 24hrs (Send Out)	388	431	443	554	388	457	521	652	457	538	614	768	538	633	723	904
Urine creatinine, 24hr/random (Send Out)	354	394	405	506	354	417	476	596	417	491	561	702	491	578	661	826
Urine potassium, 24hr/random (Send Out)	385	428	440	550	385	453	518	648	453	533	610	763	533	628	718	898
Urine sodium, 24hr/random (Send Out)	397	441	454	567	397	453	534	668	467	550	629	786	550	648	740	925
Urine total protein / creatinine ratio, random (Send Out)	1,607	1,786	1,837	2,296	1,607	1,891	2,161	2,702	1,891	2,225	2,543	3,179	2,225	2,618	2,992	3,740
Urine total protein, 24hr/random (Send Out)	487	542	557	696	487	574	655	819	574	676	771	964	676	796	907	1,135
Urine MicroAlbumin Creatine Ratio (24hr/random)	2,000	2,223	2,286	2,857	2,000	2,353	2,689	3,362	2,353	2,769	3,164	3,956	2,769	3,258	3,723	4,655
Vitamin B12 (Send Out)	4,852	5,392	5,546	6,932	4,852	5,709	6,524	8,156	5,709	6,717	7,676	9,596	6,717	7,903	9,032	11,290
Vitamin D, total (Send Out)	2,900	3,223	3,314	4,143	2,900	3,412	3,899	4,875	3,412	4,015	4,588	5,736	4,015	4,724	5,399	6,749
BLOOD BANKING																
Blood Typing	163	182	186	233	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	900	1,001	1,029	1,286	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	163	192	219	275	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	900	1,080	1,210	1,513	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	192	226	259	324	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	1,060	1,248	1,424	1,780	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	226	266	305	382	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	1,248	1,469	1,675	2,095	-	-	-	-	-	-	-	-	-	-	-	-
MICROBIOLOGY																
AFB	390	434	448	557	390	459	524	656	459	540	617	772	540	636	727	909
AFB (Send Out)	432	480	494	617	432	509	581	726	509	599	683	855	599	705	805	1,006
C & S Automated (Send Out)	2,719	3,021	3,107	3,884	2,719	3,199	3,656	4,570	3,199	3,764	4,301	5,377	3,764	4,429	5,061	6,326
C & S - blood, with ARD (Send Out)	1,085	1,206	1,240	1,550	1,085	1,277	1,459	1,824	1,277	1,503	1,717	2,146	1,503	1,769	2,020	2,525

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
C & S, cervical / vaginal discharge (Send Out)	992	1,103	1,134	1,417	992	1,167	1,334	1,668	1,167	1,373	1,570	1,963	1,373	1,616	1,848	2,310
C & S, CSF (Send Out)	908	1,009	1,038	1,297	908	1,069	1,221	1,526	1,069	1,258	1,436	1,796	1,258	1,480	1,690	2,113
C & S, ear discharge (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, endotracheal aspirate (Send Out)	1,033	1,148	1,180	1,475	1,033	1,215	1,388	1,736	1,215	1,430	1,634	2,043	1,430	1,683	1,923	2,404
C & S, penile discharge (Send Out)	1,005	1,117	1,149	1,436	1,005	1,183	1,352	1,690	1,183	1,392	1,591	1,989	1,392	1,638	1,872	2,340
C & S, pleural fluid (Send Out)	908	1,009	1,038	1,297	908	1,069	1,221	1,526	1,069	1,258	1,436	1,796	1,258	1,480	1,690	2,113
C & S, sputum (Send Out)	878	976	1,003	1,254	878	1,033	1,180	1,476	1,033	1,216	1,389	1,737	1,216	1,431	1,635	2,044
C & S, stool (Send Out)	998	1,109	1,140	1,425	998	1,174	1,341	1,677	1,174	1,382	1,578	1,973	1,382	1,626	1,857	2,322
C & S, throat (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, urethral discharge (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, urine (Send Out)	867	964	991	1,239	867	1,021	1,166	1,458	1,021	1,202	1,372	1,716	1,202	1,415	1,615	2,019
C & S, wound (Send Out)	969	1,077	1,107	1,384	969	1,140	1,303	1,629	1,140	1,342	1,533	1,917	1,342	1,579	1,804	2,256
Gram Staining	363	404	415	519	363	428	488	611	428	504	575	719	504	593	677	846
Gram Staining (Send Out)	428	476	490	612	428	504	576	720	504	593	678	848	593	698	798	998
KOH	215	239	246	307	215	253	289	362	253	298	341	426	298	351	401	502
KOH (Send Out)	298	332	341	426	298	351	401	502	351	413	472	591	413	486	556	698
THYROID FUNCTION TEST																
Anti-TPO (Send Out)	2,800	3,112	3,200	4,000	2,800	3,295	3,765	4,706	3,295	3,877	4,429	5,537	3,877	4,562	5,211	6,515
Free T3 (Send Out)	533	593	610	762	533	628	717	897	628	739	844	1,056	739	870	994	1,243
Free T4 (Send Out)	520	578	594	743	520	612	699	875	612	720	824	1,030	720	848	969	1,212
FSH (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
FT3, FT4, TSH Package (Send Out)	1,266	1,407	1,446	1,808	1,266	1,489	1,702	2,128	1,489	1,752	2,003	2,504	1,752	2,062	2,357	2,946
Intact PTH (Send Out)	2,000	2,223	2,286	2,857	2,000	2,353	2,689	3,362	2,353	2,769	3,164	3,956	2,769	3,258	3,723	4,655
PTH (Send Out)	2,024	2,250	2,314	2,892	2,024	2,382	2,722	3,403	2,382	2,803	3,203	4,004	2,803	3,298	3,768	4,711
Reverse T3 (ELISA) (Send Out)	1,208	1,342	1,380	1,725	1,208	1,421	1,624	2,030	1,421	1,672	1,911	2,389	1,672	1,968	2,248	2,811
T3 (Send Out)	507	564	579	724	507	597	681	852	597	703	802	1,003	703	828	944	1,180
T4 (Send Out)	550	611	628	785	550	647	739	924	647	762	870	1,088	762	897	1,024	1,280
Thyroglobulin IgG (Send Out)	1,400	1,556	1,600	2,000	1,400	1,648	1,882	2,353	1,648	1,939	2,215	2,769	1,939	2,282	2,606	3,258
Thyroid Function Profile (T3, T4, TSH) (Send Out)	1,205	1,340	1,378	1,722	1,205	1,419	1,621	2,026	1,419	1,670	1,907	2,384	1,670	1,965	2,244	2,805

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
TSH (Send Out)	490	545	560	700	490	577	659	824	577	679	776	970	679	799	913	1,142
CARDIAC MARKERS																
Cardio 3 (Trop I, BNP and CK-MB)	2,316	2,573	2,646	3,308	2,316	2,725	3,113	3,892	2,725	3,206	3,663	4,579	3,206	3,772	4,310	5,388
CPK	420	467	480	600	420	495	565	706	495	583	664	831	583	686	782	978
CPK (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
CPK-MM (CPK-CKMB) (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
High sensitive CRP (Send Out)	1,100	1,223	1,258	1,572	1,100	1,295	1,480	1,850	1,295	1,524	1,741	2,177	1,524	1,793	2,049	2,562
SOB (Cardio 3 + D-Diimer)	4,580	5,089	5,234	6,543	4,580	5,389	6,158	7,698	5,389	6,340	7,245	9,057	6,340	7,459	8,524	10,656
Troponin I	778	865	889	1,111	778	915	1,046	1,308	915	1,077	1,231	1,539	1,077	1,268	1,448	1,811
Troponin I, Quantitative	1,180	1,311	1,348	1,685	1,180	1,388	1,586	1,983	1,388	1,633	1,866	2,333	1,633	1,922	2,196	2,745
Troponin I, Quantitative (Send Out)	1,555	1,728	1,777	2,221	1,555	1,830	2,090	2,613	1,830	2,153	2,459	3,075	2,153	2,533	2,894	3,618
Troponin T	635	706	726	907	635	747	854	1,068	747	879	1,005	1,257	879	1,035	1,183	1,479
Troponin T, Qualitative (Send Out)	1,197	1,330	1,368	1,710	1,197	1,409	1,609	2,012	1,409	1,658	1,894	2,368	1,658	1,951	2,229	2,786
TUMOR MARKERS																
AFP / Alpha-fetoprotein (Send Out)	905	1,006	1,034	1,293	905	1,065	1,217	1,522	1,065	1,253	1,432	1,791	1,253	1,475	1,686	2,108
Beta-HCG, Quantitative (Send Out)	1,067	1,186	1,219	1,524	1,067	1,256	1,434	1,793	1,256	1,478	1,688	2,110	1,478	1,739	1,986	2,483
CA 125 (ovary) (Send Out)	1,965	2,184	2,246	2,807	1,965	2,312	2,642	3,303	2,312	2,720	3,109	3,886	2,720	3,200	3,657	4,572
CA 15.3 (breast) (Send Out)	2,205	2,450	2,520	3,150	2,205	2,595	2,965	3,706	2,595	3,053	3,488	4,360	3,053	3,592	4,104	5,130
CA 19.9 (pancreas, colon) (Send Out)	2,365	2,628	2,702	3,378	2,365	2,782	3,179	3,975	2,782	3,273	3,741	4,677	3,276	3,851	4,402	5,503
CA 242 (pancreas) (Send Out)	6,230	6,923	7,120	8,900	6,230	7,330	8,376	10,471	7,330	8,624	9,855	12,319	8,624	10,146	11,594	14,493
CA 724 (stomach) (Send Out)	7,567	8,408	8,648	10,810	7,567	8,903	10,174	12,718	8,903	10,475	11,970	14,963	10,475	12,324	14,083	17,604
CEA (carcinoembryonic Ag) (Send Out)	900	1,000	1,028	1,285	900	1,059	1,209	1,512	1,059	1,246	1,423	1,779	1,246	1,466	1,674	2,093
Free PSA (Send Out)	2,458	2,731	2,809	3,511	2,458	2,892	3,304	4,131	2,892	3,403	3,888	4,860	3,403	4,004	4,574	5,718
HE4 (Ovary / ECLIA) (Send Out)	3,857	4,286	4,408	5,510	3,857	4,538	5,186	6,483	4,538	5,339	6,102	7,628	5,339	6,282	7,179	8,975
HE4/CA125 Package (Send Out)	5,500	6,111	6,286	7,857	5,500	6,471	7,395	9,244	6,471	7,613	8,700	10,876	7,613	8,957	10,236	12,796
PSA (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
PSA Profile (Total + Free) (Send Out)	1,900	2,111	2,171	2,714	1,900	2,236	2,554	3,193	2,236	2,631	3,005	3,757	2,631	3,096	3,536	4,420
SEROLOGY																

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Anti-CCP (Send Out)	3,541	3,934	4,046	5,058	3,541	4,166	4,780	5,951	4,166	4,902	5,601	7,002	4,902	5,768	6,590	8,238
Anti-HAV, IgG (Send Out)	665	739	760	950	665	783	894	1,118	783	922	1,052	1,316	922	1,085	1,239	1,549
Anti-HAV, IgM (Send Out)	742	825	848	1,060	742	873	998	1,248	873	1,028	1,175	1,469	1,028	1,210	1,383	1,729
Chikungunya, IgM (rapid) (Send Out)	1,905	2,117	2,177	2,721	1,905	2,241	2,561	3,202	2,241	2,637	3,014	3,768	2,637	3,103	3,546	4,433
Chlamydia IgG, Quantitative (Send Out)	1,849	2,055	2,114	2,642	1,849	2,176	2,487	3,109	2,176	2,560	2,926	3,658	2,560	3,012	3,443	4,304
Chlamydia IgM, Quantitative (Send Out)	1,692	1,880	1,934	2,417	1,692	1,991	2,275	2,844	1,991	2,343	2,677	3,346	2,343	2,757	3,149	3,937
CMV IgG (Send Out)	1,557	1,730	1,779	2,224	1,557	1,832	2,093	2,617	1,832	2,156	2,463	3,079	2,156	2,537	2,898	3,623
CMV IgM (Send Out)	1,946	2,163	2,224	2,780	1,946	2,290	2,616	3,271	2,290	2,695	3,079	3,849	2,695	3,171	3,623	4,529
COVID-19 Antibody (Send Out)	1,450	1,611	1,657	2,071	1,450	1,706	1,949	2,437	1,706	2,008	2,294	2,868	2,008	2,363	2,699	3,375
COVID-19 Rapid Antigen Test, Qualitative (Send Out)	580	644	662	828	580	682	779	975	682	803	918	1,148	803	945	1,080	1,351
Dengue Duo	1,000	1,112	1,143	1,429	1,000	1,177	1,345	1,682	1,177	1,385	1,583	1,979	1,385	1,630	1,863	2,329
Dengue Fever IgG with titer (Send Out)	1,625	1,806	1,857	2,321	1,625	1,912	2,184	2,731	1,912	2,250	2,570	3,213	2,250	2,648	3,024	3,780
Dengue Fever IgM (Send Out)	1,752	1,947	2,002	2,503	1,752	2,062	2,356	2,945	2,062	2,426	2,772	3,465	2,426	2,855	3,261	4,077
Dengue Fever IgM with titer (Send Out)	2,056	2,285	2,350	2,937	2,056	2,419	2,764	3,456	2,419	2,846	3,253	4,066	2,846	3,349	3,827	4,784
Dengue NS1 (Send Out)	1,607	1,786	1,837	2,296	1,607	1,891	2,161	2,702	1,891	2,225	2,543	3,179	2,225	2,618	2,992	3,740
H. pylori	410	455	468	585	410	482	551	689	482	568	648	811	568	669	763	955
HBcAb / Anti HBc-IgG (Send Out)	516	574	590	737	516	607	694	868	607	715	817	1,022	715	842	962	1,203
HBcAb / Anti HBc-IgM (Send Out)	608	676	694	868	608	715	817	1,022	715	842	962	1,203	842	991	1,132	1,416
HBeAb (Send Out)	623	693	712	890	623	733	838	1,048	733	863	986	1,233	863	1,016	1,160	1,451
HBeAg (Send Out)	616	685	704	880	616	725	828	1,036	725	853	975	1,219	853	1,004	1,147	1,435
HBsAb	382	424	436	545	382	449	513	642	449	529	604	756	529	623	712	890
HBsAb & HBsAg	727	809	831	1,039	727	856	978	1,223	856	1,008	1,151	1,439	1,008	1,186	1,354	1,693
HBsAb, Quantitative (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
HBsAg	354	394	405	506	354	417	476	596	417	491	561	702	491	578	661	826
HBsAg, Quantitative (Send Out)	422	469	482	603	422	497	568	710	497	585	668	836	585	689	787	984
HBV-DNA (Send Out)	5,223	5,804	5,970	7,462	5,223	6,146	7,023	8,779	6,146	7,231	8,263	10,329	7,231	8,508	9,721	12,152
HBV-DNA Viral Load (Quantitative, PCR)	6,865	7,628	7,846	9,807	6,865	8,077	9,230	11,538	8,077	9,503	10,859	13,575	9,503	11,180	12,776	15,971

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
HBV-RNA Viral Load (Quantitative, PCR)	10,306	11,452	11,778	14,723	10,306	12,125	13,857	17,322	12,125	14,265	16,303	20,379	14,265	16,783	19,180	23,976
HCV Ab / Anti-HCV (Send Out)	800	889	914	1,143	800	942	1,076	1,345	942	1,109	1,266	1,583	1,109	1,305	1,490	1,863
HCV-RNA (Send Out)	10,170	11,300	11,622	14,528	10,170	11,965	13,673	17,092	11,965	14,077	16,087	20,109	14,077	16,562	18,926	23,658
Hepatitis Panel, 6M (Quantitative) (Send Out)	2,600	2,889	2,971	3,714	2,600	3,059	3,496	4,370	3,059	3,599	4,113	5,142	3,599	4,235	4,840	6,050
HIV I, II Screening (Immunochromatography) (Send Out)	1,074	1,194	1,227	1,534	1,074	1,264	1,444	1,805	1,264	1,488	1,699	2,124	1,488	1,751	1,999	2,499
HLA-B*1502 (PCR) (Send Out)	4,966	5,518	5,675	7,094	4,966	5,843	6,677	8,346	5,843	6,875	7,855	9,819	6,875	8,089	9,241	11,552
HLA-B*5801 (PCR) (Send Out)	4,966	5,518	5,675	7,094	4,966	5,843	6,677	8,346	5,843	6,875	7,855	9,819	6,875	8,089	9,241	11,552
H-pylori, IgG (Send Out)	1,310	1,456	1,498	1,872	1,310	1,542	1,762	2,203	1,542	1,815	2,073	2,592	1,815	2,136	2,440	3,050
H-pylori, IgM (Send Out)	1,422	1,581	1,626	2,032	1,422	1,674	1,912	2,391	1,674	1,970	2,250	2,813	1,970	2,318	2,648	3,310
HSV 1, IgG (Send Out)	1,604	1,783	1,834	2,292	1,604	1,888	2,157	2,697	1,888	2,222	2,538	3,173	2,222	2,615	2,986	3,733
HSV 1, IgM (Send Out)	1,740	1,934	1,989	2,486	1,740	2,048	2,340	2,925	2,048	2,410	2,753	3,442	2,410	2,836	3,240	4,050
HSV 2, IgG (Send Out)	1,273	1,414	1,454	1,818	1,273	1,498	1,711	2,139	1,498	1,763	2,013	2,517	1,763	2,075	2,369	2,962
HSV 2, IgM (Send Out)	1,684	1,871	1,924	2,405	1,684	1,981	2,264	2,830	1,981	2,331	2,664	3,330	2,331	2,743	3,134	3,918
Leptospira, Quantitative (Send Out)	1,900	2,111	2,171	2,714	1,900	2,236	2,554	3,193	2,236	2,631	3,005	3,757	2,631	3,096	3,536	4,420
Measles (Rubeola), IgG (Send Out)	3,541	3,934	4,046	5,058	3,541	4,166	4,760	5,951	4,166	4,902	5,601	7,002	4,902	5,768	6,590	8,238
Measles (Rubeola), IgM (Send Out)	2,724	3,028	3,114	3,892	2,724	3,206	3,663	4,579	3,206	3,772	4,310	5,388	3,772	4,438	5,071	6,339
Mumps, IgG (Send Out)	1,594	1,771	1,822	2,277	1,594	1,876	2,143	2,679	1,876	2,208	2,521	3,152	2,208	2,598	2,967	3,709
Mumps, IgM (Send Out)	1,594	1,771	1,822	2,277	1,594	1,876	2,143	2,679	1,876	2,208	2,521	3,152	2,208	2,598	2,967	3,709
RPR, quantitative (Send Out)	987	1,097	1,128	1,410	987	1,162	1,327	1,659	1,162	1,368	1,561	1,952	1,368	1,610	1,837	2,297
Rubella, IgG (Send Out)	990	1,100	1,131	1,414	990	1,165	1,331	1,664	1,165	1,371	1,566	1,958	1,371	1,613	1,843	2,304
Rubella, IgM (Send Out)	1,524	1,694	1,742	2,177	1,524	1,793	2,049	2,562	1,793	2,110	2,411	3,015	2,110	2,483	2,838	3,548
Salmonella Rapid	560	623	640	800	560	659	753	942	659	776	887	1,109	776	913	1,044	1,305
Salmonella, IgG (Send Out)	1,022	1,136	1,168	1,460	1,022	1,203	1,374	1,718	1,203	1,416	1,617	2,022	1,416	1,666	1,903	2,379
Salmonella, IgM (Send Out)	1,259	1,400	1,439	1,799	1,259	1,482	1,693	2,117	1,482	1,744	1,992	2,491	1,744	2,052	2,344	2,931
Syphilis (rapid), (Send Out)	644	716	736	920	644	758	866	1,083	758	892	1,019	1,275	892	1,050	1,200	1,500
Syphilis (rapid)	602	669	688	860	602	709	809	1,012	709	835	952	1,191	835	983	1,121	1,402
Torch Panel, IgG & IgM (Quantitative) (Send Out)	12,914	14,349	14,758	18,448	12,914	15,193	17,363	21,704	15,193	17,875	20,427	25,535	17,875	21,030	24,033	30,042
Torch Panel, IgG (Quantitative) (Send Out)	5,799	6,444	6,627	8,284	5,799	6,823	7,797	9,746	6,823	8,028	9,173	11,466	8,028	9,445	10,792	13,490

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Torch Panel, IgM (Quantitative) (Send Out)	7,232	8,036	8,265	10,331	7,232	8,508	9,723	12,155	8,508	10,010	11,440	14,300	10,010	11,777	13,459	16,824
Toxoplasmosis, IgG (Quantitative) (Send Out)	1,176	1,307	1,344	1,680	1,176	1,384	1,581	1,977	1,384	1,629	1,861	2,326	1,629	1,917	2,189	2,737
Toxoplasmosis, IgM (Quantitative) (Send Out)	1,266	1,407	1,446	1,808	1,266	1,489	1,702	2,128	1,489	1,752	2,003	2,504	1,752	2,062	2,357	2,946
TPHA, Qualitative (Send Out)	1,012	1,125	1,157	1,446	1,012	1,191	1,361	1,702	1,191	1,402	1,602	2,003	1,402	1,650	1,885	2,357
TPHA, Quantitative (Send Out)	1,326	1,474	1,515	1,894	1,326	1,560	1,783	2,229	1,560	1,836	2,098	2,623	1,836	2,160	2,469	3,086
Treponema pallidum (ELISA) (Send Out)	1,095	1,217	1,251	1,564	1,095	1,288	1,472	1,840	1,288	1,516	1,732	2,165	1,516	1,784	2,038	2,548
Varicella, IgM (Send Out)	2,314	2,572	2,645	3,306	2,314	2,723	3,112	3,890	2,723	3,204	3,661	4,577	3,204	3,770	4,308	5,385
Varicella-IgG, Quantitative (Send Out)	2,314	2,572	2,645	3,306	2,314	2,723	3,112	3,890	2,723	3,204	3,661	4,577	3,204	3,770	4,308	5,385
VDRL (RPR), Qualitative (Send Out)	256	285	293	366	256	302	344	431	302	356	406	508	356	419	478	598
Viral Hepatitis Panel (6M, ECLIA) (Send Out)	2,600	2,889	2,971	3,714	2,600	3,059	3,496	4,370	3,059	3,599	4,113	5,142	3,599	4,235	4,840	6,050
HORMONES																
AMH (Anti-Mullerian Hormone), ECLIA (Send Out)	5,923	6,582	6,770	8,462	5,923	6,969	7,964	9,956	6,969	8,199	9,370	11,713	8,199	9,646	11,024	13,780
Cortisol (Send Out)	995	1,106	1,137	1,421	995	1,171	1,337	1,672	1,171	1,378	1,574	1,968	1,378	1,622	1,852	2,316
C-peptide (Send Out)	2,400	2,667	2,742	3,428	2,400	2,824	3,226	4,033	2,824	3,323	3,796	4,745	3,323	3,910	4,466	5,583
DHEA-S (Send Out)	1,678	1,865	1,918	2,397	1,678	1,978	2,256	2,820	1,974	2,323	2,654	3,318	2,323	2,733	3,123	3,904
DHEA-S, ECLIA (Send Out)	1,629	1,810	1,862	2,327	1,629	1,917	2,190	2,738	1,917	2,256	2,577	3,222	2,256	2,655	3,032	3,791
Estradiol (Send Out)	1,414	1,572	1,616	2,020	1,414	1,864	1,901	2,377	1,664	1,958	2,237	2,797	1,958	2,304	2,632	3,291
Ferritin (Send Out)	1,398	1,554	1,598	1,997	1,398	1,645	1,880	2,350	1,645	1,936	2,212	2,765	1,936	2,278	2,602	3,253
Human Growth Hormones (Send Out)	1,671	1,857	1,910	2,387	1,671	1,966	2,247	2,809	1,966	2,313	2,644	3,305	2,313	2,722	3,111	3,889
IgE (Send Out)	1,679	1,866	1,918	2,398	1,679	1,975	2,252	2,822	1,975	2,324	2,656	3,320	2,324	2,735	3,125	3,906
Insulin (Send Out)	1,898	2,110	2,170	2,712	1,898	2,234	2,552	3,191	2,234	2,629	3,003	3,755	2,629	3,093	3,534	4,418
LH (Send Out)	1,518	1,687	1,734	2,168	1,518	1,786	2,040	2,551	1,786	2,102	2,401	3,002	2,102	2,473	2,825	3,532
Progesterone (Send Out)	2,107	2,342	2,408	3,010	2,107	1,109	2,833	3,542	2,479	2,917	3,334	4,168	2,917	3,432	3,923	4,904
Prolactin (Send Out)	942	1,047	1,077	1,346	942	1,109	1,267	1,584	1,109	1,305	1,491	1,864	1,305	1,536	1,754	2,193
Testosterone (Send Out)	1,905	2,117	2,177	2,721	1,905	2,241	2,561	3,202	2,241	2,637	3,014	3,768	2,637	3,103	3,546	4,433
IMMUNOLOGY																
ACTH (adrenocorticotrophic hormone) (Send Out)	4,855	5,394	5,548	6,935	4,855	5,712	6,527	8,159	5,712	6,720	7,679	9,599	6,720	7,906	9,034	11,293
ANA (antinuclear antibody), ELISA (Send Out)	686	763	784	980	686	808	922	1,153	808	951	1,085	1,357	951	1,119	1,277	1,597

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
ANA (antinuclear antibody), Immuno (Send Out)	4,010	4,456	4,582	5,728	4,010	4,718	5,391	6,739	4,716	5,551	6,343	7,929	5,551	6,531	7,463	9,329
ASOT, Qualitative (Send Out)	495	550	566	707	495	583	665	832	583	686	783	979	686	808	921	1,152
C3 complement (Send Out)	996	1,107	1,138	1,423	996	1,172	1,339	1,675	1,172	1,379	1,576	1,971	1,379	1,623	1,855	2,319
C4 complement (Send Out)	1,555	1,729	1,778	2,222	1,555	1,830	2,091	2,615	1,830	2,153	2,461	3,077	2,153	2,533	2,896	3,620
CRP (C-reactive protein), Qualitative (Send Out)	655	728	749	936	655	771	881	1,102	771	908	1,037	1,297	908	1,069	1,221	1,526
ds DNA (Send Out)	1,362	1,513	1,556	1,945	1,362	1,602	1,831	2,289	1,602	1,885	2,154	2,693	1,885	2,218	2,535	3,169
Food intolerance (Send Out)	5,702	6,336	6,517	8,146	5,702	6,709	7,667	9,584	6,709	7,893	9,020	11,276	7,893	9,286	10,613	13,266
IGF-1 (insulin-like growth factor-1) (Send Out)	2,274	2,527	2,599	3,249	2,274	2,676	3,058	3,823	2,676	3,149	3,598	4,498	3,149	3,705	4,233	5,292
RA Factor (RF IgM), Quantitative (Send Out)	2,697	2,997	3,082	3,853	2,697	3,174	3,626	4,533	3,174	3,735	4,266	5,333	3,735	4,395	5,019	6,275
RA Factor, Qualitative (Send Out)	272	302	310	388	272	320	365	457	320	377	430	538	377	444	506	633
HISTOPATHOLOGY																
Cell block (Send Out)	847	987	1,014	1,268	888	1,045	1,193	1,492	1,045	1,230	1,404	1,756	1,230	1,448	1,653	2,066
ER / PR (Send Out)	10,273	10,476	10,774	13,468	9,428	11,092	12,676	15,845	11,092	13,050	14,913	18,642	13,050	15,353	17,545	21,932
FNAB (Send Out)	1,258	1,398	1,438	1,797	1,258	1,480	1,691	2,115	1,480	1,742	1,991	2,489	1,742	2,050	2,343	2,929
HER2NEU (Send Out)	8,434	7,889	8,114	10,143	7,100	8,354	9,546	11,933	8,354	9,829	11,231	14,039	9,829	11,564	13,213	16,517
Histopathology, large (Send Out) (no container)	2,000	1,340	1,378	1,722	1,205	1,419	1,621	2,026	1,419	1,670	1,907	2,384	1,670	1,965	2,244	2,805
Histopathology, medium (Send Out)	1,300	1,239	1,274	1,592	1,114	1,312	1,498	1,873	1,312	1,544	1,763	2,204	1,544	1,817	2,074	2,593
Histopathology, small (Send Out)	1,200	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
Histopathology, super large (Send Out) (no container)	3,075	3,333	3,428	4,285	3,000	3,529	4,033	5,042	3,529	4,152	4,745	5,932	4,152	4,885	5,583	6,979
Histopathology, XL (Send Out) (no container)	2,400	2,667	2,742	3,428	2,400	2,824	3,226	4,033	2,824	3,323	3,796	4,745	3,323	3,910	4,466	5,583
Pap Smear	270	300	308	385	270	318	362	453	318	375	426	533	375	442	502	628
Pap Smear (Send Out)	250	314	322	403	282	332	379	475	332	391	447	559	391	460	526	658

HEART STATION

PROCEDURE	OPD	In-Patient
2D ECHO	2,700.00	3,240.00
CAROTID DUPLEX SCAN	3,400.00	4,080.00

HEART STATION

VENOUS DUPLEX SCAN	3,900.00	4,680.00
ARTERIAL DUPLEX SCAN	3,900.00	4,680.00
ANKLE BRACHIAL INDEX TEST	1,500.00	1,800.00
DEEP VEIN THROMBOSIS SCREENING	3,000.00	3,600.00

DENTAL PROCEDURES

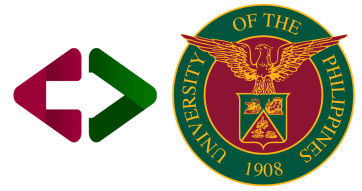
PARTICULARS	U.P. STUDENT	U.P. EMPLOYEE / DEPENDENT	NON-UP
Dental Consultation			
Outpatient Consultation, face-to-face	None	None	300
Dental Examination & Charting	None	None	200
Dental Certificate	None	None	200
Oral Prophylaxis			
Primary & mixed dentition	120	200	400
Adult, mild gingivitis	150	250	650
Adult, moderate gingivitis	200	300	850
Adult, severe gingivitis / with heavy stains	250	400	1,000
Topical Fluoride Application	50	100	300
Pit & Fissure Sealants, per tooth	200	300	500
Fillings, Permanent			
Anteriors, Class III	200	300	650
Anteriors, Class IV	300	400	1,000
Anteriors, Class V	200	300	650
Premolars, Class I	200	300	650
Premolars, Class II	300	400	1,000
Premolars, Class V	200	300	650
Molars, Class I	300	400	700
Molars, Class II	400	600	1,000
Molars, Class V	300	400	700
Additional, per increment	120	180	350
Fillings, Temporary	100	150	400
Base, per half scoop	50	100	300
Cementation			
Permanent, per scoop	250	500	800
Temporary, per scoop	200	300	400

DENTAL PROCEDURES

PARTICULARS	U.P. STUDENT	U.P. EMPLOYEE / DEPENDENT	NON-UP
Tooth Extraction			
Simple, per tooth (except 3rd molars & medically-compromised patients)	150	250	600
Difficult, per tooth (includes routine extraction of 3rd molars; and, attendance to medically-compromised patients)	300	500	2,000
With incision and suturing, per stitch	25	50	150
Root Canal Treatment			
1st 3 sittings, per canal	2,000	3,000	5,000
Per extra sitting, per canal	300	500	1,000
Xray			
Periapical, per film (intraoperative)	100	150	200
Periapical, per film (diagnostic)	200	300	400
Supplies			
Extra anesthesia, per cartridge	50	50	100
Extra needle	10	10	10
Extra gauze	10	10	10
Others			
Asepsis fee per visit	None	None	300

PRE-EMPLOYMENT PROCEDURES

Employer	U.P. STUDENT		U.P. EMPLOYEE / DEPENDENT		NON-UP	
	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above
UP	494	1495	578	1892	NA	NA
Other Government Agency	728	1542	912	1892	1439	2928
Private Company	565	1695	730	1710	1206	2695



**OFFICE OF THE VICE CHANCELLOR FOR
COMMUNITY AFFAIRS
UNIVERSITY HEALTH SERVICE
INTERNAL SERVICES**

OVCCA-UHS.22. CLINICAL LABORATORY*

For the conduct of tests on patient specimen samples for analysis in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) For outpatient diagnostic purposes:	
Properly filled-out laboratory form	Laboratory Section
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
Charge Slip	Laboratory Section
Official Receipt	Hospital Cashier
Laboratory request	Attending Physician
(2) For UPLB Annual Medical Examination:	
UP ID	HRDO for UP employees
Verified checklist for UPLB AME	Medical Records Section
Properly filled-out laboratory form	Laboratory Section
(3) For Pre-Employment, and other regular Physical Examinations:	
UP ID	HRDO
Pre-employment or Physical Examination checklist	Medical Records Section
Official Receipt	Hospital Cashier
Properly filled-out laboratory form	Laboratory Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Laboratory Section and present the documentary requirements. Observe the following cut-off time for blood	1.1. Check the documentary requirements. 1.2. Receive laboratory request or checklist, and properly filled-out laboratory form. 1.3. Check for the availability of the	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
extraction and submission of specimens: a. For outpatient diagnostic purposes: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM onwards -Receiving of urine & stool samples: 7:00AM onwards b. For UPLB AME / Physical Exam: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM to 3:00PM -Receiving of urine & stool samples: 7:00AM to 3:00PM	requested laboratory procedure/s. 1.4. Explain the laboratory instructions pertaining to the procedure/s requested.			<i>Technology Assistant</i> OVCCA-UHS
	1.5. Prepare and issue the charge slip to the patient.	None	3 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the Official Receipt to the Laboratory Section.	3.1 Verify and record payment details accordingly.	None	2 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Laboratory Technology Assistant OVCCA-UHS
4. Wait to be called by the Medical Technologist for the laboratory procedure/s.	4.1. Verify the patient's details. 4.2. Prepare the necessary materials for sample collection. 4.3. Receive the specimen/s. 4.4. Advise the patient on the date and time of the release of results. 4.5. Begin the processing of the laboratory specimen/s received.	None	5 minutes	Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS
5. Come back on the advised schedule and proceed to the laboratory to retrieve the test results.	5.1. Process the requested laboratory procedure/s:	None	90 minutes per procedure	Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS
	a. Routine procedure/s: • Urinalysis, Fecalysis, Complete blood count and platelet count (CBC PC), Serological procedure/s			
	• Blood chemistry	None	3:00 PM of the same day	Clinical Pathologist OVCCA-UHS
	b. Send out procedure/s	None		
	c. Procedures requiring the official	None	3 weeks	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	reading of the Pathologist and Hematologist: • Histopathology • Pap smear			
	• Peripheral blood smear	None	3 days	
6. Present proof of payment and UPLB ID or any form of identification. For authorized representatives, present a letter of authorization from the patient. If for UPLB AME, proceed to the Medical Records Section.	6.1. Verify the presented documents. 6.2. Once verified, release the test result/s. 6.3. Advise patients to present the test result/s to his/her attending physician.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant OVCCA-UHS or Senior ICT Assistant or Cook II (Medical Records Clerk) or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
TOTAL		Rates depends on the applicable fees; see table of fees	Day 1 (specimen collection): 18 minutes Processing time of specimens: 90 minutes per routine procedure 8 hours for blood chemistry	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			2 days for send-out procedures 3 weeks for Histopathology & Pap Smear 3 days for peripheral blood smear <u>Day 2 (retrieval of test results):</u> 5 minutes	

*The service is being updated and revised.

OVCCA-UHS.23. CLINICAL RADIOLOGY: X-RAY*

For the conduct and interpretation of imaging tests in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) For Out-patient diagnostic purposes:	Agency/Office - Specific Office/Division/Desk
X-ray request	Attending Physician
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
Charge Slip	Radiology Section
Official Receipt	Hospital Cashier
Properly filled-out radiology form	Radiology Section
(2) For UPLB Annual Medical Examination:	
UP ID	HRDO for UP employees

Verified checklist for UPLB AME	Medical Records Section
Properly filled-out radiology form	Radiology Section
(3) For Pre-Employment, and other regular Physical Examinations:	
UP ID	HRDO
Pre-employment or Physical Examination checklist	Medical Records Section
Official Receipt	Hospital Cashier
Properly filled-out Radiology form	Radiology Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Radiology Section and present the documentary requirements. Observe the following cut-off time: a. For outpatient diagnostic purposes: -Mondays to Fridays, 8:00AM to 5:00PM -Saturdays, 8:00AM to 4:00PM. b. For UPLB AME / Physical Exam: -Mondays to Fridays, 8:00AM to 5:00PM	1.1. Check for the completeness of the documentary requirements. 1.2. Receive the X-ray request or checklist, and filled-out radiology form. 1.3. Check the patient's previous X-ray record. 1.4. Inform the patient the cost of the procedure/s and the availability of results.	None	5 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
	1.5. Prepare and issue the charge slip to the patient.	None	3 minutes	
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	UPLB AME: None Others: See Table of Fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the Official Receipt to	3.1. Verify and record payment	None	2 minutes	<i>Radiologic Technologist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Radiology Section.	details accordingly.			<i>II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
4. Wait to be called by the Radiologic Technologist for the X-ray procedure/s.	4.1. Prepare the x-ray equipment to be used.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Once called, change clothes to wear a patient's gown and follow the instructions for the procedure/s.	5.1. Inform and instruct the patient accordingly. 5.2. Perform the X-ray procedure/s. 5.3. Advise the patient on the date and time of the release of result/s.	None	15 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
6. Come back on the advised schedule and proceed to the Radiology Section to retrieve the test results.	6.1 Process the official X-ray result/s.	None	5 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist</i> OVCCA-UHS
7. Present proof of payment and UPLB ID or any form of identification. For authorized representatives, present a letter of authorization from the patient. If for	7.1. Verify the presented documents. 7.2 Once verified, release the test result/s. 7.3. Advise patient to present the test result/s to his/her	None		<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UPLB AME, proceed to the Medical Records Section.	attending physician.			Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	35 minutes	

*The service is being updated and revised.

OVCCA-UHS.24. CLINICAL RADIOLOGY: ULTRASOUND*

For the conduct and interpretation of imaging tests in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ultrasound request	Attending Physician
2. UP ID	HRDO for UP employees
3. Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
4. Charge Slip	Radiology Section
5. Official Receipt	Hospital Cashier
6. Ultrasound form	Radiology Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment for ultrasound procedure/s face-to-face from Monday to Saturday, 8:00AM to 4:00PM. Or, send an email to uhsradiology2020@gmail.com. Present the following documents: a. Request for ultrasound b. UP ID. For UP COS, present latest contract.	1.1. Check the documentary requirements. 1.2. Receive the ultrasound request and properly filled-out ultrasound form. 1.3. Inform the patient the cost of the procedure/s and preparations needed. 1.4. If the patient is amenable, ask the patient for any ultrasound record at the UHS. 1.5. Check for the availability of schedule. 1.6. Secure the patient's email address and other contact information. 1.7. Set the appointment.	None	10 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
2. Come back on the appointment date and time	2.1. Retrieve the patient's ultrasound form and any previous ultrasound record, if available. 2.2. Prepare and issue the charge slip to the patient.	None	6 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
3. Present the charge slip and pay the indicated amount to the Hospital Cashier.	3.1. Collect payment. 3.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
4. Present the Official Receipt to	4.1. Verify and record payment	None	2 minutes	<i>Radiologic Technologist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Radiology Section.	details accordingly.			<i>II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
5. Wait to be called by the Radiologic Technologist for the ultrasound procedure/s.	5.1. Prepare the ultrasound equipment to be used.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
6. Once called, change clothes to wear a patient's gown and follow the instructions for the procedure/s.	6.1. Inform and instruct the patient accordingly. 6.2. Perform the ultrasound scanning. 6.3. Advise the patient on the date and time of the release of result/s.	None	20 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist</i> OVCCA-UHS
7. Wait for the release of the ultrasound result.	7.1. Process the official ultrasound results.	None	15 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> <i>Radiologist</i> OVCCA-UHS
	7.2. Release the result/s. 7.3. Advise patient to present the test result/s to his/her attending physician.	None	2 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depends on the applicable fees; see table of fees	1 hour	

*The service is being updated and revised.

OVCCA-UHS.25. PHARMACY*

For dispensing of prescribed medicines and medical supplies to patients

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prescription	Doctor
2. Charge Slip	Pharmacy
3. Official Receipt	Hospital Cashier
4. UP ID	HRDO
5. Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following to the Pharmacist-On-Duty: (a) doctor's prescription; (b) UP ID. For UP COS, present latest contract.	1.1. Check for the availability of medicines and/or medical supplies. 1.2. Check for other documentary requirements. 1.3. Prepare and issue the charge slip to the patient or companion.	None	3 minutes	<i>Pharmacist II, or Pharmacist I</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	Fees depend on the patient's classification and medicines / medical supplies purchased	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the Pharmacy Section.	3.1. Dispense the medicines and/or medical supplies and give the necessary instructions to the patient.	None	2 minutes	<i>Pharmacist II or Pharmacist I</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	8 minutes	

*The service is being updated and revised.

OVCCA-UHS.26. ELECTROCARDIOGRAM (ECG)*

For the conduct of a screening test in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Out-patient diagnostic purposes:	
1. ECG request	Attending Physician
2. UP ID	HRDO

3. Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
4. Charge Slip	Heart Station, Medical Arts Building
5. Official Receipt	Hospital Cashier
6. Properly filled-out ECG form	Heart Station, Medical Arts Building
For UPLB Annual Medical Examination:	
1. Verified checklist for UPLB AME	Medical Records Section
2. Properly filled-out ECG form	Heart Station, Medical Arts Building
For Pre-Employment, and other regular Physical Examinations:	
1. Pre-employment or Physical Examination checklist	Medical Records Section
2. Official Receipt	Hospital Cashier
3. Properly filled-out ECG form	Heart Station, Medical Arts Building

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Heart Station and present the documentary requirements to the Cardiovascular Technologist-On-Duty. Observe the following cut-off time: a. For outpatient diagnostic purposes, set an appointment at 0919-417-1020 from Monday to Friday: 8:00AM to 5:00PM (except on holidays and declared non-working days). b. For UPLB AME / Physical Exam, walk-in from Monday to Friday: 8:00AM to	1.1. Check the documentary requirements. 1.2. Receive ECG request or checklist, and properly filled-out ECG form. 1.3. Prepare and issue the charge slip to the patient or companion.	None	2 minutes	<i>Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8:30AM (except on holidays and declared non-working days).				
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	UPLB AME: None Others: Php ₱300.00	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the Cardiovascular Technologist-On-Duty.	3.1. Verify and record payment details accordingly. 3.2. Ask the patient to fill-out the ECG Form.	None	5 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
4. Fill out the ECG Form.	4.1. Verify and encode patient information. 4.2 If details are complete, prepare the ECG machine to start the procedure.	None		
5. Undergo the ECG.	5.1. Conduct the ECG procedure. 5.2. If for AME, instruct the patient to proceed to the Medical Records Section for the results on the day of their AME. 5.3. If for outpatient diagnostic purposes, forward the ECG tracing to the requesting Medical Officer.	None	10 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.4. For the official reading, email the ECG tracing to the consultant cardiologist. 5.5. Advise the patient on the date and time of the release of the official result from the consultant cardiologist.			
6. Wait to be notified for the availability of the official test results.	6.1. Email the official ECG result to the cardiovascular technologist.	None	2 days	Consultant Cardiologist OVCCA-UHS
	6.2. Notify the patient on the availability of the test results.	None		Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS
7. Come back on the advised schedule and proceed to the Heart Station to get the official test results.	7.1. Issue the official results to the patient.	None		Nursing Attendant I (Cardiovascular Technologist) OVCCA-UHS
TOTAL		₱300.00	2 days, 20 minutes	

*The service is being updated and revised.

OVCCA-UHS.27. 2D ECHOCARDIOGRAM AND VASCULAR STUDIES*

For the conduct of a screening test in aid of diagnosis, treatment and management of patients

Office or Division	University Health Service
Classification	Highly Technical
Type of Transaction	G2G - Government to Government

Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Doctor's vascular request	Attending Physician
Charge slip	Heart Station, Medical Arts Building
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at 0919-417-1020 from Monday to Friday: 8:00AM to 5:00PM (except on holidays and declared non-working days). On the appointed schedule, present the documentary requirements to the Cardiovascular Technologist-On-Duty at the Heart Station.	1.1. Check the doctor's request. 1.2. Prepare and issue the charge slip to the patient or companion.	None	2 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
2. Present the charge slip and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
3. Present the official receipt to the Heart Station.	3.1. Verify and record payment details accordingly. 3.2. Verify and encode patient information. 3.3. If details are complete, prepare the machine to start the procedure.	None	5 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Undergo the requested procedure.	4.1. Carry out the procedure. 4.2. Advise the patient on the date and time of the release of result/s. 4.3. Email the duplex scans and echocardiogram studies to the consultant cardiologist for the official reading.	None	2D Echo: 1 hour Carotid Duplex Scan: 1 hour Venous Duplex Scan: 4 hours Arterial Duplex Scan: 4 hours	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
5. Wait to be notified for the availability of the test results.	5.1. Email the official reading of the scans and studies to the cardiovascular technologist.	None	2 weeks	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
	5.2. Advise the patient on the date and time of the release of the official result from the consultant cardiologist.	None		<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
6. Come back on the advised schedule and proceed to the Heart Station to get the official test results.	6.1. Issue the official results to the patient.	None		<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	2 weeks, 4 hours & 10 minutes*	

TABLE OF FEES		
Services	Out-Patient Diagnostic	In-Patient Diagnostic
2D Echo	₱2,700.00	₱3,240.00
Carotid Duplex Scan	₱3,400.00	₱4,080.00
Venous Duplex Scan	₱3,900.00	₱4,680.00
Arterial Duplex Scan	₱3,900.00	₱4,680.00
Ankle Brachial Index Test	₱1,500.00	₱1,800.00
Deep Vein Thrombosis Screening	₱3,000.00	₱3,600.00

*The service is being updated and revised.

OVCCA-UHS.28. OUT-PATIENT CONSULTATION (IN-HOUSE)*

For outpatient consultation with any of the in-house physicians or Medical Officers.

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Referral Letter, for referrals	Referring doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Records Section to queue and request for outpatient consultation. Inform if a new or existing patient, and if with a physician-of-choice, if any. Observe the following office hours: Monday to Friday, 8:00AM to 5:00PM, except on holidays and declared non-working days.	1.1. Refer to the queueing list. 1.2. Create or retrieve the medical record of the patient and queue the patient to the OPD accordingly.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
2. Proceed to the Medical Arts Building for outpatient consultation. Wait to be called.	2.1. Conduct initial patient interview as to the chief complaint and other pertinent information. 2.2. Take the vital signs of the patient. 2.3. Queue patient to the doctor.	None	10 minutes	<i>Nursing Attendant I, Nursing Attendant II, or Midwife II</i> OVCCA-UHS
3. Undergo assessment of medical condition.	3.1. Perform history taking and physical examination. 3.2. Request for diagnostic tests, if necessary. 3.3. Administer patient treatment or management. 3.4. Issue a medical certificate, if requested.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Advise follow-up schedule, if necessary.			
TOTAL		None	30 minutes	

*The service is being updated and revised.

OVCCA-UHS.29. OUT-PATIENT CONSULTATION (SPECIALTY CLINIC)*

For outpatient consultation with any of the accredited visiting consultants of specialists

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UHS ID	Medical Records Section
Referral Letter, for referrals	Referring Doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify the clinic schedule of the preferred visiting consultant with the Medical Secretary at 0919-417-1020. Proceed to the Medical Records Section on the set clinic schedule to queue and request for outpatient consultation. Inform if a new or existing patient, and mention the name of the	1.1. Refer to the queueing list. 1.2. Create or retrieve the medical record of the patient and queue the patient to the Medical Secretary.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
visiting consultant to be seen.				
2. Proceed to the Specialty Clinics for outpatient consultation. Wait to be called.	2.1. Conduct initial patient interview as to the chief complaint and other pertinent information. 2.2. Take the vital signs of the patient. 2.3. Queue patient to the doctor.	None	10 minutes	<i>Medical Secretary</i> OVCCA-UHS
3. Undergo assessment of medical condition.	3.1. Perform history taking and physical examination. 3.2. Request for diagnostic tests, if necessary. 3.3. Administer patient treatment or management. 3.4. Issue a medical certificate, if requested. 3.5. Advise follow-up schedule, if necessary.	None	15 minutes	<i>Visiting Consultant</i> OVCCA-UHS
4. Pay the indicated amount to the Medical Secretary, if applicable.	4.1. Collect payment. 4.2. Issue an official receipt.	See table of fees	3 minutes	<i>Medical Secretary</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	33 minutes	

*The service is being updated and revised.

OVCCA-UHS.30. DENTAL CONSULTATION OR CHECK-UP*

For outpatient consultation of any dental concern

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Dental Record	Medical Records Section, if existing patient; Dental Clinic, if new patient
Referral Letter	Referring dentist or physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Dental Clinic from Monday to Friday, 8am to 5pm for walk-in consultation (except on holidays and declared non-working days). Present UP ID. For UP COS, present latest contract.	1.1. Ask for the purpose of visit. 1.2. Check the documentary requirements. 1.3. Retrieve the dental record of regular patients and update, if needed. For new patients, ask patient to accomplish his/her dental record. 1.4. Queue the patient to the Dentist-On-Duty.	None	6 minutes	<i>Dental Aide</i> OVCCA-UHS
2. Undergo clinical assessment	2.1. Perform extraoral and intraoral examination, dental charting and assessment of chief complaint. 2.2. Explain the diagnosis and	None	15 minutes	<i>Dentist III</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	treatment options to the patient. 2.3. Issue prescriptions and/or diagnostic test requests, if needed. 2.4. Issue referrals, if needed. 2.5. Issue a dental certificate, if needed. 2.6. Set a dental appointment for procedures, if needed.			
3. For those with issued dental certificates, proceed to the Medical Records Section for stamping.	3.1. Dry seal the dental certificate.	None	2 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
TOTAL		None	23 minutes	

OVCCA-UHS.31. DENTAL PROCEDURES*

For the conduct of preventive, interceptive or corrective procedures to address dental concerns

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO

Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
Dental Record	Medical Records Section, if existing patient; Dental Clinic, if new patient
Referral Letter	Referring dentist or physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a dental appointment at the Dental Clinic from Monday to Friday, 8am to 5pm (except on holidays and declared non-working days). Present UP ID. For UP COS, present latest contract.	1.1. Ask for the requested dental procedures. 1.2. Check the documentary requirements. 1.3. Secure the patient's email address and other contact information. 1.4. Set the dental appointment in the Google Calendar and ask the patient to immediately confirm.	None	5 minutes	<i>Dental Aide</i> OVCCA-UHS
2. Immediately confirm the set dental appointment via Google calendar or face-to-face. For unavoidable cancellations, notify the dental clinic at least 2 government working days to allow refilling of the vacated appointment slot.	2.1. Do timely checks of the upcoming appointments for confirmations and cancellations.	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS
3. Proceed to the dental clinic and inform them of	3.1. Retrieve the dental record of regular patients and update, if	None	5 minutes	<i>Dental Aide</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
your presence at least 15 minutes before your set appointment.	needed. For new patients, ask patient to accomplish his/her dental record. 3.2. Seat the patient to the assigned dentist-on-duty.			
4. Undergo the dental procedures with consent.	4.1. Perform the dental procedures. 4.2. Issue prescriptions and/or diagnostic test requests, if needed. 4.3. Issue referrals, if needed. 4.4. Issue a dental certificate, if needed. 4.5. Prepare and issue the charge slip to the patient.	None	90 minutes	<i>Dentist III</i> OVCCA-UHS
	4.6. Prepare the clinic operatory for the next patient	None	10 minutes	<i>Dental Aide</i> OVCCA-UHS
5. Present the charge slip and pay the indicated amount to the Hospital Cashier.	5.1. Collect payment. 5.2. Issue an official receipt.	Fees depend on the patient's classification and dental procedures/s available.	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
6. Present the official receipt to the dental clinic.	6.1. Record payment details on the patient's	None	2 minutes	<i>Dental Aide</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	dental record and clinic logbook.			
7. For those with issued dental certificates, proceed to the Medical Records Section.	7.1. Dry seal the dental certificate.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
TOTAL		Rates depends on the applicable fees; see table of fees	Day 1 (appointment setting): 7 minutes Day 2 (procedure): 2 hours	

*The service is being updated and revised.

TABLE OF FEES			
Services	U.P. Student	U.P. Employee / Dependent	Non-UP
Dental Consultation			
Outpatient Consultation, face-to-face	None	None	₱300.00
Dental Examination & Charting	None	None	₱200.00
Dental Certificate	None	None	₱200.00
Oral Prophylaxis			
Primary & mixed dentition	₱120.00	₱200.00	₱400.00
Adult, mild gingivitis	₱150.00	₱250.00	₱650.00
Adult, moderate gingivitis	₱200.00	₱300.00	₱850.00
Adult, severe gingivitis / with heavy stains	₱250.00	₱400.00	₱1,000.00
Topical Fluoride Application	₱50.00	₱100.00	₱300.00
Pit & Fissure Sealants, per tooth	₱200.00	₱300.00	₱500.00
Fillings, Permanent			

Anteriors, Class III	₱200.00	₱300.00	₱650.00
Anteriors, Class IV	₱300.00	₱400.00	₱1,000.00
Anteriors, Class V	₱200.00	₱300.00	₱650.00
Premolars, Class I	₱200.00	₱300.00	₱650.00
Premolars, Class II	₱300.00	₱400.00	₱1,000.00
Premolars, Class V	₱200.00	₱300.00	₱650.00
Molars, Class I	₱300.00	₱400.00	₱700.00
Molars, Class II	₱400.00	₱600.00	₱1,000.00
Molars, Class V	₱300.00	₱400.00	₱700.00
Additional, per increment	₱120.00	₱180.00	₱350.00
Fillings, Temporary	₱100.00	₱150.00	₱400.00
Base , PER HALF scoop	₱50.00	₱100.00	₱300.00
Cementation			
Permanent, per scoop	₱250.00	₱500.00	₱800.00
Temporary, per scoop	₱200.00	₱300.00	₱400.00
Tooth Extraction			
Simple, per tooth (except 3rd molars & medically-compromised patients)	₱150.00	₱250.00	₱600.00
Difficult, per tooth (includes routine extraction of 3rd molars; and, attendance to medically-compromised patients)	₱300.00	₱500.00	₱2,000.00
With incision and suturing, per stitch	₱25.00	₱50.00	₱150.00
Root Canal Treatment			
1st 3 sittings, per canal	₱2,000.00	₱3,000.00	₱5,000.00
Per extra sitting, per canal	₱300.00	₱500.00	₱1,000.00
Xray			
Periapical, per film (intraoperative)	₱100.00	₱150.00	200.00
Periapical, per film (diagnostic)	₱200.00	₱300.00	₱400.00
Supplies			
Extra anesthesia, per cartridge	₱50.00	₱50.00	₱100.00
Extra needle	₱10.00	₱10.00	₱10.00
Extra gauze	₱10.00	₱10.00	₱10.00
Others			
Asepsis fee per visit	None	None	₱300.00

OVCCA-UHS.32. PHYSICAL / MEDICAL EXAMINATION: PRE-EMPLOYMENT*

For the issuance of a Pre-Employment Medical Certificate stating the individual's fitness for work

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Endorsement	Accepting Unit
UHS ID, if with existing hospital record	Medical Records Section
Physical / Medical Examination Checklist	Medical Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records Section: a. Queue online. b. Present the Letter of Endorsement from the accepting unit and UHS ID, if with existing hospital record.	1.1. Check the Letter of Endorsement. 1.2. Provide checklist with corresponding fees. 1.3. Instruct the patient to write personal data on the checklist. 1.4. Instruct the patient to proceed to the Hospital Cashier to pay dues.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
2. Present the Physical / Medical Examination Checklist and pay the indicated amount to the Hospital Cashier.	2.1. Collect payment. 2.2. Issue an official receipt.	See table of fees	3 minutes	<i>Administrative Officer III (Cashier) OVCCA-UHS</i>
3. Proceed to the Laboratory Section:	3.1. Provide containers for	None	5 minutes	<i>Medical Technologist III, Medical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Present the Physical / Medical Examination Checklist. b. Request for specimen containers. c. Undergo blood extraction, if ready. Observe the following cut-off time for blood extraction and submission of specimens: -Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM to 3:00PM	urine and stool samples. 3.2. May perform blood extraction if the patient consents, and has fasted, if required.			<i>Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
4. Proceed to the Radiology Section: a. Present the Physical / Medical Examination Checklist. b. Undergo the chest X-ray. Observe the following cut-off time: -Mondays to Fridays, 8:00AM to 5:00PM	4.1. Inform and instruct the patient accordingly. 4.2. Perform the X-ray procedure/s. 4.3. Advise the patient on the date and time they can pick up the results.	None	30 minutes	<i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. For ages 40 years old and above, proceed to the Heart Station: a. Present the Physical / Medical Examination Checklist. b. Undergo the ECG. Observe the following cut-off time: -Monday to Friday: 8:00AM to 8:30AM (except on holidays and declared non-working days)	5.1. Conduct the ECG procedure. 5.2. Advise the patient on the date and time they can pick up the results.	None	20 minutes	<i>Nursing Attendant I (Cardiovascular Technologist)</i> OVCCA-UHS
6. Proceed to the Laboratory Section: a. Present the Physical / Medical Examination Checklist. b. Submit properly labeled stool and urine samples. Observe the following cut-off time for blood extraction and submission of specimens: -Receiving of urine & stool samples: 7:00AM to 3:00PM	6.1. Receive stool and urine samples. 6.2. Extract blood for blood tests, if patient has prepared. 6.3. Advise the patient on the date and time they can pick up the results. 6.4. Begin the processing of the laboratory specimen/s received.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
7. Proceed to a DOH-licensed Drug Testing Center.		None	1 hour	<i>External Drug Testing Center</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. On the day all diagnostic test results are available, proceed to the Laboratory Section, Radiology Section and the Heart Station (if ECG was undertaken) to retrieve the official results. Then, proceed to the Medical Records Section: a. Queue online. b. Wait to be called. c. Present the Physical / Medical Examination Checklist, all diagnostic test results and UHS ID.	8.1. Check for the completeness of the diagnostic test results. 8.2. Retrieve the patient's OPD chart. 8.3. Attach all test results. 8.4. Provide 1 set of test results to the patient. 8.5. Issue and instruct the patient to fill out the following: -2 copies of the medical certificate -1 copy of the medical examination form -1 copy of the CSC Form 211 8.6. Instruct the patient to proceed to the Medical Arts Building. 8.7. Log the patient in the hospital information system. 8.8. Bring the patient's record to the Medical Arts Building.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
9. Proceed to the waiting area at the Medical Arts Building and wait to be called.	9.1. Interview the patient by taking the chief complaint, height and weight and other vital signs. 9.2. Encode data in the hospital information system.	None	30 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9.3. Queue the patient to the Medical Officer-On-Duty.			
10. Undergo physical/medical examination.	10.1. Conduct the physical/medical examination. 10.2. Issue the medical certificate, and prescription and referral, if necessary.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V OVCCA-UHS</i>
11. Proceed to the Medical Records Section for stamping (dry seal) and issuance of the medical certificate.	11.1. Affix the dry seal on the medical certificate.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS</i>
TOTAL		Rates depend on the applicable fees; see table of fees	Day 1 (procedures): 2 hours Day 2 (physical examination): 36 minutes	

*The service is being updated and revised.

TABLE OF FEES		
Employer	Below 40 years old	40 years old and above
UP	₱578.00	₱1,892.00
Other Government Agency	₱912.00	₱1,892.00
Private Company	₱730.00	₱1,710.00

OVCCA-UHS.33. MEDICAL / DENTAL CERTIFICATES DUE TO ILLNESS*

For the issuance of a Medical/Dental Certificate documenting the patient's illness

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Laboratory results if available	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek consultation or check-up on the day of illness from Monday to Friday (except on holidays and declared non-working days), 8am until 4pm to queue in. For medical certificates, proceed to the Medical Records Section. (For dental certificates, proceed to the Dental Clinic).	1.1. Retrieve the record of the patient if existing. 1.2. Note the purpose of visit. 1.3. Queue the patient accordingly.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS Dental Aide OVCCA-UHS</i>
2. Undergo the consultation.	2.1. Interview the patient. 2.2. For the medical certificate: *Take and record the	None	30 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	height, weight and vital signs.			<i>Dental Aide</i> OVCCA-UHS
	2.3. Attend to the patient. 2.3. Issue the medical / dental certificate, and prescription and referral if necessary.	None		<i>Medical Officer III, Medical Officer IV or Medical Officer V</i> OVCCA-UHS <i>Dentist III</i> OVCCA-UHS
3. Proceed to the designated station for stamping of the medical certificate.	3.1. Stamp or affix the dry seal on the medical certificate. 3.2. Issue 2 copies.	None	1 minute	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS
TOTAL		None	36 minutes	

*The service is being updated and revised.

OVCCA-UHS.34. VALIDATION OF MEDICAL / DENTAL CERTIFICATES*

For patients with medical / dental certificates issued by non-UHS physicians or dentists, but are required to submit UHS-issued medical certificates

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UHS ID, if with existing hospital record	Medical Records Section

Medical Dental Certificate to be validated should bear the following: 1. Be written on letterhead (original copy) 2. Bear the following information of the attending physician or dentist: •Complete name with signature •License number •Clinic address •Contact number/s / E-mail address 3.Indicate the following: •Diagnosis •Date/s of absence 4. Be presented with the following: •Prescription of medications •Laboratory results as needed (if absent for more than 3 days)	Attending non-UHS physician/dentist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For medical certificates, proceed to the Medical Records Section, present the documentary requirements and signify request for validation of the medical certificate. (For dental certificates or medical certificates of dental concern, proceed to the Dental Clinic).	1.1. Check the completeness of the documents. 1.2. Prepare and issue the charge slip accordingly. 1.3. Attach the documents to the OPD / dental record of the patient.	None	5 minutes	<i>Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk)</i> OVCCA-UHS <i>Dental Aide</i> OVCCA-UHS
2. Proceed to the Medical Arts Building or the ER Extension Facility; or, the Dental Clinic and wait to be called.	2.1. Facilitate issuance of a UHS medical/dental certificate.	None	15 minutes	<i>Nursing Attendant II, Nursing Attendant I, or Midwife II</i> OVCCA-UHS <i>Dental Aide</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Medical Records Section to have the UHS medical/dental certificate stamped.	3.1. Stamp the UHS-issued medical/dental certificate.	None	5 minutes	Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS
	3.2. File the validated medical/dental certificate in the OPD record of the patient.	None		Senior ICT Assistant, Cook II (Medical Records Clerk), or Waiter II (Medical Records Clerk) OVCCA-UHS Dental Aide OVCCA-UHS
TOTAL		None	25 minutes	

*The service is being updated and revised.

OVCCA-UHS.35. UPLB ANNUAL MEDICAL EXAMINATION*

For disease prevention and early detection of diseases of the UPLB workforce

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID	Medical Records Section
UPLB AME Checklist	Medical Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Records Section. a. Queue online. b. Wait to be called. c. UPLB ID and latest contract of employment if non-permanent UP employee.	1.1. Check UPLB ID and latest contract of employment for verification. 1.2. If qualified for the UPLB AME, check the name of the UPLB employee if AME benefit for the year has not been used yet. 1.3. If qualified for the current year, encode the name, office, and classification. 1.4. Issue the UPLB AME checklist and give instructions accordingly.	None	5 minutes	<i>Medical Records Section Staff</i> OVCCA-UHS
2. Proceed to the Laboratory Section: a. Present the UPLB AME checklist. b. Request for specimen containers. c. Undergo blood extraction, if ready. Observe the following cut-off time for blood extraction and submission of specimens:	2.1. Provide containers for urine and stool samples. 2.2. May perform blood extraction if the patient consents, and has fasted, if required.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Blood extraction requiring fasting (10hrs): 7:00AM to 9:30AM -Blood extraction not requiring fasting: 7:00AM to 3:00PM				
3. Proceed to the Radiology Section: a. Present the UPLB AME checklist. b. Undergo the chest X-ray. Observe the following cut-off time: -Mondays to Fridays, 8:00AM to 5:00PM	3.1. Inform and instruct the patient accordingly. 3.2. Perform the X-ray procedure/s. 3.3. Advise the patient on the date and time of the release of result/s. 3.4. Instruct the patient to proceed to the Medical Records Section for the results on the day of their AME.	None	30 minutes	<i>Radiologic Technologist</i> OVCCA-UHS
4. For ages 40 years old and above, proceed to the Heart Station: a. Present the UPLB AME checklist. b. Undergo the ECG. Observe the following cut-off time: -Monday to Friday: 8:00AM to 8:30AM (except on holidays and declared non-working days)	4.1. Conduct the ECG procedure. 4.2. Instruct the patient to proceed to the Medical Records Section for the results on the day of their AME.	None	20 minutes	<i>Cardiovascular Technologist</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Once urine and stool samples are available, proceed to the Laboratory Section: a. Present the UPLB AME checklist. b. Submit properly labeled stool and urine samples. Observe the following cut-off time for blood extraction and submission of specimens: -Receiving of urine & stool samples: 7:00AM to 3:00PM	5.1. Receive stool and urine samples. 5.2. Extract blood for blood tests, if patient has prepared. 5.3. Advise the patient on the date and time of the release of results. 5.4. Instruct the patient to proceed to the Medical Records Section for the results on the day of their AME. 5.5. Begin the processing of the laboratory specimen/s received.	None	5 minutes	<i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> OVCCA-UHS
6. Once all the test results are available, proceed to the Medical Records Section. a. Queue online. b. Wait to be called. c. Present the UPLB AME checklist and UHS ID.	6.1. Check for the completeness of the diagnostic test results. 6.2. Retrieve the patient's OPD chart. 6.3. Attach all test results. 6.4. Provide 1 set of test results to the patient. 6.5. Issue and instruct the patient to fill out the following: -2 copies of the medical certificate -1 copy of the medical examination form. 6.6. Instruct the patient to proceed	None	5 minutes	<i>Medical Records Section Staff</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the Medical Arts Building. 6.7. Log the patient in the hospital information system. 6.8. Bring the patient's record to the Medical Arts Building.			
7. Proceed to the waiting area at the Medical Arts Building and wait to be called.	7.1. Interview the patient by taking the chief complaint, height and weight and other vital signs. 7.2. Encode data in the hospital information system. 7.3. Queue the patient to the Medical Officer-On-Duty.	None	30 minutes	<i>Nursing Service Staff</i> OVCCA-UHS
8. Undergo physical/medical examination.	8.1. Conduct the physical/medical examination. 8.2. Issue the medical certificate, and prescription and referral, if necessary.	None		<i>Medical Officer</i> OVCCA-UHS
9. Proceed to the Medical Records Section for stamping (dry seal) and issuance of the medical certificate.	9.1. Affix the dry seal on the medical certificate.	None	1 minute	<i>Medical Records Section Staff</i> OVCCA-UHS
TOTAL		None	1 hour, 41 minutes	

*The service is being updated and revised.

OVCCA-UHS.36. ADMISSION / CONFINEMENT OF PATIENTS*

For medical management of cases on an inpatient basis

Office or Division	University Health Service
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Patient Data Sheet	Admitting Officer or Emergency Room Nurse-On-Duty
Any identification card	
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
History Form	Admitting Officer or Emergency Room Nurse-On-Duty
Admission Slip and Admitting Order Sheet	Admitting Officer or Emergency Room Nurse-On-Duty
Consent Form for Hospitalization	Admitting Officer or Emergency Room Nurse-On-Duty
Undertaking Form	Admitting Officer or Emergency Room Nurse-On-Duty
Referral Letter and Admitting Order Sheet, if referred by another health care provider	From other health institutions or UHS-accredited physicians
Watcher's ID	Admitting Officer or Emergency Room Nurse-On-Duty
Claim Signature Form (CSF)	PhilHealth Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) and present the admitting orders and / or referral for admission. For UP constituents, present UP ID and proof of latest enrollment or contract of employment.	1.1 Check for the completeness and receive documentary requirements. 1.2. Check for the availability of rooms. 1.3. Instruct patients to fill out a Patient Data Sheet.	Incorporated in the inpatient statement of account	5 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Notify the Ward Section of the ongoing admission. 1.5. Conduct an interview of the patient or patient's relative or companion. 1.6. Secure the consent for admission and undertaking from the patient or patient's relative.	None	5 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>
2. Fill out and sign all documents required for admission and undergo an orientation on the hospital's policies, rates, patients rights and obligations, and wearing of the watcher's ID.	2.1 Conduct an orientation on the hospital's policies, rates, patients rights and obligations, among others. 2.2. Encode the patient's data in the hospital's information system.	None	10 minutes	<i>Administrative Aide VI (Admitting Officer), Nurse IV, Nurse III or Nurse I OVCCA-UHS</i>
3. Undergo clinical assessment.	3.1 Initially assess the patient's clinical condition. 3.2. Inform the Attending Physician about the case for admission.	None	30 minutes	<i>Nurse IV, Nurse III, or Nurse I OVCCA-UHS</i>
	3.3. Conduct thorough history taking and clinical findings. 3.4. Accomplish the admitting orders.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V OVCCA-UHS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Cooperate on the interventions needed.	4.1. Carry out Doctor's admitting order.	None		<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
5. Proceed to the respective ward assignment.	5.1 Accompany patient to the respective ward assignment. 5.2 Endorse the patient to the Ward Nurse-On-Duty.	None	10 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	1 hour	

*The service is being updated and revised.

OVCCA-UHS.37. EMERGENCY CASES*

For emergency attendance to cases such as breathing problem, substantial bleeding (or minor bleeding in the old or the very young), heart problems (eg chest pain, cardiac arrest,...), poisoning, unconsciousness, serious burn (eg covers an extensive area of the body), fracture, dislocation, emergency childbirth

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any identification card	
UP ID	HRDO
ER Chart	Emergency Room
Charge slip	Nursing Service Staff-On-Duty, Pharmacist-On-Duty, Medical Technologist-On-Duty, and /or Radiologic Technologist-On-Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) Triage Area for interview and assessment.	1.1 Take vital signs and record in the ER Chart. 1.2. Obtain a brief medical history and inquire about the patient's primary concern. 1.3. Triage the patient based on the severity of condition: Priority 1: Critical Priority 2: Emergent Priority 3: Non-Emergent Priority 4: Non-Urgent	None	5 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
2. Fill out the ER Chart.	2.1. Register the patient's demographic profile and information in the hospital's information system. 2.2. Endorse the ER case to the ER Physician-On-Duty.	None	5 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
3. Proceed to the EREF treatment area and cooperate during evaluation and management.	3.1. Conduct comprehensive history-taking and physical examination of the patient. 3.2. Give orders.	None	10 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
4. Cooperate on the interventions needed and follow-up assessment.	4.1. Initiate the patient's treatment / management. 4.2. Prepare requests for	Depending in interventions needed	2 hours	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ancillary diagnostic procedures, as necessary.			OVCCA-UHS <i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	4.3. Provide feedback on the available medicines, medical supplies, and / or laboratory or radiologic results, if needed. 4.4. Dispense the needed medicines and medical supplies, and/or perform the requested diagnostic procedure/s. 4.5. Issue charge slips accordingly and endorse to the ER Nurse-On-Duty.	Fees depend on the patient's classification and procedures/s availed.		<i>Pharmacist II, or Pharmacist I</i> <i>Medical Technologist III, Medical Technologist I, or Junior Medical Laboratory Technology Assistant</i> <i>Radiologic Technologist II, or Junior Medical Laboratory Technology Associate</i> OVCCA-UHS
	4.6. Evaluate the need for additional management or referral to another service.	None		<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
5. Follow steps on the decided disposition of the ER Physician-On-Duty.	5.1. Prepare all necessary documents for final disposition.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
	5.2. Consolidate all charge slips and issue to	See table of fees		<i>Nurse IV, Nurse III, or Nurse I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	patient or his/her relative or companion.			OVCCA-UHS
6. Present the charge slip and pay the indicated amount to the Hospital Cashier or the designated Special Collecting Officer during non-office hours.	6.1. Collect payment. 6.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
7. Present the proof of payment and receive the prescriptions, home instructions and schedule of follow-up.	7.1. Issue the prescriptions, home instructions, and schedule of follow-up, if any. 7.2. Inform patient about the next steps in their treatment or discharge process.	None	15 minutes	<i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS <i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the billing statement ; see table of fees	2 hours, 53 minutes	

*The service is being updated and revised.

TABLE OF FEES		
Particular	U.P. Constituents	NON-UP
ER Consultation Fee		
Non-UP during office hours	None	₱400.00
Non-UP after office hours	None	₱500.00
ER Facility Fee		
Non-UP for the 1st 2 hours hours	None	₱150.00
additional fee for the succeeding hours of stay	None	₱50.00

OVCCA-UHS.38. DISPENSARY PROCEDURES: INJECTIONS, VACCINATIONS*

For administration of vaccines and non-oral medications

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Out-patient record (during office hours); ER Chart (if outside office hours)	Medical Records Section
Referral Letter	Referring physician
Vaccination Form	Dispensary / Pharmacy
Consent for Vaccination, if for vaccination	Dispensary
Dispensary Request	Dispensary
Charge Slip	Dispensary
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Dispensary and present the request.	1.1. Check the request and the availability of the vaccine or medicine. 1.2. Screen the patient and take the vital signs. 1.3. If for vaccination, secure consent. 1.4. Prepare and issue the charge slip to the patient.	See table of fees	10 minutes	Nurse IV, Nurse III, or Nurse I OVCCA-UHS
2. Present the charge slip and pay the indicated	2.1. Collect payment. 2.2. Issue an official receipt.	None	3 minutes	Administrative Officer III (Cashier) OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
amount to the Hospital Cashier.				
3. Present the official receipt to the dispensary.	3.1. Verify and record payment details accordingly.	None	2 minutes	Nurse IV, Nurse III, or Nurse I OVCCA-UHS
	3.2. Administer the procedure. 3.3. Record the patient's data and administered procedure/s.	None	5 minutes	
4. Undergo the dispensary procedure.	4.1. Observe the patient for post-vaccination effects. 4.2. Issue the accomplished vaccination form and special instructions for possible adverse effects of the administered vaccine or medicine. 4.3. Advise the patient for follow-up, if needed.	None	15 minutes	
TOTAL		Rates depends on the applicable fees; see table of fees	35 minutes	

*The service is being updated and revised.

OVCCA-UHS.39. DISPENSARY PROCEDURES: SUTURING*

For performance of basic medical procedures

Office or Division	University Health Service
Classification	Simple

Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee
UHS ID, if with existing hospital record	Medical Records Section
Doctor's Order or Referral Letter	Attending physician
ER Chart and/or Vaccination Form	Emergency Room
Consent Form for Operation	Emergency Room
Charge Slip	Emergency Room
Official Receipt	Hospital Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Emergency Room Extension Facility (EREF) for immediate attention.	1.1. Interview the patient, relative or companion.	None	5 minutes	Nurse IV, Nurse III, or Nurse I OVCCA-UHS
2. Undergo assessment.	2.1. Assess the condition of the patient. 2.2. Issue doctor's orders.	None	20 minutes	Medical Officer III, Medical Officer IV, or Medical Officer V OVCCA-UHS
3. Sign the written consent.	3.1. Secure the written consent for the procedure.	None	3 minutes	Nurse IV, Nurse III, or Nurse I OVCCA-UHS
	3.2. Administer the procedure (suturing and administration of anti-tetanus). 3.3. Record the patient's data and administered procedure/s.	None	30 minutes	Nurse IV, Nurse III, or Nurse I OVCCA-UHS
4. Undergo the dispensary procedure.	4.1. Prepare and issue the charge slip to the patient, relative or companion.	Fees depend on the patient's classifica	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		tion, and the vaccines, medicines and medical supplies administered and used.		
	4.2. Do post-operative observation.	None	15 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
	4.3. Issue the accomplished vaccination form, prescription and special instructions for home medications, wound care and follow up schedule. 4.4. Accomplish the Operative Record.	None		<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS <i>Medical Officer III, Medical Officer IV, or Medical Officer V</i> OVCCA-UHS
5. Present the charge slip and pay the indicated amount to the Hospital Cashier.	5.1. Collect payment. 5.2. Issue an official receipt.	None	3 minutes	<i>Administrative Officer III (Cashier)</i> OVCCA-UHS
6. Present the official receipt to the EREF.	6.1. Verify and record payment details accordingly.	None	2 minutes	<i>Nurse IV, Nurse III, or Nurse I</i> OVCCA-UHS
TOTAL		Rates depends on the applicable fees; see table of fees	1 hour and 20 minutes	

*The service is being updated and revised.

OVCCA-UHS.40. NUTRITION COUNSELING*

For consultation on nutrition-related concerns that will aid in achieving or maintaining a healthy lifestyle

Office or Division	University Health Service
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral letter	Referring physician
UHS ID	Medical Records Section
UP ID	HRDO
Additional: latest contract if non-permanent UP employee	HRDO or home unit if non-permanent UP employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an appointment for nutrition counseling at the Nutritional Clinic from Monday to Friday, 8am to 5pm (except on holidays and declared non-working days), or via Facebook Messenger at: https://m.me/UH-SUPLBNutritionClinic . Present the following documents: a. Referral letter for nutrition counseling, if available b. UHS ID	1.1. Check the documentary requirements. 1.2. Secure the patient's email address and other contact information. 1.3. Set the appointment.	None	3 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
	1.4. Retrieve the patient's medical record on the appointed date.	None	4 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
c. UP ID; Latest contract if non-permanent UP employee				
2. Proceed to the Nutrition Clinic and inform them of your presence at least 15 minutes before your set appointment.	2.1. Ask the patient to accomplish the Nutrition Assessment Form.	None	2 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
3. Submit the accomplished Nutrition Assessment Form to the Nutritionist-Dietitian and undergo nutrition counseling.	3.1. Conduct nutrition counseling.	None	40 minutes	<i>Nutritionist-Dietitian III</i> OVCCA-UHS
TOTAL		₱300.00	49 minutes	

*The service is being updated and revised.

OVCCA-UHS TABLE OF FEES (₱)

X-RAY PROCEDURES																
PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN	UP STUDE NT	UP EMPLO YEE & DEPEN DENT	NON-U PLB	SENIOR CITIZEN
ABDOMEN																
KUB/P-ABD. AP (Child)	237	264	339	271	237	279	399	319	279	329	470	376	329	388	553	442
KUB/P-ABD. SUP/UPRT (Child)	237	264	339	-	237	279	399	-	279	329	470	-	329	388	553	-
KUB/P-ABD. AP (Adult)	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
KUB/P-ABD.SUP/UPRT (Adult)	444	494	635	-	444	523	748	-	523	616	880	-	616	725	1,036	-
Abdomen AP	237	264	339	271	237	279	399	319	279	329	470	376	329	388	553	442
BREAST BONE																
Sternum Lateral	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Sternum Lat.OBL.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
CHEST																
Chest PA (Adult)	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Chest Pre-enrollment	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Chest PAL (Adult)	363	404	519	415	363	428	611	489	428	504	719	575	504	593	846	677
Chest APL (Child)	444	494	635	-	444	523	748	-	523	616	880	-	616	725	1,036	-
Spot view	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Apico-lordotic view	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
EXTREMITIES																
Arm APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Elbow APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Forearm APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Wrist APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Hand APO unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Thigh (Femur) APL unilat.	425	473	608	486	425	500	716	573	500	589	843	674	589	693	992	794
Knee APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Leg APL unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Ankle APL Unilat.	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Ankle Mortses Unilat.	425	473	608	486	425	500	716	573	500	589	843	674	589	693	992	794
Foot APO	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
PELVIC																
Pelvic AP (child)	156	174	223	-	156	184	263	-	184	217	310	-	217	256	365	-
Pelvic AP/Frogleg (Child)	310	345	443	-	310	365	522	-	365	430	615	-	430	506	724	-

X-RAY PROCEDURES

Pelvic AP (Adult)	210	234	300	240	210	248	353	282	248	292	416	333	292	344	490	392
Pelvic AP/Frogleg (Adult)	363	404	519	415	363	428	611	489	428	504	719	575	504	593	846	677
RIB																
Chest bucky/Ribs Cage AP	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
SHOULDER																
Shoulder AP-Unilateral	156	174	223	178	156	184	263	210	184	217	310	248	217	256	365	292
Shoulder Transcapular-Unilat.	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Shoulder AP-bilat.	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Shoulder Transcapular-bilat.	482	536	689	551	482	568	811	649	568	669	955	764	669	788	1,124	899
SKULL																
Mandible	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Mastoid series	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Nasal bone	310	345	443	354	310	365	522	418	365	430	615	492	430	506	724	579
Neck soft tissue	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
PNS	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
Skull APL	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
TMJ	444	494	635	508	444	523	748	598	523	616	880	704	616	725	1,036	829
Waters' view	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
Zygomatic bone	598	665	855	684	598	704	1,006	805	704	829	1,184	947	829	976	1,393	1,114
SPECIAL PROCEDURES																
Barium Swallow	1,328	1,476	1,898	1,518	1,328	1,563	2,233	1,786	1,563	1,839	2,628	2,102	1,839	2,164	3,092	2,474
KUB-IVP	2,615	2,906	3,736	2,989	2,615	3,077	4,396	3,517	3,077	3,620	5,172	4,138	3,620	4,259	6,085	4,868
Ba. Enema	2,615	2,906	3,736	2,989	2,615	3,077	4,396	3,517	3,077	3,620	5,172	4,138	3,620	4,259	6,085	4,868
Upper G.I. Series	1,688	1,876	2,412	1,930	1,688	1,986	2,838	2,270	1,986	2,337	3,339	2,671	2,337	2,750	3,929	3,143
VERTEBRAL COLUMN																
Cervical APL	310	345	443	354	310	365	522	418	365	430	615	492	430	506	724	579
Cervical APL/R-L-OBL.	751	835	1,073	858	751	884	1,263	1,010	884	1,040	1,486	1,189	1,040	1,224	1,749	1,399
T-C AP	291	324	416	333	291	343	490	392	343	404	577	462	404	476	679	543
T-C APO	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
T-Spine APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
T-L APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
L-S APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081
Sacrum/Coccyx APL	579	644	828	662	579	682	975	780	682	803	1,148	918	803	945	1,351	1,081

ULTRASOUND PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Abdomen, lower	917	1,019	1,456	1,165	917	1,079	1,713	1,370	1,079	1,270	2,016	1,613	1,270	1,495	2,372	1,898
Abdomen, upper	917	1,019	1,456	1,165	917	1,079	1,713	1,370	1,079	1,270	2,016	1,613	1,270	1,495	2,372	1,898
Abdomen, whole	1,119	1,244	1,778	1,422	1,119	1,317	2,092	1,674	1,317	1,550	2,462	1,970	1,550	1,824	2,897	2,318
Abdomen, whole + Pelvic / Prostate	1,483	1,648	2,355	1,884	1,483	1,745	2,771	2,217	1,745	2,053	3,260	2,608	2,053	2,416	3,836	3,069
Abdominal Aorta	545	606	866	693	545	642	1,019	815	642	756	1,199	959	756	890	1,411	1,129
Appendix	545	606	866	693	545	642	1,019	815	642	756	1,199	959	756	890	1,411	1,129
Biophysical Profile Scoring	1,467	1,630	2,329	1,863	1,467	1,726	2,740	2,192	1,726	2,031	3,224	2,579	2,031	2,390	3,793	3,034
Breast, bilateral	1,166	1,296	1,852	1,482	1,166	1,372	2,179	1,743	1,372	1,615	2,564	2,051	1,615	1,900	3,017	2,414
Breast, unilateral	692	769	1,099	879	692	815	1,293	1,034	815	959	1,522	1,218	959	1,129	1,791	1,433
Chest, bilateral*	830	923	1,319	1,055	830	977	1,552	1,242	977	1,150	1,826	1,461	1,150	1,353	2,149	1,719
Chest, unilateral*	646	718	1,026	821	646	760	1,208	966	760	895	1,422	1,138	895	1,053	1,673	1,338
Cranial	816	907	1,296	1,037	816	960	1,525	1,220	960	1,130	1,795	1,436	1,130	1,330	2,112	1,690
Gallbladder	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
HBT-Pancreas	948	1,054	1,506	1,205	948	1,116	1,772	1,418	1,116	1,313	2,085	1,668	1,313	1,545	2,453	1,962
Hepato-biliary tree (HBT)	747	830	1,186	949	747	879	1,396	1,117	879	1,035	1,643	1,314	1,035	1,218	1,933	1,546
Inguinal, bilateral	948	1,054	1,506	1,205	948	1,116	1,772	1,418	1,116	1,313	2,085	1,668	1,313	1,545	2,453	1,962
Inguinal, unilateral	692	769	1,099	879	692	815	1,293	1,034	815	959	1,522	1,218	959	1,129	1,791	1,433
Kidney, unilateral	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Kidneys, bilateral	750	834	1,192	954	750	883	1,403	1,122	883	1,039	1,651	1,321	1,039	1,223	1,943	1,554
KUB	824	916	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450	1,142	1,344	2,132	1,706
KUB-Prostate	979	1,088	1,555	1,244	979	1,152	1,830	1,464	1,152	1,356	2,153	1,722	1,356	1,596	2,533	2,026
Liver	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Liver & Gallbladder (LGB)	747	830	1,186	949	747	879	1,396	1,117	879	1,035	1,643	1,314	1,035	1,218	1,933	1,546
Liver, Gallbladder, Pancreas (LGBP)	855	950	1,358	1,086	855	1,006	1,598	1,278	1,006	1,184	1,880	1,504	1,184	1,393	2,212	1,770
Mass ultrasound	793	882	1,260	1,008	793	933	1,483	1,186	933	1,098	1,745	1,396	1,098	1,292	2,053	1,642
Neck ultrasound	840	934	1,335	1,068	840	989	1,571	1,257	989	1,164	1,849	1,479	1,164	1,370	2,176	1,741
Pancreas	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	810	953	1,512	1,210
Parotid Gland	840	934	1,335	1,068	840	989	1,571	1,257	989	1,164	1,849	1,479	1,164	1,370	2,176	1,741
Pelvic	700	778	1,112	890	700	824	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450
Prostate	700	778	1,112	890	700	824	1,309	1,047	824	970	1,540	1,232	970	1,142	1,812	1,450
Spleen	584	649	928	742	584	688	1,092	874	688	810	1,285	1,028	8,100	953	1,512	1,210
Testes, bilateral	848	943	1,348	1,078	848	998	1,586	1,269	998	1,175	1,866	1,493	1,175	1,383	2,196	1,757

ULTRASOUND PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Testes, unilateral	801	890	1,272	1,018	801	943	1,497	1,198	943	1,110	1,762	1,410	1,110	1,306	2,073	1,658
Thyroid	786	874	1,249	999	786	925	1,470	1,176	925	1,089	1,730	1,384	1,089	1,282	2,036	1,629

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
HEMATOLOGY																
APTT	678	754	775	969	678	798	912	1,140	798	939	1,073	1,342	939	1,105	1,263	1,579
APTT / PTT (Send Out)	700	778	800	1,000	700	824	941	1,177	824	970	1,108	1,385	970	1,142	1,304	1,630
CBC w/ platelet	239	266	273	341	239	281	321	402	281	331	378	473	331	390	445	557
CBC with platelet (Send Out)	375	417	428	535	375	441	504	630	441	519	593	742	519	611	698	873
Coombs Test (Direct) (Send Out)	327	364	374	467	327	385	440	550	385	453	518	648	453	533	610	763
Coombs Test (Indirect) (Send Out)	1,500	1,667	1,714	2,143	1,500	1,765	2,017	2,522	1,765	2,077	2,374	2,968	2,077	2,444	2,793	3,492
CT / BT	96	107	110	137	96	113	129	162	113	133	152	191	133	157	180	225
D-Dimer (Send Out)	2,550	2,834	2,914	3,643	2,550	3,001	3,429	4,286	3,001	3,531	4,034	5,043	3,531	4,155	4,746	5,933
ESR	162	180	185	231	162	191	217	272	191	225	256	320	225	265	301	377
Hct / Platelet	197	219	225	281	196	231	264	330	231	272	311	389	273	322	367	459
Hgb / Hct	160	178	182	228	160	188	215	269	188	222	253	317	222	262	298	373
Malarial smear	200	223	229	286	220	236	269	337	236	278	317	397	278	328	374	468
Malarial Smear (Send Out)	335	372	382	478	335	394	450	563	394	464	530	663	464	546	624	780
Peripheral Blood Smear	200	222	229	286	200	235	268	336	235	277	316	396	277	326	373	466
Peripheral Blood Smear (Send Out)	323	360	370	462	323	381	435	544	381	449	512	640	449	529	602	753
Peripheral Blood Smear + CBC	439	488	502	627	439	517	590	738	517	609	695	869	609	717	818	1,023
Platelet count	195	217	222	278	195	229	262	328	229	270	309	386	270	318	363	455
Platelet count (Send Out)	220	245	251	314	220	259	296	370	259	305	348	436	305	359	410	513
Prothrombin Time (PT)	678	754	775	969	678	798	912	1,140	798	939	1,073	1,342	939	1,105	1,263	1,579

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Protine / PT (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
Reticulocyte count (Send Out)	214	238	244	305	214	252	287	359	252	297	338	423	297	350	398	498
WBC, differential count	125	140	143	179	125	148	168	211	148	175	199	249	175	206	234	293
CLINICAL MICROSCOPY																
Bile	62	70	71	89	62	74	84	105	74	88	99	124	88	104	117	146
Fecalalysis	56	63	64	80	56	66	75	95	66	78	89	112	78	92	105	132
Ketones, urine	71	80	82	102	71	84	96	120	84	99	113	142	99	117	134	168
Occult Blood	172	191	196	245	172	202	231	289	202	238	272	340	238	280	320	400
Occult Blood - FIT (Send Out)	765	851	874	1,093	765	901	1,029	1,286	901	1,060	1,210	1,513	1,060	1,248	1,424	1,780
Micral test	320	356	366	457	320	377	430	538	377	444	506	633	444	523	596	745
Pregnancy test	147	164	168	210	147	173	198	248	173	204	233	292	204	240	275	344
Urinalysis, albumin	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
Urinalysis, routine	60	67	68	85	60	70	80	100	70	83	94	118	83	98	111	139
Urinalysis, specific gravity	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
Urinalysis, sugar	53	60	61	76	53	63	72	90	63	75	85	106	75	89	100	125
CLINICAL CHEMISTRY																
Acid Phosphatase (Send Out)	221	246	253	316	221	261	297	372	261	308	350	438	308	363	412	516
Albumin-Creatinine Ratio (ACR)	1,050	1,167	1,200	1,500	1,050	1,236	1,412	1,765	1,236	1,455	1,661	2,077	1,455	1,712	1,955	2,444
Alkaline Phosphatase	200	223	229	286	200	236	269	337	236	278	317	397	278	328	374	468
Alkaline Phosphatase (Send Out)	206	229	235	294	206	243	277	346	243	286	326	408	286	337	384	480
Amylase	377	420	431	539	377	444	507	635	444	523	598	748	523	616	704	880
Amylase (Send Out)	372	414	426	532	372	439	501	626	439	517	589	737	517	609	694	868
Bicarbonate (HCO ₃) (Send Out)	1,052	1,169	1,202	1,503	1,052	1,238	1,415	1,769	1,238	1,457	1,665	2,082	1,457	1,715	1,960	2,450
Bilirubin, direct	226	252	258	323	226	266	304	380	266	313	358	448	313	369	422	528
Bilirubin, direct (Send Out)	228	254	261	326	228	269	307	384	269	317	361	452	317	373	425	532
Bilirubin, indirect	233	259	266	333	233	275	313	392	275	324	369	462	324	382	435	544
Bilirubin, indirect (Send Out)	228	254	261	326	228	269	307	384	269	317	361	452	317	373	425	532
Bilirubin, PACKAGE	408	454	466	583	408	481	549	686	481	566	646	808	566	666	760	951
Bilirubin, PACKAGE (Send Out)	408	454	466	583	408	481	549	686	481	566	646	808	566	666	760	951
Bilirubin, total	230	256	263	329	230	271	310	388	271	319	365	457	319	376	430	538
Bilirubin, total (Send Out)	230	256	263	329	230	271	310	388	271	319	365	457	319	376	430	538

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN
Blood Ketone (Send Out)	760	844	868	1,085	760	894	1,021	1,277	894	1,052	1,202	1,503	1,052	1,238	1,415	1,769
BUA	176	196	202	252	176	208	237	297	208	245	280	350	245	289	329	412
BUA (Send Out)	182	203	208	260	182	215	245	306	215	253	288	360	253	298	339	424
BUN	178	198	203	254	178	210	239	299	210	248	281	352	248	292	331	415
BUN (Send Out)	176	196	201	251	176	207	236	296	207	244	279	349	244	288	328	411
Calcium	235	261	268	335	235	276	315	395	276	325	372	465	325	383	438	548
Calcium (Send Out)	327	364	374	467	327	385	440	550	385	453	518	648	453	533	610	763
Chloride	214	238	245	306	214	252	288	360	252	297	339	424	297	350	399	499
Chloride (Send Out)	220	245	251	314	220	259	296	370	259	305	348	436	305	359	410	513
Cholesterol	197	220	226	282	197	233	265	332	233	275	312	391	275	324	368	460
Cholesterol (Send Out)	202	224	230	288	202	238	271	339	238	280	319	399	280	330	376	470
Cholesterol, HDL, LDL, VLDL, Trigly (Send Out)	685	761	782	978	685	806	920	1,151	806	949	1,083	1,355	949	1,117	1,275	1,595
Cholinesterase (Send Out)	543	603	620	775	543	639	729	912	639	752	858	1,073	752	885	1,010	1,263
CK total	397	441	454	567	397	467	534	668	467	550	629	786	550	648	740	925
CK total (Send Out)	400	445	457	571	400	471	537	672	471	555	632	791	555	653	744	931
CK-MB	565	628	646	807	565	665	760	950	665	783	894	1,118	783	922	1,052	1,316
CK-MB (Send Out)	810	900	926	1,157	810	953	1,089	1,362	953	1,122	1,282	1,603	1,122	1,320	1,509	1,886
Creatinine	179	199	204	255	179	210	240	300	210	248	282	353	248	292	332	416
Creatinine (Send Out)	192	214	219	274	192	226	258	323	226	266	304	380	266	313	358	448
Creatinine clearance (24h urine) (Send Out)	700	778	800	1,000	700	824	941	1,177	824	970	1,108	1,385	970	1,142	1,304	1,630
Cystatin C (Send Out)	1,326	1,474	1,515	1,894	1,326	1,560	1,783	2,229	1,560	1,836	2,098	2,623	1,836	2,160	2,469	3,086
G6PD (Send Out)	1,812	2,014	2,071	2,589	1,812	2,133	2,437	3,046	2,133	2,510	2,867	3,584	2,510	2,953	3,373	4,217
GGTP (Send Out)	358	399	410	512	358	422	482	603	422	497	568	710	497	585	668	836
Glucose, fasting (Send Out)	176	196	202	252	176	208	237	297	208	245	280	350	245	282	322	403
Glucose, fasting	172	192	197	246	172	203	232	290	203	239	273	342	239	282	322	403
HbA1c	623	693	712	890	623	733	838	1,048	733	863	986	1,233	863	1,016	1,160	1,451
HbA1c, ABC	686	763	784	980	686	808	922	1,153	808	951	1,085	1,357	951	1,119	1,277	1,597
HDL	386	430	442	552	386	455	520	650	455	536	612	765	536	631	720	900
Inorganic phosphorus (Send Out)	237	263	270	338	237	279	318	398	279	329	375	469	329	388	441	552
Ionized calcium (Send Out)	508	564	580	725	508	598	682	853	598	704	803	1,004	704	829	945	1,182
Iron (Send Out)	608	676	695	869	608	716	818	1,023	716	843	963	1,204	843	992	1,133	1,417

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
LDH (Send Out)	580	644	662	828	580	682	779	975	682	803	918	1,148	803	945	1,080	1,351
Lipase (Send Out)	651	724	744	930	651	766	875	1,095	766	902	1,031	1,289	902	1,062	1,213	1,517
Lipids (Chol, HDL, Trigly)	678	753	774	968	678	798	911	1,139	798	939	1,072	1,340	939	1,105	1,261	1,577
Lithium (Send Out)	765	851	874	1,093	765	901	1,029	1,286	901	1,060	1,210	1,513	1,060	1,248	1,424	1,780
Liver Profile (Bili-total, direct, indirect, ALP, SGOT, SGPT, TPAG, GGTP) (Send Out)	931	1,035	1,064	1,330	931	1,096	1,252	1,565	1,096	1,290	1,473	1,842	1,290	1,518	1,734	2,168
Magnesium	367	408	419	524	367	432	493	617	432	509	581	726	509	599	683	855
Magnesium (Send Out)	421	468	481	601	421	495	566	708	495	583	666	833	583	686	784	980
OGCT, 50g	476	529	544	680	476	560	640	800	560	659	753	942	659	766	887	1,109
OGTT, 100g	786	874	898	1,123	786	925	1,057	1,322	925	1,089	1,244	1,556	1,089	1,282	1,464	1,831
OGTT, 75g	760	845	869	1,086	760	895	1,022	1,278	895	1,053	1,203	1,504	1,053	1,239	1,416	1,770
OGTT, modified, 100g	620	689	708	885	620	729	833	1,042	729	858	981	1,226	858	1,010	1,154	1,443
OGTT, modified, 75g	600	667	686	857	600	706	807	1,009	706	858	981	1,226	831	978	1,118	1,398
Phosphorus (Send Out)	250	276	286	357	250	294	336	420	294	346	395	495	346	408	466	583
Potassium	200	223	229	286	200	236	269	337	236	278	317	397	278	328	374	468
Potassium (Send Out)	214	238	244	305	214	252	287	359	252	297	338	423	297	350	398	498
Procalcitonin (Send Out)	2,710	3,012	3,098	3,872	2,710	3,189	3,644	4,556	3,189	3,752	4,288	5,360	3,752	4,415	5,045	6,306
Protein Package	562	625	642	803	562	662	756	945	662	779	889	1,112	779	917	1,047	1,309
Protein Package (Send Out)	582	647	665	831	582	685	782	978	685	806	920	1,151	806	949	1,083	1,355
Protein, albumin	268	298	306	383	268	316	360	451	316	372	424	531	372	438	500	625
Protein, albumin (TP-ALB) (Send Out)	245	273	280	350	245	289	329	412	289	340	388	485	340	400	456	571
Protein, globulin (TP-ALB)	468	521	535	669	468	551	630	788	551	649	742	928	649	764	873	1,092
Protein, total	266	296	304	380	266	313	358	448	313	369	422	528	369	435	497	622
Protein, total (Send Out)	239	266	274	342	239	282	322	403	282	332	379	475	332	391	447	559
Protein, total, albumin, globulin (TPA/G) (Send Out)	451	501	515	644	451	531	606	758	531	625	713	892	625	736	840	1,050
Renal Profile (BUN, Crea, TPAG, Na, K) (Send Out)	1,733	1,925	1,980	2,475	1,733	2,039	2,329	2,912	2,039	2,399	2,741	3,426	2,399	2,823	3,224	4,031
SGOT	203	226	232	290	203	239	273	342	239	282	322	403	282	332	379	475
SGOT (Send Out)	209	232	238	298	209	246	280	351	246	290	330	413	290	342	389	486
SGPT	205	228	234	293	205	242	276	345	242	285	325	406	285	336	382	478
SGPT (Send Out)	209	232	238	298	209	246	280	351	246	290	330	413	290	342	389	486
Sodium	195	217	222	278	195	229	262	328	229	270	309	386	270	318	363	455

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZ EN
Sodium (Send Out)	203	226	232	290	203	239	273	342	239	282	322	403	282	332	379	475
TIBC (Iron-UIBC) (Send Out)	685	762	783	979	685	807	921	1,152	807	950	1,084	1,356	950	1,118	1,276	1,596
Triglycerides	256	284	292	365	256	301	344	430	301	355	405	506	355	418	476	596
Triglycerides (Send Out)	259	288	296	370	259	305	348	436	305	359	410	513	359	423	483	604
UIBC (Send Out)	497	553	568	710	497	585	668	836	585	689	787	984	689	811	926	1,158
Urine chloride, 24hrs (Send Out)	388	431	443	554	388	457	521	652	457	538	614	768	538	633	723	904
Urine creatinine, 24hr/random (Send Out)	354	394	405	506	354	417	476	596	417	491	561	702	491	578	661	826
Urine potassium, 24hr/random (Send Out)	385	428	440	550	385	453	518	648	453	533	610	763	533	628	718	898
Urine sodium, 24hr/random (Send Out)	397	441	454	567	397	453	534	668	467	550	629	786	550	648	740	925
Urine total protein / creatinine ratio, random (Send Out)	1,607	1,786	1,837	2,296	1,607	1,891	2,161	2,702	1,891	2,225	2,543	3,179	2,225	2,618	2,992	3,740
Urine total protein, 24hr/random (Send Out)	487	542	557	696	487	574	655	819	574	676	771	964	676	796	907	1,135
Urine MicroAlbumin Creatine Ratio (24hr/random)	2,000	2,223	2,286	2,857	2,000	2,353	2,689	3,362	2,353	2,769	3,164	3,956	2,769	3,258	3,723	4,655
Vitamin B12 (Send Out)	4,852	5,392	5,546	6,932	4,852	5,709	6,524	8,156	5,709	6,717	7,676	9,596	6,717	7,903	9,032	11,290
Vitamin D, total (Send Out)	2,900	3,223	3,314	4,143	2,900	3,412	3,899	4,875	3,412	4,015	4,588	5,736	4,015	4,724	5,399	6,749
BLOOD BANKING																
Blood Typing	163	182	186	233	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	900	1,001	1,029	1,286	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	163	192	219	275	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	900	1,080	1,210	1,513	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	192	226	259	324	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	1,060	1,248	1,424	1,780	-	-	-	-	-	-	-	-	-	-	-	-
Blood Typing	226	266	305	382	-	-	-	-	-	-	-	-	-	-	-	-
Crossmatching	1,248	1,469	1,675	2,095	-	-	-	-	-	-	-	-	-	-	-	-
MICROBIOLOGY																
AFB	390	434	448	557	390	459	524	656	459	540	617	772	540	636	727	909
AFB (Send Out)	432	480	494	617	432	509	581	726	509	599	683	855	599	705	805	1,006
C & S Automated (Send Out)	2,719	3,021	3,107	3,884	2,719	3,199	3,656	4,570	3,199	3,764	4,301	5,377	3,764	4,429	5,061	6,326
C & S - blood, with ARD (Send Out)	1,085	1,206	1,240	1,550	1,085	1,277	1,459	1,824	1,277	1,503	1,717	2,146	1,503	1,769	2,020	2,525

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
C & S, cervical / vaginal discharge (Send Out)	992	1,103	1,134	1,417	992	1,167	1,334	1,668	1,167	1,373	1,570	1,963	1,373	1,616	1,848	2,310
C & S, CSF (Send Out)	908	1,009	1,038	1,297	908	1,069	1,221	1,526	1,069	1,258	1,436	1,796	1,258	1,480	1,690	2,113
C & S, ear discharge (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, endotracheal aspirate (Send Out)	1,033	1,148	1,180	1,475	1,033	1,215	1,388	1,736	1,215	1,430	1,634	2,043	1,430	1,683	1,923	2,404
C & S, penile discharge (Send Out)	1,005	1,117	1,149	1,436	1,005	1,183	1,352	1,690	1,183	1,392	1,591	1,989	1,392	1,638	1,872	2,340
C & S, pleural fluid (Send Out)	908	1,009	1,038	1,297	908	1,069	1,221	1,526	1,069	1,258	1,436	1,796	1,258	1,480	1,690	2,113
C & S, sputum (Send Out)	878	976	1,003	1,254	878	1,033	1,180	1,476	1,033	1,216	1,389	1,737	1,216	1,431	1,635	2,044
C & S, stool (Send Out)	998	1,109	1,140	1,425	998	1,174	1,341	1,677	1,174	1,382	1,578	1,973	1,382	1,626	1,857	2,322
C & S, throat (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, urethral discharge (Send Out)	1,006	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
C & S, urine (Send Out)	867	964	991	1,239	867	1,021	1,166	1,458	1,021	1,202	1,372	1,716	1,202	1,415	1,615	2,019
C & S, wound (Send Out)	969	1,077	1,107	1,384	969	1,140	1,303	1,629	1,140	1,342	1,533	1,917	1,342	1,579	1,804	2,256
Gram Staining	363	404	415	519	363	428	488	611	428	504	575	719	504	593	677	846
Gram Staining (Send Out)	428	476	490	612	428	504	576	720	504	593	678	848	593	698	798	998
KOH	215	239	246	307	215	253	289	362	253	298	341	426	298	351	401	502
KOH (Send Out)	298	332	341	426	298	351	401	502	351	413	472	591	413	486	556	698
THYROID FUNCTION TEST																
Anti-TPO (Send Out)	2,800	3,112	3,200	4,000	2,800	3,295	3,765	4,706	3,295	3,877	4,429	5,537	3,877	4,562	5,211	6,515
Free T3 (Send Out)	533	593	610	762	533	628	717	897	628	739	844	1,056	739	870	994	1,243
Free T4 (Send Out)	520	578	594	743	520	612	699	875	612	720	824	1,030	720	848	969	1,212
FSH (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
FT3, FT4, TSH Package (Send Out)	1,266	1,407	1,446	1,808	1,266	1,489	1,702	2,128	1,489	1,752	2,003	2,504	1,752	2,062	2,357	2,946
Intact PTH (Send Out)	2,000	2,223	2,286	2,857	2,000	2,353	2,689	3,362	2,353	2,769	3,164	3,956	2,769	3,258	3,723	4,655
PTH (Send Out)	2,024	2,250	2,314	2,892	2,024	2,382	2,722	3,403	2,382	2,803	3,203	4,004	2,803	3,298	3,768	4,711
Reverse T3 (ELISA) (Send Out)	1,208	1,342	1,380	1,725	1,208	1,421	1,624	2,030	1,421	1,672	1,911	2,389	1,672	1,968	2,248	2,811
T3 (Send Out)	507	564	579	724	507	597	681	852	597	703	802	1,003	703	828	944	1,180
T4 (Send Out)	550	611	628	785	550	647	739	924	647	762	870	1,088	762	897	1,024	1,280
Thyroglobulin IgG (Send Out)	1,400	1,556	1,600	2,000	1,400	1,648	1,882	2,353	1,648	1,939	2,215	2,769	1,939	2,282	2,606	3,258
Thyroid Function Profile (T3, T4, TSH) (Send Out)	1,205	1,340	1,378	1,722	1,205	1,419	1,621	2,026	1,419	1,670	1,907	2,384	1,670	1,965	2,244	2,805

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
TSH (Send Out)	490	545	560	700	490	577	659	824	577	679	776	970	679	799	913	1,142
CARDIAC MARKERS																
Cardio 3 (Trop I, BNP and CK-MB)	2,316	2,573	2,646	3,308	2,316	2,725	3,113	3,892	2,725	3,206	3,663	4,579	3,206	3,772	4,310	5,388
CPK	420	467	480	600	420	495	565	706	495	583	664	831	583	686	782	978
CPK (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
CPK-MM (CPK-CKMB) (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
High sensitive CRP (Send Out)	1,100	1,223	1,258	1,572	1,100	1,295	1,480	1,850	1,295	1,524	1,741	2,177	1,524	1,793	2,049	2,562
SOB (Cardio 3 + D-Diimer)	4,580	5,089	5,234	6,543	4,580	5,389	6,158	7,698	5,389	6,340	7,245	9,057	6,340	7,459	8,524	10,656
Troponin I	778	865	889	1,111	778	915	1,046	1,308	915	1,077	1,231	1,539	1,077	1,268	1,448	1,811
Troponin I, Quantitative	1,180	1,311	1,348	1,685	1,180	1,388	1,586	1,983	1,388	1,633	1,866	2,333	1,633	1,922	2,196	2,745
Troponin I, Quantitative (Send Out)	1,555	1,728	1,777	2,221	1,555	1,830	2,090	2,613	1,830	2,153	2,459	3,075	2,153	2,533	2,894	3,618
Troponin T	635	706	726	907	635	747	854	1,068	747	879	1,005	1,257	879	1,035	1,183	1,479
Troponin T, Qualitative (Send Out)	1,197	1,330	1,368	1,710	1,197	1,409	1,609	2,012	1,409	1,658	1,894	2,368	1,658	1,951	2,229	2,786
TUMOR MARKERS																
AFP / Alpha-fetoprotein (Send Out)	905	1,006	1,034	1,293	905	1,065	1,217	1,522	1,065	1,253	1,432	1,791	1,253	1,475	1,686	2,108
Beta-HCG, Quantitative (Send Out)	1,067	1,186	1,219	1,524	1,067	1,256	1,434	1,793	1,256	1,478	1,688	2,110	1,478	1,739	1,986	2,483
CA 125 (ovary) (Send Out)	1,965	2,184	2,246	2,807	1,965	2,312	2,642	3,303	2,312	2,720	3,109	3,886	2,720	3,200	3,657	4,572
CA 15.3 (breast) (Send Out)	2,205	2,450	2,520	3,150	2,205	2,595	2,965	3,706	2,595	3,053	3,488	4,360	3,053	3,592	4,104	5,130
CA 19.9 (pancreas, colon) (Send Out)	2,365	2,628	2,702	3,378	2,365	2,782	3,179	3,975	2,782	3,273	3,741	4,677	3,276	3,851	4,402	5,503
CA 242 (pancreas) (Send Out)	6,230	6,923	7,120	8,900	6,230	7,330	8,376	10,471	7,330	8,624	9,855	12,319	8,624	10,146	11,594	14,493
CA 724 (stomach) (Send Out)	7,567	8,408	8,648	10,810	7,567	8,903	10,174	12,718	8,903	10,475	11,970	14,963	10,475	12,324	14,083	17,604
CEA (carcinoembryonic Ag) (Send Out)	900	1,000	1,028	1,285	900	1,059	1,209	1,512	1,059	1,246	1,423	1,779	1,246	1,466	1,674	2,093
Free PSA (Send Out)	2,458	2,731	2,809	3,511	2,458	2,892	3,304	4,131	2,892	3,403	3,888	4,860	3,403	4,004	4,574	5,718
HE4 (Ovary / ECLIA) (Send Out)	3,857	4,286	4,408	5,510	3,857	4,538	5,186	6,483	4,538	5,339	6,102	7,628	5,339	6,282	7,179	8,975
HE4/CA125 Package (Send Out)	5,500	6,111	6,286	7,857	5,500	6,471	7,395	9,244	6,471	7,613	8,700	10,876	7,613	8,957	10,236	12,796
PSA (Send Out)	1,200	1,334	1,371	1,714	1,200	1,412	1,613	2,017	1,412	1,662	1,898	2,373	1,662	1,956	2,233	2,792
PSA Profile (Total + Free) (Send Out)	1,900	2,111	2,171	2,714	1,900	2,236	2,554	3,193	2,236	2,631	3,005	3,757	2,631	3,096	3,536	4,420
SEROLOGY																

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Anti-CCP (Send Out)	3,541	3,934	4,046	5,058	3,541	4,166	4,780	5,951	4,166	4,902	5,601	7,002	4,902	5,768	6,590	8,238
Anti-HAV, IgG (Send Out)	665	739	760	950	665	783	894	1,118	783	922	1,052	1,316	922	1,085	1,239	1,549
Anti-HAV, IgM (Send Out)	742	825	848	1,060	742	873	998	1,248	873	1,028	1,175	1,469	1,028	1,210	1,383	1,729
Chikungunya, IgM (rapid) (Send Out)	1,905	2,117	2,177	2,721	1,905	2,241	2,561	3,202	2,241	2,637	3,014	3,768	2,637	3,103	3,546	4,433
Chlamydia IgG, Quantitative (Send Out)	1,849	2,055	2,114	2,642	1,849	2,176	2,487	3,109	2,176	2,560	2,926	3,658	2,560	3,012	3,443	4,304
Chlamydia IgM, Quantitative (Send Out)	1,692	1,880	1,934	2,417	1,692	1,991	2,275	2,844	1,991	2,343	2,677	3,346	2,343	2,757	3,149	3,937
CMV IgG (Send Out)	1,557	1,730	1,779	2,224	1,557	1,832	2,093	2,617	1,832	2,156	2,463	3,079	2,156	2,537	2,898	3,623
CMV IgM (Send Out)	1,946	2,163	2,224	2,780	1,946	2,290	2,616	3,271	2,290	2,695	3,079	3,849	2,695	3,171	3,623	4,529
COVID-19 Antibody (Send Out)	1,450	1,611	1,657	2,071	1,450	1,706	1,949	2,437	1,706	2,008	2,294	2,868	2,008	2,363	2,699	3,375
COVID-19 Rapid Antigen Test, Qualitative (Send Out)	580	644	662	828	580	682	779	975	682	803	918	1,148	803	945	1,080	1,351
Dengue Duo	1,000	1,112	1,143	1,429	1,000	1,177	1,345	1,682	1,177	1,385	1,583	1,979	1,385	1,630	1,863	2,329
Dengue Fever IgG with titer (Send Out)	1,625	1,806	1,857	2,321	1,625	1,912	2,184	2,731	1,912	2,250	2,570	3,213	2,250	2,648	3,024	3,780
Dengue Fever IgM (Send Out)	1,752	1,947	2,002	2,503	1,752	2,062	2,356	2,945	2,062	2,426	2,772	3,465	2,426	2,855	3,261	4,077
Dengue Fever IgM with titer (Send Out)	2,056	2,285	2,350	2,937	2,056	2,419	2,764	3,456	2,419	2,846	3,253	4,066	2,846	3,349	3,827	4,784
Dengue NS1 (Send Out)	1,607	1,786	1,837	2,296	1,607	1,891	2,161	2,702	1,891	2,225	2,543	3,179	2,225	2,618	2,992	3,740
H. pylori	410	455	468	585	410	482	551	689	482	568	648	811	568	669	763	955
HBcAb / Anti HBc-IgG (Send Out)	516	574	590	737	516	607	694	868	607	715	817	1,022	715	842	962	1,203
HBcAb / Anti HBc-IgM (Send Out)	608	676	694	868	608	715	817	1,022	715	842	962	1,203	842	991	1,132	1,416
HBeAb (Send Out)	623	693	712	890	623	733	838	1,048	733	863	986	1,233	863	1,016	1,160	1,451
HBeAg (Send Out)	616	685	704	880	616	725	828	1,036	725	853	975	1,219	853	1,004	1,147	1,435
HBsAb	382	424	436	545	382	449	513	642	449	529	604	756	529	623	712	890
HBsAb & HBsAg	727	809	831	1,039	727	856	978	1,223	856	1,008	1,151	1,439	1,008	1,186	1,354	1,693
HBsAb, Quantitative (Send Out)	500	556	571	714	500	588	672	840	588	692	791	989	692	815	931	1,164
HBsAg	354	394	405	506	354	417	476	596	417	491	561	702	491	578	661	826
HBsAg, Quantitative (Send Out)	422	469	482	603	422	497	568	710	497	585	668	836	585	689	787	984
HBV-DNA (Send Out)	5,223	5,804	5,970	7,462	5,223	6,146	7,023	8,779	6,146	7,231	8,263	10,329	7,231	8,508	9,721	12,152
HBV-DNA Viral Load (Quantitative, PCR)	6,865	7,628	7,846	9,807	6,865	8,077	9,230	11,538	8,077	9,503	10,859	13,575	9,503	11,180	12,776	15,971

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
HBV-RNA Viral Load (Quantitative, PCR)	10,306	11,452	11,778	14,723	10,306	12,125	13,857	17,322	12,125	14,265	16,303	20,379	14,265	16,783	19,180	23,976
HCV Ab / Anti-HCV (Send Out)	800	889	914	1,143	800	942	1,076	1,345	942	1,109	1,266	1,583	1,109	1,305	1,490	1,863
HCV-RNA (Send Out)	10,170	11,300	11,622	14,528	10,170	11,965	13,673	17,092	11,965	14,077	16,087	20,109	14,077	16,562	18,926	23,658
Hepatitis Panel, 6M (Quantitative) (Send Out)	2,600	2,889	2,971	3,714	2,600	3,059	3,496	4,370	3,059	3,599	4,113	5,142	3,599	4,235	4,840	6,050
HIV I, II Screening (Immunochromatography) (Send Out)	1,074	1,194	1,227	1,534	1,074	1,264	1,444	1,805	1,264	1,488	1,699	2,124	1,488	1,751	1,999	2,499
HLA-B*1502 (PCR) (Send Out)	4,966	5,518	5,675	7,094	4,966	5,843	6,677	8,346	5,843	6,875	7,855	9,819	6,875	8,089	9,241	11,552
HLA-B*5801 (PCR) (Send Out)	4,966	5,518	5,675	7,094	4,966	5,843	6,677	8,346	5,843	6,875	7,855	9,819	6,875	8,089	9,241	11,552
H-pylori, IgG (Send Out)	1,310	1,456	1,498	1,872	1,310	1,542	1,762	2,203	1,542	1,815	2,073	2,592	1,815	2,136	2,440	3,050
H-pylori, IgM (Send Out)	1,422	1,581	1,626	2,032	1,422	1,674	1,912	2,391	1,674	1,970	2,250	2,813	1,970	2,318	2,648	3,310
HSV 1, IgG (Send Out)	1,604	1,783	1,834	2,292	1,604	1,888	2,157	2,697	1,888	2,222	2,538	3,173	2,222	2,615	2,986	3,733
HSV 1, IgM (Send Out)	1,740	1,934	1,989	2,486	1,740	2,048	2,340	2,925	2,048	2,410	2,753	3,442	2,410	2,836	3,240	4,050
HSV 2, IgG (Send Out)	1,273	1,414	1,454	1,818	1,273	1,498	1,711	2,139	1,498	1,763	2,013	2,517	1,763	2,075	2,369	2,962
HSV 2, IgM (Send Out)	1,684	1,871	1,924	2,405	1,684	1,981	2,264	2,830	1,981	2,331	2,664	3,330	2,331	2,743	3,134	3,918
Leptospira, Quantitative (Send Out)	1,900	2,111	2,171	2,714	1,900	2,236	2,554	3,193	2,236	2,631	3,005	3,757	2,631	3,096	3,536	4,420
Measles (Rubeola), IgG (Send Out)	3,541	3,934	4,046	5,058	3,541	4,166	4,760	5,951	4,166	4,902	5,601	7,002	4,902	5,768	6,590	8,238
Measles (Rubeola), IgM (Send Out)	2,724	3,028	3,114	3,892	2,724	3,206	3,663	4,579	3,206	3,772	4,310	5,388	3,772	4,438	5,071	6,339
Mumps, IgG (Send Out)	1,594	1,771	1,822	2,277	1,594	1,876	2,143	2,679	1,876	2,208	2,521	3,152	2,208	2,598	2,967	3,709
Mumps, IgM (Send Out)	1,594	1,771	1,822	2,277	1,594	1,876	2,143	2,679	1,876	2,208	2,521	3,152	2,208	2,598	2,967	3,709
RPR, quantitative (Send Out)	987	1,097	1,128	1,410	987	1,162	1,327	1,659	1,162	1,368	1,561	1,952	1,368	1,610	1,837	2,297
Rubella, IgG (Send Out)	990	1,100	1,131	1,414	990	1,165	1,331	1,664	1,165	1,371	1,566	1,958	1,371	1,613	1,843	2,304
Rubella, IgM (Send Out)	1,524	1,694	1,742	2,177	1,524	1,793	2,049	2,562	1,793	2,110	2,411	3,015	2,110	2,483	2,838	3,548
Salmonella Rapid	560	623	640	800	560	659	753	942	659	776	887	1,109	776	913	1,044	1,305
Salmonella, IgG (Send Out)	1,022	1,136	1,168	1,460	1,022	1,203	1,374	1,718	1,203	1,416	1,617	2,022	1,416	1,666	1,903	2,379
Salmonella, IgM (Send Out)	1,259	1,400	1,439	1,799	1,259	1,482	1,693	2,117	1,482	1,744	1,992	2,491	1,744	2,052	2,344	2,931
Syphilis (rapid), (Send Out)	644	716	736	920	644	758	866	1,083	758	892	1,019	1,275	892	1,050	1,200	1,500
Syphilis (rapid)	602	669	688	860	602	709	809	1,012	709	835	952	1,191	835	983	1,121	1,402
Torch Panel, IgG & IgM (Quantitative) (Send Out)	12,914	14,349	14,758	18,448	12,914	15,193	17,363	21,704	15,193	17,875	20,427	25,535	17,875	21,030	24,033	30,042
Torch Panel, IgG (Quantitative) (Send Out)	5,799	6,444	6,627	8,284	5,799	6,823	7,797	9,746	6,823	8,028	9,173	11,466	8,028	9,445	10,792	13,490

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
Torch Panel, IgM (Quantitative) (Send Out)	7,232	8,036	8,265	10,331	7,232	8,508	9,723	12,155	8,508	10,010	11,440	14,300	10,010	11,777	13,459	16,824
Toxoplasmosis, IgG (Quantitative) (Send Out)	1,176	1,307	1,344	1,680	1,176	1,384	1,581	1,977	1,384	1,629	1,861	2,326	1,629	1,917	2,189	2,737
Toxoplasmosis, IgM (Quantitative) (Send Out)	1,266	1,407	1,446	1,808	1,266	1,489	1,702	2,128	1,489	1,752	2,003	2,504	1,752	2,062	2,357	2,946
TPHA, Qualitative (Send Out)	1,012	1,125	1,157	1,446	1,012	1,191	1,361	1,702	1,191	1,402	1,602	2,003	1,402	1,650	1,885	2,357
TPHA, Quantitative (Send Out)	1,326	1,474	1,515	1,894	1,326	1,560	1,783	2,229	1,560	1,836	2,098	2,623	1,836	2,160	2,469	3,086
Treponema pallidum (ELISA) (Send Out)	1,095	1,217	1,251	1,564	1,095	1,288	1,472	1,840	1,288	1,516	1,732	2,165	1,516	1,784	2,038	2,548
Varicella, IgM (Send Out)	2,314	2,572	2,645	3,306	2,314	2,723	3,112	3,890	2,723	3,204	3,661	4,577	3,204	3,770	4,308	5,385
Varicella-IgG, Quantitative (Send Out)	2,314	2,572	2,645	3,306	2,314	2,723	3,112	3,890	2,723	3,204	3,661	4,577	3,204	3,770	4,308	5,385
VDRL (RPR), Qualitative (Send Out)	256	285	293	366	256	302	344	431	302	356	406	508	356	419	478	598
Viral Hepatitis Panel (6M, ECLIA) (Send Out)	2,600	2,889	2,971	3,714	2,600	3,059	3,496	4,370	3,059	3,599	4,113	5,142	3,599	4,235	4,840	6,050
HORMONES																
AMH (Anti-Mullerian Hormone), ECLIA (Send Out)	5,923	6,582	6,770	8,462	5,923	6,969	7,964	9,956	6,969	8,199	9,370	11,713	8,199	9,646	11,024	13,780
Cortisol (Send Out)	995	1,106	1,137	1,421	995	1,171	1,337	1,672	1,171	1,378	1,574	1,968	1,378	1,622	1,852	2,316
C-peptide (Send Out)	2,400	2,667	2,742	3,428	2,400	2,824	3,226	4,033	2,824	3,323	3,796	4,745	3,323	3,910	4,466	5,583
DHEA-S (Send Out)	1,678	1,865	1,918	2,397	1,678	1,978	2,256	2,820	1,974	2,323	2,654	3,318	2,323	2,733	3,123	3,904
DHEA-S, ECLIA (Send Out)	1,629	1,810	1,862	2,327	1,629	1,917	2,190	2,738	1,917	2,256	2,577	3,222	2,256	2,655	3,032	3,791
Estradiol (Send Out)	1,414	1,572	1,616	2,020	1,414	1,864	1,901	2,377	1,664	1,958	2,237	2,797	1,958	2,304	2,632	3,291
Ferritin (Send Out)	1,398	1,554	1,598	1,997	1,398	1,645	1,880	2,350	1,645	1,936	2,212	2,765	1,936	2,278	2,602	3,253
Human Growth Hormones (Send Out)	1,671	1,857	1,910	2,387	1,671	1,966	2,247	2,809	1,966	2,313	2,644	3,305	2,313	2,722	3,111	3,889
IgE (Send Out)	1,679	1,866	1,918	2,398	1,679	1,975	2,252	2,822	1,975	2,324	2,656	3,320	2,324	2,735	3,125	3,906
Insulin (Send Out)	1,898	2,110	2,170	2,712	1,898	2,234	2,552	3,191	2,234	2,629	3,003	3,755	2,629	3,093	3,534	4,418
LH (Send Out)	1,518	1,687	1,734	2,168	1,518	1,786	2,040	2,551	1,786	2,102	2,401	3,002	2,102	2,473	2,825	3,532
Progesterone (Send Out)	2,107	2,342	2,408	3,010	2,107	1,109	2,833	3,542	2,479	2,917	3,334	4,168	2,917	3,432	3,923	4,904
Prolactin (Send Out)	942	1,047	1,077	1,346	942	1,109	1,267	1,584	1,109	1,305	1,491	1,864	1,305	1,536	1,754	2,193
Testosterone (Send Out)	1,905	2,117	2,177	2,721	1,905	2,241	2,561	3,202	2,241	2,637	3,014	3,768	2,637	3,103	3,546	4,433
IMMUNOLOGY																
ACTH (adrenocorticotrophic hormone) (Send Out)	4,855	5,394	5,548	6,935	4,855	5,712	6,527	8,159	5,712	6,720	7,679	9,599	6,720	7,906	9,034	11,293
ANA (antinuclear antibody), ELISA (Send Out)	686	763	784	980	686	808	922	1,153	808	951	1,085	1,357	951	1,119	1,277	1,597

LABORATORY PROCEDURES

PARTICULARS	OPD				INPATIENT											
					WARD				SEMI-PRIVATE				PRIVATE / SUITE			
	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN	UP STUD ENT	UP EMPL OYEE & DEPENDENT	NON-UPLB	SENI OR CITIZEN
ANA (antinuclear antibody), Immuno (Send Out)	4,010	4,456	4,582	5,728	4,010	4,718	5,391	6,739	4,716	5,551	6,343	7,929	5,551	6,531	7,463	9,329
ASOT, Qualitative (Send Out)	495	550	566	707	495	583	665	832	583	686	783	979	686	808	921	1,152
C3 complement (Send Out)	996	1,107	1,138	1,423	996	1,172	1,339	1,675	1,172	1,379	1,576	1,971	1,379	1,623	1,855	2,319
C4 complement (Send Out)	1,555	1,729	1,778	2,222	1,555	1,830	2,091	2,615	1,830	2,153	2,461	3,077	2,153	2,533	2,896	3,620
CRP (C-reactive protein), Qualitative (Send Out)	655	728	749	936	655	771	881	1,102	771	908	1,037	1,297	908	1,069	1,221	1,526
ds DNA (Send Out)	1,362	1,513	1,556	1,945	1,362	1,602	1,831	2,289	1,602	1,885	2,154	2,693	1,885	2,218	2,535	3,169
Food intolerance (Send Out)	5,702	6,336	6,517	8,146	5,702	6,709	7,667	9,584	6,709	7,893	9,020	11,276	7,893	9,286	10,613	13,266
IGF-1 (insulin-like growth factor-1) (Send Out)	2,274	2,527	2,599	3,249	2,274	2,676	3,058	3,823	2,676	3,149	3,598	4,498	3,149	3,705	4,233	5,292
RA Factor (RF IgM), Quantitative (Send Out)	2,697	2,997	3,082	3,853	2,697	3,174	3,626	4,533	3,174	3,735	4,266	5,333	3,735	4,395	5,019	6,275
RA Factor, Qualitative (Send Out)	272	302	310	388	272	320	365	457	320	377	430	538	377	444	506	633
HISTOPATHOLOGY																
Cell block (Send Out)	847	987	1,014	1,268	888	1,045	1,193	1,492	1,045	1,230	1,404	1,756	1,230	1,448	1,653	2,066
ER / PR (Send Out)	10,273	10,476	10,774	13,468	9,428	11,092	12,676	15,845	11,092	13,050	14,913	18,642	13,050	15,353	17,545	21,932
FNAB (Send Out)	1,258	1,398	1,438	1,797	1,258	1,480	1,691	2,115	1,480	1,742	1,991	2,489	1,742	2,050	2,343	2,929
HER2NEU (Send Out)	8,434	7,889	8,114	10,143	7,100	8,354	9,546	11,933	8,354	9,829	11,231	14,039	9,829	11,564	13,213	16,517
Histopathology, large (Send Out) (no container)	2,000	1,340	1,378	1,722	1,205	1,419	1,621	2,026	1,419	1,670	1,907	2,384	1,670	1,965	2,244	2,805
Histopathology, medium (Send Out)	1,300	1,239	1,274	1,592	1,114	1,312	1,498	1,873	1,312	1,544	1,763	2,204	1,544	1,817	2,074	2,593
Histopathology, small (Send Out)	1,200	1,118	1,150	1,437	1,006	1,184	1,352	1,691	1,184	1,393	1,592	1,990	1,393	1,639	1,873	2,342
Histopathology, super large (Send Out) (no container)	3,075	3,333	3,428	4,285	3,000	3,529	4,033	5,042	3,529	4,152	4,745	5,932	4,152	4,885	5,583	6,979
Histopathology, XL (Send Out) (no container)	2,400	2,667	2,742	3,428	2,400	2,824	3,226	4,033	2,824	3,323	3,796	4,745	3,323	3,910	4,466	5,583
Pap Smear	270	300	308	385	270	318	362	453	318	375	426	533	375	442	502	628
Pap Smear (Send Out)	250	314	322	403	282	332	379	475	332	391	447	559	391	460	526	658

HEART STATION

PROCEDURE	OPD	In-Patient
2D ECHO	2,700.00	3,240.00
CAROTID DUPLEX SCAN	3,400.00	4,080.00

HEART STATION

VENOUS DUPLEX SCAN	3,900.00	4,680.00
ARTERIAL DUPLEX SCAN	3,900.00	4,680.00
ANKLE BRACHIAL INDEX TEST	1,500.00	1,800.00
DEEP VEIN THROMBOSIS SCREENING	3,000.00	3,600.00

DENTAL PROCEDURES

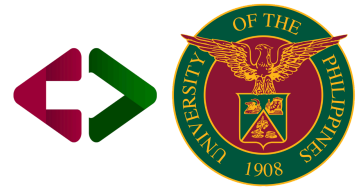
PARTICULARS	U.P. STUDENT	U.P. EMPLOYEE / DEPENDENT	NON-UP
Dental Consultation			
Outpatient Consultation, face-to-face	None	None	300
Dental Examination & Charting	None	None	200
Dental Certificate	None	None	200
Oral Prophylaxis			
Primary & mixed dentition	120	200	400
Adult, mild gingivitis	150	250	650
Adult, moderate gingivitis	200	300	850
Adult, severe gingivitis / with heavy stains	250	400	1,000
Topical Fluoride Application	50	100	300
Pit & Fissure Sealants, per tooth	200	300	500
Fillings, Permanent			
Anteriors, Class III	200	300	650
Anteriors, Class IV	300	400	1,000
Anteriors, Class V	200	300	650
Premolars, Class I	200	300	650
Premolars, Class II	300	400	1,000
Premolars, Class V	200	300	650
Molars, Class I	300	400	700
Molars, Class II	400	600	1,000
Molars, Class V	300	400	700
Additional, per increment	120	180	350
Fillings, Temporary	100	150	400
Base, per half scoop	50	100	300
Cementation			
Permanent, per scoop	250	500	800
Temporary, per scoop	200	300	400

DENTAL PROCEDURES

PARTICULARS	U.P. STUDENT	U.P. EMPLOYEE / DEPENDENT	NON-UP
Tooth Extraction			
Simple, per tooth (except 3rd molars & medically-compromised patients)	150	250	600
Difficult, per tooth (includes routine extraction of 3rd molars; and, attendance to medically-compromised patients)	300	500	2,000
With incision and suturing, per stitch	25	50	150
Root Canal Treatment			
1st 3 sittings, per canal	2,000	3,000	5,000
Per extra sitting, per canal	300	500	1,000
Xray			
Periapical, per film (intraoperative)	100	150	200
Periapical, per film (diagnostic)	200	300	400
Supplies			
Extra anesthesia, per cartridge	50	50	100
Extra needle	10	10	10
Extra gauze	10	10	10
Others			
Asepsis fee per visit	None	None	300

PRE-EMPLOYMENT PROCEDURES

Employer	U.P. STUDENT		U.P. EMPLOYEE / DEPENDENT		NON-UP	
	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above	Below 40 years old	40 years old and above
UP	494	1495	578	1892	NA	NA
Other Government Agency	728	1542	912	1892	1439	2928
Private Company	565	1695	730	1710	1206	2695



**OFFICE OF VICE CHANCELLOR FOR
INNOVATION AND ENTERPRISE
BUSINESS AFFAIRS OFFICE
EXTERNAL SERVICES**

OVCIEB-BAO.1. SHORT TERM LEASE

Short Term Leases include businesses operating inside the University of the Philippines Los Baños in contract of service for a period not exceeding than three years.

Office or Division	Business Affairs Office - Business Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Business Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Applicant
2. Lease Proposal Addressed to UPLB Chancellor	Applicant
3. DTI/SEC Registration	DTI/SEC
4. Mayor's Permit	LGU
5. Bid Form (to be downloaded from UPLB BAO website)	
6. Business Profile or Background	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Pre-bid Conference	BAO conducts pre-bid conference	None	1 hour	
3. Submit documents to BAO Business Section for Short Term Lease	2.1 Received the documents/request	None	3 minutes	<i>Administrative Aide II or College Business Manager I or Administrative Officer IV OVCIEB-BAO</i>
	2.2 Check and evaluate documents if complete			
	2.3 Verify if applicant is not UPLB Employee			
	2.4 Check if closed bid envelope is			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	properly sealed			
4. Food Sensory Evaluation	4.1 Committee will evaluate the bidder based on food sensory and documents submitted	None	45 minutes per bidder	
	4.5 Confirmation of the winning bidder			
5. Accept awarded business space	5.1 Notification of award to the winning bidder	None	10 minutes	
	5.2 Draft contract of lease between UPLB and the winning bidder			
6. Sign contract of lease and pay bond fees, advance rental and security deposit to the cashier's office	6.1 Print contract of lease	1. ₱ 2,000.00 for SU stall bond fees 2. Advance d rental one month and three months security deposit (based on the winning bid amount)	15 minutes	
	5.2 Discuss with the winning bidder			
	5.3 Facilitate signing process			
	5.4 Issue receipt for payment of security deposits and advance rental			
	5.5 Verify payment (official receipt) from cashier's office			
	5.6 Recommendation to the Vice			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chancellor for Community Affairs			
6. Coordinate, submit documents and pay for the utilities deposit	6.1 BAO Business Section (Billing and Utilities)	c/o UPMO	Variable	
7. Wait for the signed contract by UPLB signatories	7.1 Endorse contract to the Office of the Chancellor for signature	None	5 minutes and variable to the Office of the Chancellor	
	7.2 Receive signed contract from the Office of the Chancellor			
	7.3 Contact winning bidder			
	7.4 Orientation to the winning bidder			
	7.5 Send contract for notarization			
8. Claim notarized contract	8.1 Advice winning bidder to claim contract	None	15 minutes	
	8.2 Release contract to the winning bidder			
	8.3 File notarized contract			
	8.4 Monitoring and evaluation of the business lease			
TOTAL		₱ 2,000.00 and other applicable fees	2 hours and 33 minutes	

OVCIEB-BAO.2. LONG TERM LEASE

Long Term Leases include businesses or office rentals operating inside the University of the Philippines Los Baños in contract of service for twenty five years or more.

Office or Division	Business Affairs Office - Business Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Business Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Applicant
2. Lease Proposal Addressed to UPLB Chancellor	Applicant
3. DTI/SEC Registration	DTI/SEC
4. Mayor's Permit	LGU
5. Business Profile or Background	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit intent/proposal to lease to BAO Business Section for Long Term Lease addressed to the UPLB Chancellor	2.1 Received the intents/proposal to lease	None	3 minutes	<i>Administrative Assistant II</i> or <i>Administrative Officer IV</i> or <i>College Business Manager I</i> OVCIEB-BAO
	2.2 Check and evaluate documents if complete			
	2.3 Inquiry to LUMC for verification of use of business space/land to be leased			

3. Wait for the evaluation of proposal	3.1 Inquiry to LUMC for verification of use of business space/land to be leased	None	variable	
	3.2 Clarification/setting, recommendation and approval of fees and other terms and conditions (joint meeting: BAO, FPOC, other unit/s concerned			
	3.3 Prepare Terms of Reference (TOR) for bidding			
	3.4 Endorse TOR draft to UPLB Legal Office for review			
	3.5 Finalization of TOR and other bid documents			
4. Accomplish bid documents	4.1 Advertise available space for lease at the BAO and UPLB website	None	variable	
	4.2 Invite other institutions as potential bidders			
	4.3 Set deadline for bid submission			
5. Attend opening of bid documents	5.1 All bidders are required to check the closed bid envelope for tampering.	None	30 minutes	

	5.2 Random opening of bid and openly show all the bidders of the bid amount			
	5.3 Reading of the bid amount and listing on the bid board			
	5.4 Confirmation of the highest winning bid			
6. Accept awarded business space	6.1 Notification of award to the winning bidder	None	10 minutes	
	6.2 Draft contract of lease between UPLB and the winning bidder			
	6.3 Orientation to the winning bidders			
7. Sign contract of lease and pay advance rental and security deposit to the cashier's office	7.1 Print contract of lease	Advanced rental one month and three months security deposit (based on the winning bid amount)	15 minutes	
	7.2 Facilitate signing process			
	7.3 Issue receipt for payment of deposits and advance rental			
	7.4 Recommendation to the Vice Chancellor for Community Affairs			

8. Wait for the signed contract by UPLB signatories	8.1 Endorse contract to the Office of the Chancellor for signature	₱ 150.00 for notarization and amount to be paid for the utilities (if needed)	2 weeks	
	8.2 Receive signed contract from the Office of the Chancellor			
	8.3 Advise the winning bidder to coordinate with the UPMO for utilities (if needed)			
	8.4 Send contract for notarization			
9. Claim notarized contract	9.1 Advise winning bidder to claim contract	None	15 minutes	
	9.2 Release contract to the winning bidder			
	9.3 File notarized contract			
	9.4 Monitoring and evaluation of the business lease			
TOTAL		₱150.00	2 weeks , 1 hour and 13 minutes	

OVCIEM-BAO.3. NON-RECURRING BUSINESS

Non-recurring Business includes activities conducted inside the University of the Philippines Los Banos for a period not exceeding two weeks.

Office or Division	Business Affairs Office - Business Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students or Filipino Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Permit from OSA for Student Organizations	OSA
2. Letter of Intent for Venue Administrator (for Non-UP Individual/Group)	Applicant
3. Approval of Venue Administrator	BAO
4. Security Clearance	SSO,OVCCA
5. Lay-out and Dimension of the Booth	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Business Section	2.1 Verification of submitted documents	None	3 minutes and variable for Director's signature	<i>Administrative Assistant II</i> or <i>Administrative Officer IV</i> or <i>College Business Manager I</i> OVCIEM-BAO
	2.2 Verification of organization/student activity permit from OSA (for UPLB students and organizations)			
	2.3 Approval of BAO Director			
3. Claim SOA to be paid via LinkBiz Portal	3.1 Issue SOA	₱2,000.00 per concessionaire	5 minutes	
	3.2 Pay the bond fee	See table of rental fees		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Pay the space rental			
4. Coordinate, submit documents and pay for utility to UPMO	4.1 proceed to UPMO Electrical Section	c/o UPMO	Variable	
5. Receive of BAO Business Activity Permit	5.1 Issuance of Business Activity Permit	None	Variable	
TOTAL		₱2,000.00 Other fees see table*	2 weeks	

SPACE RENTAL FEES	
day/hour for 3mx3m square meter	₱350.00
1 week for 3mx3m square meter	₱1,800

OVCIEB-BAO.4. UTILITIES BILL - COMMERCIAL AND INSTITUTION

Preparation of Utility Bills (Electricity, Water and Garbage) of commercial and institutional clients

Office or Division	Business Affairs Office - Business Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Commercial and Institutional clients of the units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Meter reader obtain reading of water and electricity meters	None	6 days	<i>Meter Reader</i>
	2. Billing staff prepare the bills for client	None	8 days	<i>Administrative Assistant V or Administrative Assistant II OVCIEB-BAO</i>
	3. Meter reader send the bill to clients	None	2 days	<i>Meter Reader</i>
TOTAL		None	16 days	

OVCIEB-BAO.5. REQUEST FOR CERTIFICATION - COMMERCIAL AND INSTITUTION

Certification that client has no unpaid utility bills

Office or Division	Business Affairs Office - Business Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Commercial and Institutional clients of the units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Certification	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Certification to BAO	1.1 Monitoring staff will prepare a statement of account for clients.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.2 Check the records to see if the company concerned has any outstanding accounts. If there is an arrear, the client is requested to pay at the Cashier's Office before the certification is issued.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.3 The BAO Director will sign the Certification	None	1 day	<i>Administrative Officer IV</i> OVCIEB-BAO
TOTAL		None	1 day and 30 minutes	

OVCIEB-BAO.6. BAKER HALL RESERVATION

Use of Baker Hall as an events place

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Organizations, external clients, or partner institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent	Requesting client
2. Reservation form	Requesting client
3. Event concept and layout plan	Requesting client
4. Food service information (if applicable)	Requesting client
5. Activity permit (for recognized student organizations)	OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Administrative Section	2.1 Verification of submitted documents	None	3 minutes and variable for Director's signature	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
	2.2 Verification of organization/student activity permit from OSA (for UPLB students and organizations)			
	2.3 Approval of BAO Director			
3. Claim receipt to be paid via LinkBiz portal	3.1 Issuance of SOA	₱2,000.00 for the bond fee; Space rental see table	5 minutes	
	3.2 Pencil book reservation			
	3.3 Pay the bond fee			
	3.4 Pay the space rental			

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Reservation confirmed			
	TOTAL	₱2,000.00 Other fees see table	8 minutes	

SPACE RENTAL FEES	
First 2hrs	₱1,500.00
Additional fee in every succeeding hours	₱500.00

OVCIEB-BAO.7. BOND FEE REFUND

Release of bond fee to clients who rented spaces

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Organizations, external clients, or partner institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official receipt	Requesting client
2. Landbank account	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to BAO Administrative Section		None	5 minutes	<i>Administrative Aide II or Administrative Officer IV OVCIEB-BAO</i>
2. Process refund documents	2.1 Verification of submitted documents	None	5 minutes	
3. Submit documents for signature of BAO Director & other offices		None	5 minutes	
	4. Release of bond fee via bank deposit	None	15 days	
TOTAL		None	15 days, 15 minutes	

OVCIEB-BAO.8. GENERAL INQUIRY

Answering general questions concerning the BAO

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Organizations, external clients, or partner institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact BAO via email, call, Facebook, or walk-in	1. Receive client queries	None	5 minutes	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
	2. Answer queries and provide necessary guidelines/documents	None	5 minutes	
TOTAL		None	10 minutes	

OVCIEB-BAO.9. OTOP SUPPLIER APPLICATION

This service is provided to receive applications from potential suppliers of the UPLB OTOP

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Alumni, UPLB-assisted MSMEs, or DTI Laguna OTOP accredited suppliers (members of ALAFOP or LiLa), or external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and fully-filled up Application/Contract Form	Client
2. Company Profile and Delivery Form	Client
3. Letter of Intent addressed to OTOP PH Hub - UPLB Operator	Client
4. List of Products with Pricing	Client
5. Signed Terms and Conditions for Participation	Client
6. Licenses / Registration	Client
7. 5-minute presentation for product pitch	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirements				
2. Answer OTOP supplier form and submit necessary requirements	2.1 Receive and verify documents	None	10 minutes	Administrative Officer IV OVCIEM-BAO
	2.2 Schedule clients for product pitching and presentation			
3. Present products with samples to the screening committee	3.1 Assess products	None	5 days	
	3.2 Consolidate results			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Send product pitching results via email to clients			
TOTAL		None	5 days, 10 minutes	

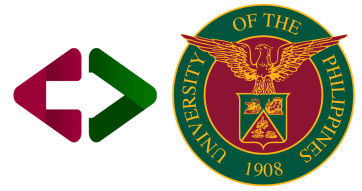
OVCIEB-BAO.10. GENERAL INQUIRY

Answering general questions concerning the BAO

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Organizations, external clients, or partner institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact BAO via email, call, Facebook, or walk-in	1. Receive client queries	None	5 minutes	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
	2. Answer queries and provide necessary guidelines/documents	None	5 minutes	
TOTAL		None	10 minutes	



**OFFICE OF VICE CHANCELLOR FOR
INNOVATION AND ENTERPRISE
BUSINESS AFFAIRS OFFICE
INTERNAL SERVICES**

OVCIEM-BAO.11. NON-RECURRING BUSINESS

Non-recurring Business includes activities conducted inside the University of the Philippines Los Banos for a period not exceeding two weeks.

Office or Division	Business Affairs Office - Business Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Permit from OSA for Student Organizations	OSA
2. Letter of Intent for Venue Administrator (for Non-UP Individual/Group)	Applicant
3. Approval of Venue Administrator	BAO
4. Security Clearance	SSO,OVCCA
5. Lay-out and Dimension of the Booth	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Business Section	2.1 Verification of submitted documents	None	3 minutes and variable for Director's signature	Administrative Assistant II or Administrative Officer IV or College Business Manager I OVCIEM-BAO
	2.3 Approval of BAO Director			
3. Claim SOA to be paid via LinkBiz Portal	3.1 Issue SOA	₱2,000.00 per concessionaire	5 minutes	
	3.2 Pay the bond fee	See table of rental fees		
	3.3 Pay the space rental			
4. Coordinate, submit documents and pay for utility to UPMO	4.1 proceed to UPMO Electrical Section	c/o UPMO	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive of BAO Business Activity Permit	5.1 Issuance of Business Activity Permit	₱0.00	5 minutes	
TOTAL		₱2,000.00 Other fees see table*	2 weeks	

SPACE RENTAL FEES	
day/hour for 3mx3m square meter	₱350.00
1 week for 3mx3m square meter	₱1,800

OVCIEM-BAO.12. SATURDAY BAZAAR

A special business opportunity open to UPLB constituents happening every Saturday from 5am to 11am, where they can sell agricultural produce, cooked food/meal, breads/pastries, rummage items, plants and others

Office or Division	Business Affairs Office - Business Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Permit from OSA for Student Organizations	OSA
2. Letter of Intent for Venue Administrator (for Non-UP Individual/Group)	Applicant
3. Approval of Venue Administrator	BAO
4. Security Clearance	SSO, OVCCA
5. Lay-out and Dimension of the Booth	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements via Google form	Posts application via Facebook page. Consolidate and evaluate applications		30 minutes	<i>Administrative Assistant II</i> or <i>College Business Manager I</i> OVCIEM-BAO
2. Attend orientation	2.1 Provide orientation	None	1 hour, 30 minutes	<i>Administrative Assistant II</i> or <i>College Business Manager I</i> or <i>Administrative Officer IV</i> OVCIEM-BAO
3. Payment of the Saturday Bazaar fee	3.1 Issuance of Statement of Account	₱225.00	5 minutes	
	3.2 Posting of assignment of bazaar space			
	3.3 Verify the payment via Linkbiz report	None		

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Set up bazaar space	4.1 Verify the name of person on the receipt is the same of the actual person in the bazaar		30 minutes	
	4.2 Monitor the Saturday Bazaar			
TOTAL		₱225.00	2 hours, 35 minutes	

OVCIEB-BAO.13. UTILITIES BILL - UNIVERSITY HOUSING CLIENTS

Preparation of Utility Bills (Electricity, Water and Garbage) of clients in the University Housing

Office or Division	Business Affairs Office - Billing Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are University Housing clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Meter reader obtain reading of water and electricity meters	None	6 days	<i>Meter Reader</i>
	2. Billing staff prepare the bills for client	None	8 days	<i>Administrative Assistant II</i> OVCIEB-BAO
	3. Meter reader send the bill to clients	None	2 days	<i>Meter Reader</i>
TOTAL		None	16 days	

OVCIEB-BAO.14. UTILITIES BILL - COMMERCIAL AND INSTITUTION

Preparation of Utility Bills (Electricity, Water and Garbage) of commercial and institutional clients

Office or Division	Business Affairs Office - Business Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Commercial and Institutional clients of the units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Meter reader obtain reading of water and electricity meters	None	6 days	<i>Meter Reader</i>
	2. Billing staff prepare the bills for client	None	8 days	<i>Administrative Assistant II OVCIEB-BAO</i>
	3. Meter reader send the bill to clients	None	2 days	<i>Meter Reader</i>
TOTAL		None	16 days	

OVCIEB-BAO.15. REQUEST FOR CERTIFICATION - UNIVERSITY HOUSING CLIENTS

Certification that client has no unpaid utility bills

Office or Division	Business Affairs Office - Billing Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees who are University Housing clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for certification	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Certification to BAO	1.1 Monitoring staff will prepare the statement of account for clients.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.2 Check the records to see if the person concerned has any outstanding accounts. If there is an arrear, the client is requested to pay at the Cashier's Office before the certification is issued.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.3 The BAO head will sign the Certification	None	1 day	<i>Administrative Officer IV</i> OVCIEB-BAO
TOTAL		None	1 day and 30 minutes	

OVCIEB-BAO.16. REQUEST FOR CERTIFICATION - COMMERCIAL AND INSTITUTION

Certification that client has no unpaid utility bills

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Institutional clients of the units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Certification	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Certification to BAO	1.1 Monitoring staff will prepare statement of account for clients.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.2 Check the records to see if the company concerned has any outstanding accounts. If there is an arrear, the client is requested to pay at the Cashier's Office before the certification is issued.	None	15 minutes	<i>Administrative Assistant II</i> OVCIEB-BAO
	1.3 The BAO director will sign the Certification	None	1 day	<i>Administrative Officer IV</i> OVCIEB-BAO
TOTAL		None	1 day and 30 minutes	

OVCIEB-BAO17. BAKER HALL RESERVATION

Use of Baker Hall as an events place

Office or Division	Business Affairs Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent	Requesting client
2. Reservation form	Requesting client
3. Event concept and layout plan	Requesting client
4. Food service information (if applicable)	Requesting client
5. Activity permit (for recognized student organizations)	OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements				
2. Submit documents to BAO Administrative Section	2.1 Verification of submitted documents	None	3 minutes and variable for Director's signature	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
	2.2 Verification of organization/student activity permit from OSA (for UPLB students and organizations)			
	2.3 Approval of BAO Director			
3. Claim receipt to be paid via LinkBiz portal	3.1 Issuance of SOA	₱2000.00 for the bond fee; Space rental fee see table	5 minutes	
	3.2 Pencil book reservation			
	3.3 Pay the bond fee			
	3.4 Pay the space rental			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Reservation confirmed			
	TOTAL	₱2,000.00 Other fees see table*	8 minutes	

Space rental fee	
First 2 hours	₱1,000.00
Additional in every succeeding hours	₱300.00

OVCIEB-BAO.18. BOND FEE REFUND

Release of bond fee to clients who rented spaces

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official receipt	Requesting client
2. Landbank account	Requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to BAO Administrative Section		None	5 minutes	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
2. Process refund documents	2.1 Verification of submitted documents	None	5 minutes	
3. Submit documents for signature of BAO Director & other offices		None	5 minutes	
	4. Release of bond fee via bank deposit	None	15 days	
TOTAL		None	15 days, 15 minutes	

OVCIEB-BAO.19. GENERAL INQUIRY

Answering general questions concerning the BAO

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
No requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact BAO via email, call, Facebook, or walk-in	1. Receive client queries	None	5 minutes	<i>Administrative Aide II or Administrative Officer IV</i> OVCIEB-BAO
	2. Answer queries and provide necessary guidelines/documents	None	5 minutes	
TOTAL		None	10 minutes	

OVCIEM-BAO.20. OTOP SUPPLIER APPLICATION

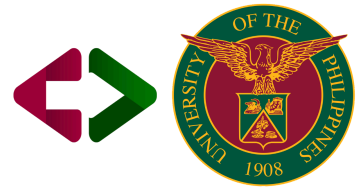
This service is provided to receive applications from potential suppliers of the UPLB OTOP

Office or Division	Business Affairs Office - Resource Generation Section
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB income-generating unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and fully-filled up Application/Contract Form	Client
2. Company Profile and Delivery Form	Client
3. Letter of Intent addressed to OTOP PH Hub - UPLB Operator	Client
4. List of Products with Pricing	Client
5. Signed Terms and Conditions for Participation	Client
6. Licenses / Registration	Client
7. 5-minute presentation for product pitch	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirements				
2. Answer OTOP supplier form and submit necessary requirements	2.1 Receive and verify documents	None	10 minutes	Administrative Officer IV OVCIEM-BAO
	2.2 Schedule clients for product pitching and presentation			
3. Present products with samples to the screening committee	3.1 Assess products	None	5 days	
	3.2 Consolidate results			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Send product pitching results via email to clients			
TOTAL		None	5 days, 10 minutes	



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OVCIEM-LGDO.1. REQUEST TO CONDUCT TREE PLANTING ACTIVITY / TEAM BUILDING / WORKSHOP (NON-UP CONSTITUENTS)

This service processes requests from non-University of the Philippines (UP) constituents to conduct activities such as tree planting, team building, and workshops within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG).

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB students, Non-Government Organizations (NGOs), Other schools/institutions, Civic and private organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent/request with complete details on purpose, logistics, date, and other relevant information. Must be submitted at least two (2) weeks before the activity.	Requesting party/Client
2. Submission of food orders, if applicable, at least three (3) days before the scheduled activity.	Requesting party/Client
3. Accommodation request (if applicable) included in the letter for pencil booking, with confirmation at least one (1) week before the activity.	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to LGDO with the complete requirements to LGDO	1.1 Receive and record the letter request; confirm receipt and forward to the concerned personnel	None	5 minutes	Administrative Assistant II / Administrative Aide III
	1.2 Review the request, provide comments, and approve or disapprove	None	1 hour	LGDO Director / Officer-In-Charge
	1.3 Release a copy of the approved letter request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide III
TOTAL		None	1 hour and 10 minutes	

OVCIEM-LGDO.2. REQUEST TO CONDUCT FIELD TRIP INSIDE LQLG/LLG

This service processes requests from non-University of the Philippines (UP) constituents to conduct field trips within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) for academic, research, or educational purposes.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Students, Other schools and institutions, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request. Must be submitted at least one (1) month before the scheduled field trip.	Requesting party/Client
2. Timeline of activities (Activity Plan)	Requesting party/Client
3. Itinerary	Requesting party/Client
4. Course syllabus, if the field trip is part of an academic requirement	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request with complete requirements to LGDO	1.1 Receive and record the letter request; confirm receipt and forward to concerned personnel for further action	None	5 minutes	Administrative Assistant II / Administrative Aide III
	1.2 Review the request, provide comments, and approve or disapprove	None	1 hour	LGDO Director/ Officer-In-Charge
	1.3 Release a copy of the approved/disapproved request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide VI
TOTAL		None	1 hour and 10 minutes	

OVCIEM-LGDO.3. REQUEST TO CONDUCT RESEARCH / THESIS WITHIN LQLG/LLG (FOR NON-UP CONSTITUENTS)

This service processes requests from non-University of the Philippines (UP) constituents to conduct research or thesis-related activities within the Laguna-Quezon Land Grant and Laguna Land Grant and Laguna Land Grant (LQLG/LLG) areas for academic and research purposes.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, Other schools and institutions, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent/request	Requesting party/Client
2. Research Proposal	Requesting party/Client
3. Timeline of activities (Activity Plan)	Requesting party/Client
4. Waiver for the conduct of off-campus activity to be issued by schools	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete requirements to LGDO	1.1 Receive and record the request; confirm receipt and forward documents for further action	None	5 minutes	Administrative Assistant II / Administrative Aide III
	1.2 Review the request, provide comments, and act on the request	None	1 hour	LGDO Director / Officer-in-Charge
	1.3 Release a copy of the approved/disapproved request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide III
2. Acknowledge LGDO in the research/thesis		None		Client
3. Present the completed research/thesis at the LGDO Office		None		Client
4. Submit a copy of the research/thesis and photo		None		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documentation of activities (soft copy and hard copy, if available) to LGDO				
TOTAL		None	1 hour and 10 minutes	

OVCIE-M-LGDO.4. PREPARATION AND ISSUANCE OF ACTIVITY PERMIT

This service covers the preparation, processing, and issuance of an Activity Permit for approved activities to be conducted within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) areas by qualified clients.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB students, Non-Government Organizations (NGOs), Other schools and institutions, Civic and private organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of intent/request to conduct activity	Requesting party/Client
2. Timeline of activities (Activity Work Plan)	Requesting party/Client
3. Course syllabus, if the fieldwork is academic	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request issuance of the Activity Permit from LGDO	1.1 Prepare the Activity Permit	None	5 minutes	Administrative Aide III / Administrative Assistant II
	1.2 Forward the Activity Permit for approval of the LGDO Director/Officer-in-Charge	None	1 hour	LGDO Director / Officer-In-Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Issue the approved Activity Permit to the client	None	10 minutes	Administrative Aide III / Administrative Assistant II
	1.4 Furnish copies of the approved Activity Permit to OVCIEM Main and the LQLG/LLG Section Chief	None	5 minutes	Administrative Aide III / Administrative Assistant II
	1.5. Coordinate with field staff regarding the approved activity	None	2 days	Administrative Aide III / Administrative Assistant II
	1.6 Coordinate with the Philippine Army and the Philippine National Police, having jurisdiction over the Land Grant areas	None	2 hours	Special Police Lieutenant
TOTAL		None	2 days, 3 hours, and 20 minutes	

OVCIEM-LGDO.5. ASSISTANCE TO THE CLIENT THROUGHOUT THE CONDUCT OF THE ACTIVITY

This service provides on-site assistance and coordination support to approved clients during the actual conduct of authorized activities within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) areas to ensure safety, compliance, and smooth implementation.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB students, Non-Government Organizations (NGOs), Other schools and institutions, Civic and private organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter of intent	Requesting party/Client
2. Approved activity permit	Requesting party/Client
3. Itinerary or timeline of Activities	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct the approved activity	1.1 Provide assistance and coordination support throughout the conduct of the activity	None	Duration of the activity	Section Chief and/or Security and Environmental Protection Unit/Administrative Aides
TOTAL		None	Duration of the activity	

- This service is currently under revision

OVCIM-LGDO.6. COLLECTION OF APPROPRIATE FEES AND ISSUANCE OF OFFICIAL RECEIPT/STATEMENT OF ACCOUNT

This service covers the collection of approved fees and the issuance of the corresponding Official Receipt (OR) and/or Statement of Account for activities conducted within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) areas.

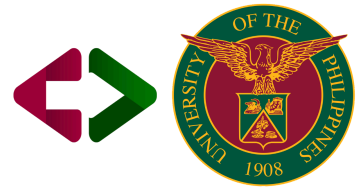
Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB/UP students, Non-Government Organizations (NGOs), Other schools and institutions, Civic and private organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed Statement of Account	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay applicable fees (entrance, food catering, accommodation)	1.1 Receipt of payment and issuance of Official Receipt	Entrance fee: ₱50.00/head (₱40.00/head for senior citizens and students); Catering and accommodation fees depend on approved food orders and venue	30 minutes	Special Collecting Officer

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepare deposit slips and remit collections to the bank	None	1 hour	Special Collecting Officer
TOTAL		maximum 50.00/head*	1 hour and 30 minutes	

- *This service is under revision*
- **Discounted entrance fee of ₱40.00/head applies to senior citizens and students.*
- *Catering and accommodation fees vary depending on approved requests and facilities used.*



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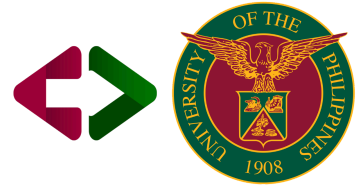
OVCIEM-LGDO.7. REQUEST TO CONDUCT TREE PLANTING ACTIVITY/TEAM BUILDING/WORKSHOP (UP CONSTITUENTS)

This service processes requests from the University of the Philippines Los Baños (UPLB) and other UP Autonomous Unit (AU) offices, units, and employees to conduct activities such as tree planting, team building, and workshops within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG).

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Offices and units, UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent/request with complete details on purpose, logistics, date, and other relevant information. Must be submitted at least two (2) weeks before the conduct of the activity.	Requesting party/Client
2. Submission of food orders, if applicable, at least three (3) days before the activity.	Requesting party/Client
3. Waiver for conduct of off-campus activity issued by the Office of Student Activities (for student organizations)	Requesting party/Client
4. Accommodation reservation request included in the letter for pencil booking, with confirmation at least one (1) week before the conduct of the activity.	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to LGDO	1.1 Receive and record the letter request/document and confirm receipt	None	5 minutes	Administrative Assistant II or University Research Associate II, Administrative Aide III and Special Police Lieutenant
	1.2 Forward the request for review, comments, and action of the LGDO Director	None	1 hour	LGDO Director / Officer-in-Charge
	1.3 Release a copy of the approved/disapproved letter request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide III



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	1 hour and 10 minutes	

OVCIEM-LGDO.8. REQUEST TO CONDUCT FIELD TRIP INSIDE LQLG/LLG (UP CONSTITUENTS)

This service processes requests from University of the Philippines (UP) offices, units, and employees to conduct field trips within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) for academic, research, and official purposes.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Offices and units, UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request submitted at least one (1) month before the conduct of the field trip	Requesting party/Client
2. Timeline of activities (Activity Work Plan)	Requesting party/Client
3. Itinerary	Requesting party/Client
4. Course syllabus, if the fieldwork is academic	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to LGDO	1.1 Receive the letter request/ document and confirm receipt	None	5 minutes	Administrative Assistant II or University Research Associate II, Administrative Aide III, and Special Police Lieutenant
	1.2 Forward the request for review, comments, and action of the LGDO Director	None	1 hour	LGDO Director/ Officer-in-Charge
	1.3 Release a copy of the approved/disapproved letter request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide III
TOTAL		None	1 hour and 10 minutes	

OVCIEM-LGDO.9. REQUEST TO CONDUCT RESEARCH / THESIS WITHIN LQLG/LLG (UP CONSTITUENTS)

This service processes requests from UP employees to conduct research or thesis-related activities within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) areas for academic, research, or official purposes.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting party/Client
2. Research Proposal	Requesting party/Client
3. Timeline of activities (Activity Plan)	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to LGDO	1.1 Receive and record the letter request/document and confirm receipt	None	5 minutes	Administrative Assistant II or Administrative Aide III
	1.2 Forward the request for review, comments, and action of the LGDO Director	None	1 hour	LGDO Director/ Officer-in-Charge
	1.3 Release a copy of the approved/disapproved letter request to the client	None	5 minutes	Administrative Assistant II / Administrative Aide III
2. Fully acknowledge LGDO in the research/thesis.		None		Client
3. Present research/thesis output at the LGDO Office		None		Client
4. Submit a copy of the research/thesis and photo-documentation (soft and hard copies if possible) to LGDO		None		Client
TOTAL		None	1 hour and 10 minutes	

OVCIEM-LGDO.10. PREPARATION AND ISSUANCE OF ACTIVITY PERMIT (UP CONSTITUENTS)

This service covers the preparation, processing, and issuance of an Activity Permit for approved activities requested by UP offices, units, and employees within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG).

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Offices and units, UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved letter of intent / request to conduct activity	Requesting party/Client
2. Timeline of activities (Activity Work Plan)	Requesting party/Client
3. Course syllabus, if fieldwork is academic	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request preparation of the Activity Permit	1.1 Prepare the Activity Permit	None	5 minutes	Administrative Aide III/ Administrative Assistant II
	1.2 Forward the Activity Permit for review and action of the LGDO Director	None	1 hour	LGDO Director/ Officer-in-Charge
	1.3 Issue the approved Activity Permit to the client	None	10 minutes	Administrative Aide III / Administrative Assistant II
	1.4 Provide a copy of the approved Activity Permit to OVCIEM Main and LQLG/LLG Section Chief	None	5 minutes	Administrative Aide III / Administrative Assistant II
	1.5 Coordinate with staff at field offices regarding the activity	None	2 days	Administrative Aide III / Administrative Assistant II
	1.6 Coordinate with the Philippine Army and the Philippine National Police with jurisdiction over the Land Grant areas	None	2 hours	Special Police Lieutenant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 days 3 hours and 20 minutes	

OVCIEM-LGDO.11. ASSISTANCE TO THE CLIENT THROUGHOUT THE CONDUCT OF THE ACTIVITY (UP CONSTITUENTS)

This service provides on-site assistance and coordination support to approved UP offices, units, and employees during the conduct of authorized activities within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG) to ensure safety, compliance, and smooth implementation.

Office or Division	Land Grant Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Offices and units, UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter of intent	Requesting party/Client
2. Approved activity permit	Requesting party/Client
3. Itinerary or timeline of the Activities	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct the approved activity	1.1 Provision of assistance and coordination throughout the activity	None	Duration of the activity	Section Chief and/or Security and Environmental Protection Unit/Administrative Aides
	TOTAL	None	Duration of the activity	

OVCIEM-LGDO.12. COLLECTION OF APPROPRIATE FEES AND ISSUANCE OF OFFICIAL RECEIPT/STATEMENT OF ACCOUNT (UP CONSTITUENTS)

This service covers the preparation, processing, and collection of approved fees and issuance of the corresponding Official Receipt (OR) or Statement of Account (SOA) for activities conducted by UP employees within the Laguna-Quezon Land Grant and Laguna Land Grant (LQLG/LLG).

Office or Division	Land Grant Development Office

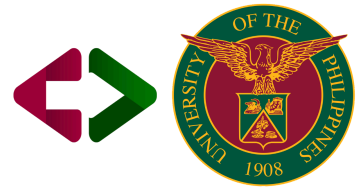
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed Statement of Account (SOA)	Requesting party/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of fees (entrance, catering, accommodation)	1.1 Preparation of SOA after the conduct of activities	Entrance fee: ₱50/head (₱40/head for senior citizens and students); Catering and accommodation fees depend on approved food orders and venue	10 minutes	Administrative Aide III/ Special Collecting Officer
	1.2 Forward SOA to LGDO Director for review and signature	None	30 minutes	LGDO Director / Officer-in-Charge
	1.3 Provide a copy of the approved SOA to the client	None	5 minutes	Administrative Aide III
2. Payment of fees for cash basis	2.1 Receive payment and issue Official Receipt	None	15 minutes	Special Collecting Officer
	2.2 Preparation of deposit slips and remittance of collections to bank	None	1 hour	Special Collecting Officer
TOTAL		None	2 hours	

-This service is currently under revision.

-Discounts apply for senior citizens and students.



**OFFICE OF THE VICE CHANCELLOR FOR
INNOVATION AND ENTERPRISE
MANAGEMENT
TECHNOLOGY TRANSFER AND BUSINESS
DEVELOPMENT OFFICE
EXTERNAL SERVICES**

OVCIEM-TTBDO.1. PERMIT TO USE UP TRADEMARK

UPLB TTBD0 assists individuals, organizations, or business owners who want to use UP trademarks, logos, and landmarks for production and/or commercial purposes. This is in compliance with the UPLB Memorandum No. 081, Series of 2015.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Type A: UPLB students, organizations Type B: UPLB-affiliated alumni associations or foundations Type C: Non-UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request to use UP trademark form	[Types A & B] bit.ly/uplbroyaltyfreesei [Type C] bit.ly/uplbroyaltycommercial
2. Letter of intent addressed to the director of UPLB TTBD0	Client
3. Photocopy of student ID / alumni ID / government ID of the Client/contact person	Client
4. Design/s of the merchandise to be licensed	Client
5. [For type A only] Duly-approved constitution	Client
6. [For type A only] List of Officers and faculty adviser/s	Client
7. [For type A only] Approval of the dean/director for the conduct of the activity/event (for UPLB unit/college only)	Client
8. [For types A & B only] Certificate of recognition as a UP organization	Client
9. [For types B & C only] SEC certificate of registration and articles of incorporation	Client
10. [For types B & C only] List of members of the board of trustees and corporate Officers	Client
11. [For type C only] DTI certificate of	Client

registration of business name	
12. [For type C only] BIR certificate of registration of tax identification number	Client
13. [For type C only] Audited financial statement for the preceding year	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to TTBD	1.1 Receive request and appoint person-in-charge	₱0.00	1 day	University Extension Specialist II OVCIE - TTBD
	1.2 Assess type of trademark use	₱0.00	3 days	Senior Research Associate OVCIE - TTBD
2. Submit requirements	2.1 Provide checklist of requirements	₱0.00	1 day	Senior Research Associate OVCIE - TTBD
3. Sign conforme	3.1 Assess the completeness of requirements	₱0.00	3 days	Senior Research Associate OVCIE - TTBD
4. Pay royalty fees, if any	4.1 Prepare conforme and certificate to use UP trademarks	₱0.00	3 days	Senior Research Associate OVCIE - TTBD
	4.2 Compute for royalty fees, if applicable	₱0.00 if no profit, otherwise, 10% of gross sales	1 day	Senior Research Associate OVCIE - TTBD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱0.00 if no profit, otherwise, 10% of gross sales	12 days	

OVCIE-M-TTBDO.2. TECHNOLOGY LICENSING

Licensing is granted to industry partners for them to obtain the rights to manufacture, distribute, and/or market a technology.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Industry Partners, Collaborators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent for licensing addressed to the Chancellor, thru the Vice Chancellor for Innovation and Enterprise Management, and attention to the TTBD0 Director	Client
2. Duly accomplished and notarized Confidentiality and Non-Disclosure Agreement (CNDA)	Client
3. Latest Audited Financial Statement and Income Tax Return (for a business entity operating for at least 3 years only)	Client
4. Interim Financial Statement (for a startup business entity only)	Client
5. Business Plan	Client
6. <i>For Corporations:</i> Certified Articles of Incorporation and Bylaws, Corporate/Board Resolution, General Information Sheet (GIS) and Secretary's Certificate for its	Client

authorized representative and signatory <u>For sole proprietorship:</u> DTI registration <u>For cooperatives:</u> Certificate of Registration (COR) from the Cooperative Development Authority (CDA), Articles of Cooperation and Bylaws, Board Resolution and Secretary Certificate	
7. Any of the supporting documents: Published Articles / Press Releases, or CSR History, or List of Freebies, or Feasibility Assessment	Client
8. Updated Mayor's Permit	Client
9. BIR Certificate of Registration	Client
10. Company Profile	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive request, appoint person-in-charge, and inform the corresponding institute and inventor	₱0.00	1 day	University Extension Specialist II OVCIEM - TTBD0
2. Coordinate with UPLB TTBD0 for an exploratory meeting	2.1 Conduct an exploratory meeting	₱0.00	3 days	University Extension Specialist II and Senior Research Associate OVCIEM - TTBD0
3. Submit requirements	3.1 Provide a checklist of requirements	₱0.00	1 day	Senior Research Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCIE - TTBD
	3.2 Submit complete requirements	₱0.00	28 days	Client (Potential Licensee)
4. Coordinate with UPLB TTBD	4.1 Negotiate and finalize licensing terms	₱0.00	14 days	University Extension Specialist II OVCIE - TTBD
	4.2 Prepare licensing agreement draft	₱0.00	14 days	University Extension Specialist II and Senior Research Associate OVCIE - TTBD
	4.3 Conduct due diligence	₱0.00	14 days	University Extension Specialist II and Senior Research Associate OVCIE - TTBD
	4.4 Conduct Freedom to Operate Search	₱0.00	28 days	University Extension Specialist II and Senior Research Associate OVCIE - TTBD
5. Review the licensing agreement draft	5.1 Send draft of licensing agreement to the interested	₱0.00	3 days	Senior Research Associate OVCIE -

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	technology taker			TTBDO
	5.2 Send draft of licensing agreement to the Unit where the technology was developed	₱0.00	10 days	Senior Research Associate OVCIEM - TTBDO
	5.3 Collate comments from technology taker and Unit of the developer and send again to technology taker and Unit of the technology developer for checking and final comments	₱0.00	10 days	Senior Research Associate OVCIEM - TTBDO
	5.4 Endorse the draft agreement (along with the requirements) with the comments from technology taker and Unit of the technology developer to the UPLB Legal Office	₱0.00	3 days	Senior Research Associate OVCIEM - TTBDO
	5.5 Review the endorsed documents	₱0.00	14 days	OC - UPLB Legal Office
	5.6 Provide Reference Slip (RS) as a response to the reviewed documents	₱0.00	7 days	OC - UPLB Legal Office
	5.7 Communicate the comments of	₱0.00	3 days	Senior Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the UPLB Legal Office			Associate OVCIE - TTBD
	5.8 Work on the revisions to the Agreement following the comments of the UPLB Legal Office	₱0.00	5 days	Senior Research Associate OVCIE - TTBD
	5.9 Send a clean copy of the draft agreement to the UPLB Legal Office, technology taker, and Unit of the technology developer	₱0.00	1 day	Senior Research Associate OVCIE - TTBD
6. Submit the requirements to the Fairness Opinion Board	6.1 Submit requirements (draft agreement, company documents, etc.) to Fairness Opinion Board (FOB) for their evaluation	₱0.00	3 days	Senior Research Associate OVCIE - TTBD
	6.2 Wait for the Fairness Opinion Report from DOST	₱0.00	60 days	DOST FOB
	6.3 Communicate results of FOB evaluation to technology taker and unit of the technology developer	₱0.00	3 days	Senior Research Associate OVCIE - TTBD
7. Sign the technology licensing	7.1 Prepare the final licensing agreement and	₱0.00	14 days	Senior Research Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
agreement	company documents for endorsement to the Chancellor			OVCIEIEM - TTBD0
	7.2 Schedule the signing of the licensing agreement	₱0.00	7 days	Senior Research Associate OVCIEIEM - TTBD0
	7.3 Sign the licensing agreement	₱0.00	1 day	Client and Chancellor (signatory), VCIEM, Unit Director and TTBD0 Director (witness)
	7.4 Have the signed licensing agreement notarized	₱0.00	1 day	Senior Research Associate OVCIEIEM - TTBD0
	7.5 Send the e-copy of the signed licensing agreement to technology taker, unit of the technology developer, and RMO	₱0.00	3 days	Senior Research Associate OVCIEIEM - TTBD0
8. Pay necessary fees	8.1 Prepare Statement of Account (SOA) covering the fees stipulated under the agreement	To be determined based on negotiation	3 days	Senior Research Associate OVCIEIEM - TTBD0
	8.2 Pay the upfront fees, if applicable	To be determined	1 day	Client (Potential

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		based on negotiation		Licensee)
	8.3 Send the copy of the deposit slip once payment has been done	₱0.00	3 days	Client (Potential Licensee)
	8.4 Get Official Receipt from the UPLB Cashier for the payment of the upfront fee	₱0.00	1 day	Senior Research Associate OVCIEM - TTBD0
	8.5 Send copy of the Official Receipt to the client	₱0.00	3 days	Senior Research Associate OVCIEM - TTBD0
TOTAL		To be determined based on negotiation	262 days	

OVCIEM-TTBD0.4. LEASE AT S&T PARK

UPLB TTBD0 manages the lease contracts of interested locators who want to conduct their business or establish their production plant in the science and technology park.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Industry Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent	Client
2. UPLB Use of Land and/or Facilities Client Application Form	UPLB TTBD0 [Click this Link to form or secure printed copy at the Office]
3. CV/Resume of Key Personnel	Client

4. Business Plan and Technical Feasibility	Client
5. Business Registration (DTI/SEC/CDA) (<i>certified true copy</i>)	Client
6. Articles of Incorporation (<i>certified true copy</i>)	Client
7. By-laws/Operation (corporation, partnership, cooperative) (<i>certified true copy</i>)	Client
8. Latest General Information Sheet (corporation/partnership/cooperative) (<i>certified true copy</i>)	Client
9. Secretary's Certificate authorizing the signatories of the contract	Client
10. Latest audited financial statements duly submitted to the BIR and SEC (<i>certified true copy</i>)	Client
11. Latest Income Tax Return or BIR Form 2303 (Certificate of Registration)	Client
12. Notarized Confidentiality and Non-Disclosure Agreement (CNDA)	Client
13. Other existing agreements with UPLB/relevant documents	Client

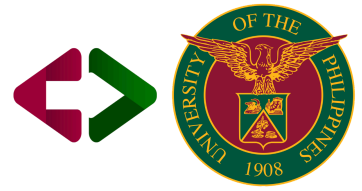
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive request and appoint person-in-charge	₱0.00	3 days	<i>Administrative Assistant</i> OVCIEM - TTBD0
2. Coordinate with UPLB TTBD0	2.1 Scan the received documents. Send an email containing their copy. Conduct a preliminary	₱0.00	3 days	<i>Senior Research Associate</i> OVCIEM - TTBD0

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	meeting between the parties to discuss the process and requirements			
3. Submit and process requirements	3.1 Receive accomplished UPLB Use of Land and/or Facilities Client Application Form and requirements	₱0.00	1 day	Senior Research Associate OVCIEM - TTBD
	3.2 Review the documents submitted and note any missing and/or additional requirements	₱0.00	5 days	University Extension Specialist II OVCIEM - TTBD
	3.3 Prepare draft Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use	₱0.00	5 days	University Extension Specialist II OVCIEM - TTBD
	3.4 Share draft Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use	₱0.00	3 days	Senior Research Associate OVCIEM - TTBD
4. Review the draft Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use	4.1 Review and address the client's comments	₱0.00	5 days	University Extension Specialist II OVCIEM - TTBD
	4.2 Prepare an endorsement letter	₱0.00	1 day	Senior Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for all the submitted and commented documents			Associate OVCIEP - TTBD
	4.3 Endorse submitted and commented documents to the UPLB Legal Office, through the Office of the Chancellor	₱0.00	3 days	University Extension Specialist II OVCIEP - TTBD
	4.4 Review the endorsed submitted and commented documents	₱0.00	28 days	OC - UPLB Legal Office
	4.5 Provide Reference Slip (RS) as a response to the reviewed documents	₱0.00	7 days	OC - UPLB Legal Office
	4.5 Review RS	₱0.00	7 days	University Extension Specialist II OVCIEP - TTBD
	4.6 Communicate the comments of the UPLB Legal Office	₱0.00	3 days	University Extension Specialist II OVCIEP - TTBD
5. Discuss revisions on the draft Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use	5.1 Work on the revisions to the Agreement following the comments of the UPLB Legal Office	₱0.00	7 days	University Extension Specialist II OVCIEP - TTBD
	5.2 Conduct a meeting to discuss revisions	₱0.00	3 days	University Extension Specialist II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCIEIEM - TTBD
	5.3 Send a clean copy of the draft agreements to the UPLB Legal Office for documentation	₱0.00	1 day	University Extension Specialist II OVCIEIEM - TTBD
6. Review and approve draft agreements	6.1 Send a clean copy of the draft agreements, with printing and signing instructions	₱0.00	1 day	Senior Research Associate OVCIEIEM - TTBD
7. Sign the Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use	7.1 Endorse the client and UPLB TTBD signed the Academe-Industry Collaboration Agreement and Lease Contract for Land and/or Facility Use to the OVCIEIEM for countersigning before the signing of the OC	₱0.00	7 days	University Extension Specialist II OVCIEIEM - TTBD
	7.2 Sign the agreements as a witness	₱0.00	3 days	Director OVCIEIEM - TTBD
	7.3 Countersign the agreements	₱0.00	3 days	Vice Chancellor OVCIEIEM
	7.4 Sign the agreements	₱0.00	7 days	Chancellor UPLB
8. Notarize the agreements	8.1 Scan the signed agreements. Provide the documents to the client for notarization.	₱0.00	3 days	Senior Research Associate OVCIEIEM - TTBD
9. Submit notarized	9.1 Receive the	₱0.00	3 days	Senior

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
agreements	notarized agreements. Scan for proper documentation.			<i>Research Associate</i> OVCIEM - TTBD
10. Pay necessary fees and submit proof of payment	10.1 Prepare and send Statement of Account for the Security Deposit, Advance Rental, and Lease amount payable	Subject to the agreed terms of payment	3 days	<i>Administrative Assistant</i> OVCIEM - TTBD
	10.2 Receive proof of payment. Keep a copy for proper documentation.	₱0.00	1 day	<i>Administrative Assistant</i> OVCIEM - TTBD
TOTAL		Subject to the agreed terms of payment	116 days	



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OVCIE-M-TTBDO.5. CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT

In consideration of the disclosure of any and all of its confidential and proprietary information, the use thereof and its resources in the course of one's employment in UP, a Confidentiality and Non-Disclosure Agreement (CNDA) is required to be signed.

Office or Division	Technology Transfer and Business Development Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CNDA Request	http://bit.ly/uplbcndarequest

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form and AVP viewing	1.1 Record name of client and employment details	₱0.00	15 minutes	<i>Administrative officer</i> OVCIE-M - TTBDO
	1.2 Prepare Certificate of Confidentiality and Non Disclosure Agreement	₱0.00	1 day	<i>Administrative officer</i> OVCIE-M - TTBDO
	1.3 Release CNDA Certificate	₱0.00	1 day	<i>Administrative officer</i> OVCIE-M - TTBDO
TOTAL		₱0.00	2 days	

OVCIE-M-TTBDO.6. PATENT AND UTILITY MODEL APPLICATION

A patent is a set of exclusive rights granted by a sovereign state to an inventor or assignee for a limited period of time in exchange for public disclosure of the invention. The term of protection is valid for 20 years from the filing date. Similar to a patent, a utility model provides protection for an invention but it would only require novelty and industrial applicability. The term of protection is only valid for 7 years from the date of filing.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Students, Industry Partners, Collaborators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. TTBD Form No. 10 Invention Disclosure Form	[TTBD Form No. 10 Invention Disclosure Form]
2. TTBD Form No. 12 Inventor's Royalty Sharing Scheme	
3. TTBD Form No. 16 Deed of Assignment for Patent	
4. TTBD Form No. 18 Deed of Assignment for Utility Model	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends inquiry/letter of request	1.1 Receive request and appoint person-in-charge	None	1 day	University Extension Associate / OVCIE-M - TTBD
	1.2 Coordinate with the client regarding the request; communicate the applicable IP to the client	None	2 days	Senior Research Associate OVCIE-M - TTBD
	1.3 Provide a checklist of requirements	None	1 day	Senior Research Associate OVCIE-M - TTBD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit requirements	2.1 Assess completeness of requirements	None	5 days	Senior Research Associate OVCIEM - TTBD0
	2.2 Conduct Prior Art Search	None	4 weeks	Senior Research Associate OVCIEM - TTBD0
	2.3 IP Drafting	None	3 months	Senior Research Associate or University Extension Associate I OVCIEM - TTBD0
	2.4 Consult IP application draft with client	None	5 days	Senior Research Associate or University Extension Associate I OVCIEM - TTBD0
3. Provide feedback to the IP application draft	3.1 Finalize IP application draft	None	2 weeks	Senior Research Associate OVCIEM - TTBD0
	3.2 Endorsement of completed requirements thru channels	None	2 weeks	Senior Research Associate OVCIEM - TTBD0
	3.2 Submit IP application draft to	None	1 day	Senior Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	IPOPHL			Associate OVCIEM - TTBDO
	3.3 Wait for acknowledgement receipt from IPOPHL	None	2 day	Senior Research Associate OVCIEM - TTBDO
TOTAL		None	163 days	

OVCIEM-TTBDO.7. TRADEMARK APPLICATION

Trademark provides protection to any identifier of a service or good, such as a word, group of words, signs, symbol, logo, or a combination thereof. The term of protection is valid for 10 years and may be renewed for periods of 10 years.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Students, Industry Partners, Collaborators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. TTBD0 Form No. 12 Inventor's Royalty Sharing Scheme	https://drive.google.com/drive/u/0/folders/1Jl_FDai2UiHFNajlmXwyjZA-MnEW1zcc
3. TTBD0 Form No. 25 Trademark Application Form (IPOPHL Form)	
4. TTBD0 Form No. 26 Deed of Assignment for Trademark	
Copy of mark	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends inquiry/letter of request	1.1 Receive request and appoint person-in-charge	None	1 day	University Extension Associate / OVCIEM - TTBDO
	1.2 Coordinate with the client regarding	None	2 days	Senior Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the request; communicate the applicable IP to client			<i>Associate</i> OVCIEM - TTBDO
	1.3 Provide a checklist of requirements	None	1 day	<i>Senior Research Associate</i> OVCIEM - TTBDO
2. Submit required forms and copy of the mark in jpeg format	2.1 Assess the completeness of requirements	None	1 week	<i>Senior Research Associate</i> OVCIEM - TTBDO
	2.2 Endorsement of completed requirements thru channels	None	2 weeks	<i>Senior Research Associate</i> OVCIEM - TTBDO
	2.3 Facilitate trademark application to IPOPHL	None	1 day	<i>Senior Research Associate</i> OVCIEM - TTBDO
	2.4 Wait for acknowledgement receipt from IPOPHL	None	2 days	<i>Senior Research Associate</i> OVCIEM - TTBDO
TOTAL		None	28 days	

OVCIE-M-TTBDO.8. COPYRIGHT APPLICATION

A copyright is the legal protection given to the owner (e.g. author, artists, other creators) of an original work or derivative work. Original work pertains to intellectual creation in the literary, scientific, and artistic domains. The term of protection is 50 years after the death of the author.

Office or Division	Technology Transfer and Business Development Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. TTBD Form No. 12 Inventor's Royalty Sharing Scheme	[TTBD Form No. 12 Inventor's Royalty Sharing Scheme]
2. TTBD Form No. 23 Copyright Application Form	
3. TTBD Form No. 24 Deed of Assignment for Copyright	
3 copies of material to be copyrighted	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends inquiry/letter of request	1.1 Receive request and appoint person-in-charge	None	1 day	University Extension Associate / OVCIE-M - TTBD
	1.2 Coordinate with client regarding the request; communicate applicable IP to client	None	2 days	University Extension Associate / OVCIE-M - TTBD
	1.3 Provide checklist of requirements	None	1 day	University Extension Associate / OVCIE-M - TTBD
2. Submit required forms and 3 copies of the material to be	2.1 Assess the completeness of requirements	None	1 week	University Extension Associate /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copyrighted				OVCIEI - TTBD
	2.2 Endorsement of completed requirements thru channels	None	2 weeks	University Extension Associate / OVCIEI - TTBD
	2.3 Facilitate copyright deposit to IPOPHL	None	1 day	University Extension Associate / OVCIEI - TTBD
	2.3 Wait for acknowledgement receipt from IPOPHL	None	2 day	University Extension Associate / OVCIEI - TTBD
TOTAL		None	28 days	

OVCIEI-TTBD.9. PERMIT TO USE UP TRADEMARK

UPLB TTBD assists individuals, organizations, or business owners who want to use UP trademarks, logos, and landmarks for production and/or commercial purposes. This is in compliance with the UPLB Memorandum No. 081, Series of 2015.

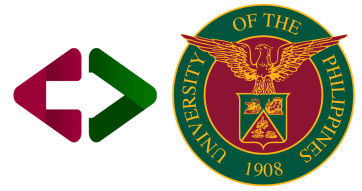
Office or Division	Technology Transfer and Business Development Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Type A: UPLB colleges/units, staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request to use UP trademark form	[Types A & B] bit.ly/uplbroyaltyfreesemi
2. Letter of intent addressed to the director of UPLB TTBD	Client
3. Photocopy of student ID / alumni ID / government ID of the Client/contact	Client

person	
4. Design/s of the merchandise to be licensed	Client
5. [For type A only] Duly-approved constitution	Client
6. [For type A only] List of officers and faculty adviser/s	Client
7. [For type A only] Approval of the dean/director for the conduct of the activity/event (for UPLB unit/college only)	Client
8. [For types A & B only] Certificate of recognition as a UP organization	Client
9. [For types B & C only] SEC certificate of registration and articles of incorporation	Client
10. [For types B & C only] List of members of the board of trustees and corporate officers	Client
11. [For type C only] DTI certificate of registration of business name	Client
12. [For type C only] BIR certificate of registration of tax identification number	Client
13. [For type C only] Audited financial statement for the preceding year	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to TTBD	1.1 Receive request and appoint person-in-charge	₱0.00	1 day	University Extension Specialist II OVCIE - TTBD
	1.2 Assess type of trademark use	₱0.00	3 days	Senior Research Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCIEI - TTBD
2. Submit requirements	2.1 Provide checklist of requirements	₱0.00	1 day	Senior Research Associate OVCIEI - TTBD
3. Sign conforme	3.1 Assess the completeness of requirements	₱0.00	3 days	Senior Research Associate OVCIEI - TTBD
4. Pay royalty fees, if any	4.1 Prepare conforme and certificate to use UP trademarks	₱0.00	3 days	Senior Research Associate OVCIEI - TTBD
	4.2 Compute for royalty fees, if applicable	₱0.00 if no profit, otherwise, 10% of gross sales	1 day	Senior Research Associate OVCIEI - TTBD
TOTAL		₱0.00 if no profit, otherwise, 10% of gross sales	12 days	



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

OVCPD-MAIN.1. REQUEST FOR SERVICES OF OVCPD UNITS (GENERAL)

Services offered by OVCPD units (i.e. use of venue, sound system, LED, physical arrangement, installation/ repair of utilities, email, internet, transportation, etc.)

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Private Institutions, NGAs/ NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter approved by the Chancellor with details of the event	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter	1.1 Receive the documents	Fees for use of the facilities will be determined by concerned units	5 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.2 Encode and assign a reference number			
	1.3 Seek comments of concerned units (i.e. DIC, UPMO) with signed SOA (if with fees)		5 minutes	<i>Administrative Officer V or Administrative Officer III OVCPD</i>
	1.4 Upon completion of the comments and signed SOA, refer the document for recommending approval/ approval of the authority		5 minutes	<i>Administrative Officer V OVCPD</i>
	1.5 Approval/ Disapproval of request		3 days	<i>Vice Chancellor OVCPD</i>
	1.6 Scan/record document/doctrax prior to release to messenger		5 minutes	<i>Administrative Officer III or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant I</i> OVCPD
TOTAL		Rates depend on applicable fees.	3 days and 20 minutes	

OVCPD-MAIN.2. REQUESTS FOR SERVICES OF OVCPD UNITS (GENERAL)

Services offered by OVCPD units (i.e. use of venue, sound system, LED, physical arrangement, installation/ repair of utilities, email, internet, transportation, etc.)

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For UPLB Units, a letter request stating the purpose of the event, date, time, and venue, properly endorsed by authorized officials	Client
2. For student organizations, the letter should be endorsed by a faculty adviser with an approved activity permit issued by OSA	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents 1.2 Encodes and assigns a reference number	Fees for use of the facilities will be determined by concerned units	5 minutes	<i>Administrative Officer III</i> or <i>Administrative Assistant I</i> OVCPD
	1.3 Seek comments of concerned units (i.e. DIC, UPMO) with signed SOA (if with fees)		5 minutes	<i>Administrative Officer V</i> or <i>Administrative Officer III</i> OVCPD
	1.4 Upon completion of the comments and signed SOA, refer the document for recommending approval/ approval of the authority		5 minutes (depending on the concerned units)	<i>Administrative Officer V</i> OVCPD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approval/ Disapproval of request		3 days	<i>Vice Chancellor</i> OVCPD
	1.6 Scan/record document/doctrax prior to release to the messenger		5 minutes	<i>Administrative Officer III</i> or <i>Administrative Assistant I</i> OVCPD
TOTAL		None	3 days and 20 minutes	

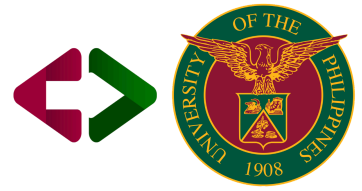
OVCPD-MAIN.3. REQUEST OF DATA/ PERMITS/ SERVICES FROM CONTRACTOR/ CONSULTANT

Documents received from private entities.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from Contractor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen of documents			
	1.3 Encode and assign a number	None	1 day	<i>Vice Chancellor</i> OVCPD
	1.4 For comments	None	3 days	
	1.5 Referral to concerned units	None	1 day	<i>Administrative Assistant I</i> OVCPD
TOTAL		None	7 days	



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

OVCPD-MAIN.4. PROVISION OF DATA (I.E. STATISTICAL, DRAWING/DETAIL PLAN/MAPS, AND UNIVERSITY INFORMATION)

The provision of data would depend on the availability/processing in generating the data.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement of Adviser/ Faculty-in-Charge	Client/Unit
2. MOU/MOA with other SUCs (if non-UPLB)	Client
3. Freedom of Information (FOI) Clearance	Office of Public Relations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD with the approved FOI	1.1 Receive the documents 1.2 Encode and assign a reference number	None	30 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.3 Screen/verify completeness of submitted documents (w/ attached FOI and endorsement)	None	30 minutes	<i>Administrative Officer V OVCPD</i>
	1.4 Approval of the authority	None	2 days	<i>Vice Chancellor OVCPD</i>
	1.5 Referral/ release to concerned OVCPD units	None	30 minutes	<i>Administrative Officer V or Administrative Officer III or Administrative Assistant I OVCPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Scan/record documents 1.7 Release the documents to the respective units	None	1 day	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	3 days, 1 hour, and 30 minutes	

OVCPD-MAIN.5. REQUESTS FOR FUNDS - ISSUANCE OF BUDGET CLEARANCE

Issuance would depend on the availability and nature of funds

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement of Adviser/ Faculty-in-Charge	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receive the documents 1.2 Encode and assign a reference number	None	1 day	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.3 Screen/verify completeness of submitted documents	None	5 minutes	<i>Administrative Officer V OVCPD</i>
	1.4 Submit to the authority for recommending approval/signature (if complete in detail and required attachments)	None	10 minutes	
	1.5 Return to sender, if incomplete and with errors, upon screening	None	2 days	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.6 Refer to the Budget Management Office for issuance of budget Clearance, or return to the	None	2 days	<i>Vice Chancellor OVCPD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting unit if there are other information needed			
	1.7 Recommending approval/signature of the authority	None	3 days	
	1.8 Scan/record documents 1.9 Release the documents to respective units	None	30 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	8 days and 45 minutes	

OVCPD-MAIN.6. REQUEST FOR FUNDS

Documents received from the Office of the Chancellor and the requesting unit

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for fund allocation endorsed by the Office of the Chancellor for budget clearance	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Screens/ verifies the completeness of submitted documents 1.2 Return to the requesting unit if incomplete documents/ information	None	30 minutes	<i>Administrative Officer V</i> OVCPD
	1.3 Receives the documents 1.4 Encodes and assigns a reference number	None	1 day	<i>Administrative Officer III</i> or <i>Administrative Assistant I</i> OVCPD
	1.5 Referral to the Budget Management Office for issuance of budget clearance; or return to the requesting unit if there is other information needed	None	3 days	<i>Vice Chancellor</i> OVCPD
	1.6 Scan/record documents	None	30 minutes	<i>Administrative Officer III</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Release the documents to the respective units			<i>or</i> <i>Administrative Assistant I</i> OVCPD
TOTAL		None	4 days and 1 hour	

OVCPD-MAIN.7. REQUESTS FOR FUNDS - ISSUANCE OF BUDGET CLEARANCE

Documents received from the Budget Management Office.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for fund allocation endorsed by the Office of the Chancellor for budget clearance	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents 1.2 Encodes and assigns a reference number	None	1 day	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.3 Recommending approval/signature of the authority	None	3 days	<i>Vice Chancellor OVCPD</i>
	1.4 Scan/record documents 1.5 Release the documents to the respective units	None	1 day	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	5 days	

OVCPD-MAIN.8. ISSUANCE OF PROJECT ENDORSEMENT SPECIFIC - CAPITAL OUTLAY

With attached forms required by OVCRE for research proposal submission.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Government			
Who may Avail	UPLB Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OVCRE required forms for project proposal submission		Client		
2. Certification from the Electrical Section of UPMO		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents 1.2 Encodes and assigns a reference number	None	10 minutes	<i>Administrative Officer III</i> or <i>Administrative Assistant I</i> OVCPD
	1.3 Verify completeness of submitted documents	None	15 minutes	<i>Administrative Officer V</i> OVCPD
	1.4 For referral to the University Planning and Maintenance Office - Electrical Services Section (UPMO-ESS) for review/ assessment on the equipment to purchase	None	2 days	<i>Vice Chancellor</i> OVCPD
	1.5 Issuance of certification from UPMO-ESS	None	10 days	<i>Administrative Staff</i> OVCPD-UPMO
	1.6 Final endorsement	None	2 days	<i>Vice Chancellor</i> OVCPD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(signed) and referral to OVCRE			
	1.7 Scan/record documents 1.8 Release the documents to the respective units	None	10 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	14 days and 35 minutes	

OVCPD-MAIN.9. APPROVAL OF THE AUTHORITY FOR VARIOUS PROCUREMENT DOCUMENTS (ObUR, PR, PO, DV, PPMP, APP)

Procurement documents needing action/approval - recommending approval of the Vice Chancellor.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Procurement documents (i.e. ObUR, PR, PO, DV, PPMP, APP) with required attachments (i.e. RFQ, budget clearance, approval etc.)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents 1.2 Encodes and assigns a reference number	None	5 minutes	Administrative Officer III or Administrative Assistant I OVCPD
	1.3 Verify completeness of submitted documents	None	5 minutes	
	1.4 For approval to BULSA	None	1 day	Vice Chancellor OVCPD
	1.5 Scan/record documents 1.6 Release the documents to the respective units	None	5 minutes	Administrative Officer III or Administrative Assistant I OVCPD
TOTAL		None	1 day and 15 minutes	

OVCPD-MAIN.10. REQUESTS FOR SERVICES OF OVCPD UNITS (GENERAL)

Services offered by OVCPD units (i.e. use of venue, sound system, LED, physical arrangement, installation/ repair of utilities, email, internet, transportation, etc.)

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. For UPLB Units, a letter request stating the purpose of the event, date, time, and venue, properly endorsed by authorized officials	Client
4. For student organizations, the letter should be endorsed by a faculty adviser with an approved activity permit issued by OSA	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents 1.2 Encodes and assigns a reference number	Fees for use of the facilities will be determined by concerned units	5 minutes	<i>Administrative Officer III</i> or <i>Administrative Assistant I</i> OVCPD
	1.3 Seek comments of concerned units (i.e. DIC, UPMO) with signed SOA (if with fees)		5 minutes	<i>Administrative Officer V</i> or <i>Administrative Officer III</i> OVCPD
	1.4 Upon completion of the comments and signed SOA, refer the document for recommending approval/ approval of the authority		5 minutes (depending on the concerned units)	<i>Administrative Officer V</i> OVCPD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approval/ Disapproval of request		3 days	<i>Vice Chancellor OVCPD</i>
	1.6 Scan/record document/doctrax prior to release to the messenger		5 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	3 days and 20 minutes	

OVCPD-MAIN.11. REQUEST FOR LUDIP/DETAIL PLAN/DAED ETC. (FILE COPY STORED IN THE MAIN OFFICE)

Processing of requests and other related documents.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UP System, UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1.1 Receives the documents 1.2 Encodes and assigns a reference number	None	5 minutes	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
	1.3 Screen the document/check the completeness of the document (i.e. attachments required)	None	10 minutes	
	1.4 Approval/ Disapproval of request	None	2 days	<i>Vice Chancellor OVCPD</i>
	1.5 Scan/record document/doctrax prior to release to messenger	None	1 day	<i>Administrative Officer III or Administrative Assistant I OVCPD</i>
TOTAL		None	3 days and 15 minutes	

OVCPD-MAIN.12. VERIFICATION OF CLEARANCE (ONLINE)

Verifies application for university clearance.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online clearance application referred by HRDO	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receives the documents 1.2 Forward to UPMO Procurement & Inventory Management Subsection and RGDO Utilities and Billing Section	None	5 minutes	Administrative Officer V OVCPD
	1.3 Upon verification from UPMO and RGDO, confirm the clearance to HRDO (through email)	None	5 days	
TOTAL		None	5 days and 5 minutes	

* 1 day (if cleared with accountabilities) and 3-5 days (if with accountabilities)

OVCPD-MAIN.13. FACILITATE INQUIRIES (FACE TO FACE, ONLINE, SOCIAL MEDIA PLATFORM)

Attend to inquiries via face-to-face, online, or through social media platforms.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UP System, UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctrax number or copy of the request or inquiry	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acceptance of Inquiry/Queries	1.1 Receive, assess/ evaluate the inquiry 1.2 Refer the inquiry to the concerned unit 1.3 Confirmity/ finality of the inquiry	None	10 minutes	<i>Administrative Officer V</i> <i>or</i> <i>Administrative Officer III</i> <i>or</i> <i>Administrative Assistant II</i> <i>or</i> <i>Administrative Assistant I</i> OVCPD
TOTAL		None	10 minutes	

OVCPD-MAIN.14. INFRASTRUCTURE PLANS

Plans received from the University Planning and Maintenance Office.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Drawing or Layout	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen & ensure that the plan is signed by the Director of the University Planning and Maintenance Office			
	1.3 Encode and assign a control number	None	1 day	
	1.4 Endorse to the End-user for their comments/ signature	None	1 day	
TOTAL		None	4 days	

OVCPD-MAIN.15. INFRASTRUCTURE PLANS

Plans received from the end-user.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Drawing or Layout	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	1 day	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen & ensure that the plans were all signed by the end-user			
	1.3 Encode and assign a control number	None	1 day	
	1.4 For recommending approval of the Vice Chancellor	None	3 days	<i>Vice Chancellor</i> OVCPD
	1.5 Refer to OC	None	1 day	<i>Administrative Assistant I</i> OVCPD
TOTAL		None	6 days	

OVCPD-MAIN.16. INFRASTRUCTURE PLANS

Plans received from the Office of the Chancellor.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Drawing or Layout	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen & ensure that the plan were all signed by the Chancellor			
	1.3 Encode and assign a control number	None	1 day	
	1.4 Scan of plans	None	2 days	
	1.5 Endorse to UPMO	None	3 days	
TOTAL		None	8 days	

OVCPD-MAIN.17. DETAILED BREAKDOWN OF ESTIMATES / BILL OF MATERIALS

Estimates received from UPMO.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Bill of Materials for the Project	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen & ensure that the estimates were all signed by the UPMO Director			
	1.3 Encode and assign a number	None	1 day	
	1.4 For recommending approval of the Vice Chancellor	None	3 days	<i>Vice Chancellor</i> OVCPD
	1.5 Refer to OC	None	1 day	<i>Administrative Assistant I</i> OVCPD
TOTAL		None	7 days	

OVCPD-MAIN.18. DETAILED BREAKDOWN OF ESTIMATES / BILL OF MATERIALS

Estimates received from the Office of the Chancellor

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Bill of Materials for the Project	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen & ensure that the estimates were all signed by the Chancellor			
	1.3 Encode and assign a number		1 day	
	1.4 Scan of estimate		1 day	
	1.5 Endorse to UPMO		1 day	
TOTAL		None	5 days	

OVCPD-MAIN.19. DOCUMENTS RELATED TO INFRASTRUCTURE

Infrastructure docs received from Construction Supervision Inspection Section (UPMO-CSIS)

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from contractor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen of documents			
	1.3 Encode and assign a number	None	1 day	
	1.4 For recommending approval of the Vice Chancellor	None	3 days	<i>Vice Chancellor</i> OVCPD
	1.5 Refer to OC	None	1 day	<i>Administrative Assistant I</i> OVCPD
TOTAL		None	7 days	

OVCPD-MAIN.20. DOCUMENTS RELATED TO INFRASTRUCTURE

Infrastructure docs received from the Office of the Chancellor

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from contractor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen of documents			
	1.3 Encode and assign a number	None	1 day	
	1.4 Scan of documents	None	1 day	
	1.5 Refer to UPMO	None	1 day	
TOTAL		None	5 days	

OVCPD-MAIN.21. BILLING DOCUMENTS OF CONTRACTOR / CONSULTANT

Billing documents from the University Planning and Maintenance Office

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from contractor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	2 days	<i>Administrative Assistant I</i> OVCPD
	1.2 Encodes and assigns a number			
	1.3 For signature of VC Rose (DV & CPS)	None	2 days	<i>Vice Chancellor</i> OVCPD
	1.4 Check and ensure the signature of VC Rose were all complete	None	1 day	<i>Administrative Assistant I</i> OVCPD
	1.5 Refer to OC	None	1 day	
TOTAL		None	6 days	

OVCPD-MAIN.22. REQUEST OF DATA/ PERMITS/ SERVICES FROM CONTRACTOR/ CONSULTANT

Documents received from concerned units.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request from Contractor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	1 day	<i>Administrative Assistant I</i> OVCPD
	1.2 Screen of documents			
	1.3 Encode and assign a number	None	1 day	<i>Vice Chancellor</i> OVCPD
	1.4 For approval of authority	None	3 days	
	1.5 Refer/Inform the private entities	None	1 day	<i>Administrative Assistant I</i> OVCPD
TOTAL		None	6 days	

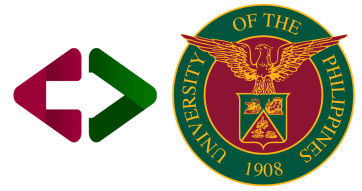
OVCPD-MAIN.23. INFRASTRUCTURE CONTRACTS (GENERAL CONSTRUCTION AGREEMENT / OWNER ARCHITECT AGREEMENT)

Contracts received from Bids and Awards Committee - Infrastructure.

Office or Division	Office of the Vice Chancellor for Planning and Development - Main Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completeness of supporting documents such as i.e indemnity agreement, Certification from Insurance Commission, Performance Bond	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCPD	1.1 Receives the documents	None	1 day	Administrative Assistant I OVCPD
	1.2 Screen and ensure the complete attachment of documents		1 day	
	1.3 Encode and assign number	None	1 day	Vice Chancellor OVCPD
	1.4 For recommending approval of the authority	None	2 days	
	1.5 Refer to OC	None	1 day	Administrative Assistant I OVCPD
TOTAL		None	5 days	



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

OVCPD-BMO.1. BUDGET CLEARANCE ON STUDENT ASSISTANT (SA) APPLICATION FORM (FOR SA APPOINTMENT)

The Budget Clearance for Student Assistant (SA) Application Form is the process through which the Budget Management Office verifies and certifies the budget allocation for student assistants hired at UPLB. The process involves reviewing the SA application forms submitted by the Office of Student Affairs (OSA), ensuring budget availability, issuing the necessary budget clearance, and forwarding the forms to the Office of the Vice Chancellor for Academic Affairs (OVCAA) for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Currently enrolled UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
As submitted by Office of Student Affairs	SA Application form generated from the OSAM System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SA application form with supporting documents	1.1 Receives SA application forms (in batches) from OSA SFAD-OSA 1.2 Stamps the date, encodes and assigns a number to each SA application form 1.3 Forwards the batch application forms to Budget Controller (Administrative Assistant I)	None	2 minutes	<i>Junior Office Assistant or Senior Office Aide</i> OVCPD-BMO
	Issues budget clearance in the SA forms and records in SA Plantilla/worksheet	None	1 minute	<i>Administrative Assistant I</i> OVCPD-BMO
	Reviews and signs individual SA forms	None	30 seconds	<i>Chief Administrative Officer</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Double checks the SA applications forms in the master list provided by OSA and forwards the whole batch of SA applications to the OVCAA thru RMO messenger	None	2 minutes	<i>Junior Office Assistant or Senior Office Aide OVCPD-BMO</i>
TOTAL		None	5 minutes and 30 seconds*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.2. BUDGET CLEARANCE FOR VOUCHERS AND PAYROLLS

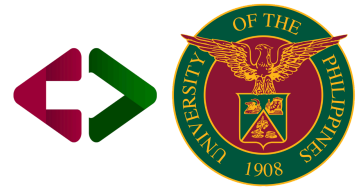
The Budget Clearance for Vouchers and Payrolls process involves the submission and review of various forms and supporting documents to ensure funds are available for disbursement. The steps include receiving, reviewing of the documents and its attachments, and processing the vouchers or payrolls for obligations, followed by forwarding them to the Accounting Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	COS and Retired employees of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Obligation Request and Status Form (ORS) for General Fund and Budget Utilization Request and Status Form (BURS) for Revolving Fund and Trust Fund	Office/Unit/Department of requesting party
2. Duly accomplished Disbursement Voucher/Payroll	Office/Unit/Department of requesting party
3. Supporting documents required by COA	Office/Unit/Department of requesting party
4. Approved letter request to Chancellor	Office/Unit/Department of requesting party
5. ORS/BURS	- BULSA App for MOOE transactions under General Fund and Revolving Fund Income - PAVE System for PS transactions under all source of funds; MOOE transactions under TLAs, TOSF from CHED, FHE, Programmed/Reprogrammed Fund and Endowment Fund

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished DV forms with supporting documents	1.1 Receives Disbursement Vouchers/Payroll (in batches) from Accounting Office 1.2 Stamps the date, encode and assigns a number in ORS/BURS Forms	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Reviews basis for obligation and determines available fund balances. Reviews BULSA for the correctness of entries (fund code and object code) - <i>if charged against General Fund and Revolving Fund Income</i> 3.2 If with question return the documents to concerned units 3.3 If without question, process the document and record the obligation to Registry (RAOD/RBUD) 3.4 Process and approve the ORS/BURS using BULSA (if charged against General Fund and Revolving Fund Income).	None	30 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	4.1 Certifies the allotment availability and amount obligated 4.2 Approve the transaction online (BULSA) if charge against General Fund and Revolving Fund Income	None	7 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to Accounting Office	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	43 minutes*	



**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.3.BUDGET CLEARANCE FOR CONTRACT OF SERVICES

Budget clearance for a Contract of Service is the process by which BMO ensures that sufficient funds are available to cover the costs associated with a service contract before it can be finalized or implemented. This process involves reviewing the submitted contract, verifying the availability of budget allocations, and certifying that the funds can be obligated for the contract.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	COS and Retired employee of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Contract of Services	Office/Unit/Department of requesting party
2. Supporting documents required by COA	Office/Unit/Department of requesting party
3. Approved letter request to Chancellor	Office/Unit/Department of requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Contract of Service	1.1 Receives Contract of Services from concerned Unit 1.2 Stamps the date, encode and assigns a number 1.3 Distribute to the Budget Controller	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	2.1 Reviews basis for obligation and determines available fund balances 2.2 If with question return the documents to concerned Units 2.3 If without question, process the document and record the obligation to Registry (RAOD/RBUD)	None	25 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	Certifies the allotment availability and amount obligated	None	5 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the document: If Contract of Service to Human Resource and Development Office (HRDO)	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	35 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.4. BUDGET CLEARANCE FOR JOB ORDER CONTRACT/ PAKYAW LABOR CONTRACT/ PAKYAW LABOR AND MATERIALS CONTRACT/ GENERAL CONSTRUCTION AGREEMENT /ORDERING AGREEMENT

The Budget Clearance for Job Order Contract, Pakyaw Labor Contract, Pakyaw Labor and Materials Contract, General Construction Agreement, or Ordering Agreement is a process where the Budget Management Office reviews and certifies the availability of funds for various types of contracts before they are finalized. This ensures that the necessary budget is allocated and that financial obligations can be met, with processing steps that include form submission, fund verification, and document forwarding to the relevant departments.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Retired employees of UPLB, JOs, Suppliers, and Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Obligation Request and Status Form (ORS) for General Fund and Budget Utilization Request and Status Form (BURS) for Revolving Fund and Trust Fund	Office/Unit/Department of requesting party
2. Duly accomplished Contract of Services/Pakyaw Labor/General Contract of Agreement/Ordering Agreement	Office/Unit/Department of requesting party
3. Supporting documents required by COA	Office/Unit/Department of requesting party
4. Approved letter request to Chancellor	Office/Unit/Department of requesting party
5. ORS/BURS	• BULSA App for transactions under General Fund and Revolving Fund Income • PAVE System for transactions under TLAs, TOSF from CHED, FHE, Programmed/Reprogrammed Fund and Endowment Fund

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the duly accomplished Job Order Contract/Pakya w Labor Contract/Pakya w Labor and Materials Contract/General Construction Agreement/Ordering Contract	1.1 Receives Contract of Services/Pakyaw Labor from concerned Unit 1.2 Stamps the date, encode and assigns a number at ORS or BURS Forms 1.3 Distribute to the Budget Controller	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	2.1 Reviews basis for obligation and determines available fund balances. Reviews BULSA for the correctness of entries (fund code and object code) - if charged against General Fund and Revolving Fund Income 2.2 If with question return the documents to concerned Units 2.3 If without question, process the document and record the obligation to Registry (RAOD/RBUD) 2.4 Process and approve the ORS/BURS using BULSA (if charged against General Fund and Revolving Fund Income).	None	25 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	Certifies the allotment availability and amount obligated	None	5 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward the document: If Job Order Contract/Payaw Labor/Pakyaw Labor and Materials to Unit If General Construction Agreement/Ordering Agreement to Accounting Office	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	35 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.5. BUDGET CLEARANCE FOR PURCHASE ORDERS*

The Budget Clearance process for Purchase Orders involves the submission of an Obligation Request and Status Form (ORS) or Budget Utilization Request and Status Form (BURS) along with other necessary supporting documents from the requesting department. These documents are reviewed, processed for obligation, and forwarded to the Accounting Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Employees

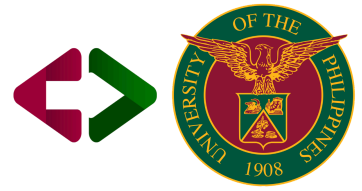
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Obligation Request and Status Form (ORS) for General Fund and Budget Utilization Request and Status Form (BURS) for Revolving Fund and Trust Fund	Office/Unit/Department of requesting party
2. All necessary supporting documents required by COA	Office/Unit/Department of requesting party
3. Approved letter request to Chancellor for supplemental funds	Office/Unit/Department of requesting party
5. ORS/BURS	- BULSA App for transactions under General Fund and Revolving Fund Income - PAVE System for transactions under TLAs, TOSF from CHED, FHE, Programmed/Reprogrammed Fund and Endowment Fund

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished ORS & BURS with attached supporting documents	1.1 Receives the ORS/BURS with supporting documents from concerned office/department/Unit/personnel 1.2 Verifies completeness of documents. Check BULSA if the approval path is correctly set-up (if charged against	None	2 minutes	Junior Office Assistant or Senior Office Aide OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	General Fund and Revolving Fund Income). 1.3 If incomplete/wrong workflow path, return the document to concerned office or Unit for completion.			
	2.1 If complete, stamps the date, encode and assigns a number to the documents 2.2 Forwards to the Budget Controller	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	3.1 Reviews basis for obligation and determines available fund balances. Reviews BULSA for the correctness of entries (fund code and object code) - <i>if charged against General Fund and Revolving Fund Income</i> 3.2 If with question return the documents to concerned units 3.3 If without question, process the document and record the obligation to Registry (RAOD/RBUD) 3.4 Process and approve the ORS/BURS using BULSA (if charged against General Fund and Revolving Fund Income)..	None	30 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Certifies the allotment availability and amount obligated 4.2 Approve the transaction online (BULSA) if charged against General Fund and Revolving Fund Income.	None	6 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to Accounting Office	None	4 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	44 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*



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

OVCPD-BMO.6. BUDGET CLEARANCE FOR VOUCHERS AND PAYROLLS

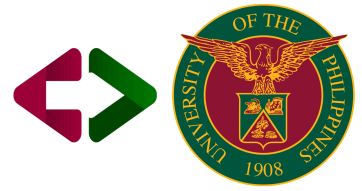
The Budget Clearance for Vouchers and Payrolls process involves the submission and review of various forms and supporting documents to ensure funds are available for disbursement. The steps include receiving, reviewing of the documents and its attachments, and processing the vouchers or payrolls for obligations, followed by forwarding them to the Accounting Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Obligation Request and Status Form (ORS) for General Fund and Budget Utilization Request and Status Form (BURS) for Revolving Fund and Trust Fund	Office/Unit/Department of requesting party
2. Duly accomplished Disbursement Voucher/Payroll	Office/Unit/Department of requesting party
3. Supporting documents required by COA	Office/Unit/Department of requesting party
4. Approved letter request to Chancellor	Office/Unit/Department of requesting party
5. ORS/BURS	- BULSA App for MOOE transactions under General Fund and Revolving Fund Income - PAVE System for PS transactions under all source of funds; MOOE transactions under TLAs, TOSF from CHED, FHE, Programmed/Reprogrammed Fund and Endowment Fund

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Contract of Service	1.1 Receives Disbursement Vouchers/Payroll (in batches) from Accounting Office 1.2 Stamps the date, encode and assigns a number in ORS/BURS Forms	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Reviews basis for obligation and determines available fund balances. Reviews BULSA for the correctness of entries (fund code and object code) - <i>if charged against General Fund and Revolving Fund Income</i> 3.2 If with question return the documents to concerned units 3.3 If without question, process the document and record the obligation to Registry (RAOD/RBUD) 3.4 Process and approve the ORS/BURS using BULSA (if charged against General Fund and Revolving Fund Income).	None	30 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	4.1 Certifies the allotment availability and amount obligated 4.2 Approve the transaction online (BULSA) if charge against General Fund and Revolving Fund Income	None	7 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to Accounting Office	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	43 minutes*	



**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.7. BUDGET CLEARANCE ON BASIC RECOMMENDATIONS FOR APPOINTMENTS, REAPPOINTMENTS, RENEWALS, PROMOTION, RECLASSIFICATIONS OF POSITIONS FOR FACULTY, REPS AND ADMINISTRATIVE STAFF AND AUTHORITY TO FILL ADMIN AND REPS POSITIONS

The Budget Clearance for Basic Recommendations for Appointments, Reappointments, Renewals, Promotions, and Reclassifications of positions ensures that the required budget is available before any personnel changes are finalized. This process involves submitting and verifying the completeness of the required documents, affixing the budget clearance, and forwarding the documents to the Human Resource and Development Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Prospective and regular employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Paper Form	Department of employee
2. All necessary supporting documents	Department of employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Basic Paper with supporting documents in PUSO	1.1 View Basic Paper from HRDO through the Personnel Unified System Outlook (PUSO) 1.2 Reviews the information and the attachments 1.3 If with question return to HRDO processor 1.4 If without question, affix budget clearance and endorsed 1.5 Record to individual Plantilla	None	8 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO Administrative Officer V OVCPD-BMO Administrative Officer IV OVCPD-BMO Senior Administrative Officer I OVCPD-BMO Administrative Officer II OVCPD-BMO Administrative Assistant I OVCPD-BMO Senior Office

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Assistant OVCPD-BMO</i>
	2.1 Checking and Recording in Central PlantillaPlantilla of Personnel 2.2 If with question, return to controller for action 2.3 If without question, endorsed to Chief	None	8 minutes	<i>Senior Office Assistant OVCPD-BMO</i>
	Reviews and endorsed to HRDO	None	2 minutes	<i>Chief Administrative Officer OVCPD-BMO</i>
TOTAL		None	18 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.8. BUDGET CLEARANCE FOR SPECIAL DETAIL, SABBATICAL, STUDY/VACATION LEAVE WITH OR WITHOUT PAY FOR FACULTY, REPS, AND ADMINISTRATIVE STAFF

The Budget Clearance for Special Detail, Sabbatical, Study/Vacation Leave with or without pay ensures that the necessary budget is available for the leave or special assignments of faculty, REPS, and administrative staff. The process includes submitting the Pink Sheet form with supporting documents, verifying its completeness, affixing the budget clearance, and forwarding the documents to the Human Resource and Development Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pink Sheet Form	Department of employee
2. All necessary supporting documents	Department of employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pink Sheet with supporting documents	1.1 Receives Pink Sheet from concerned Units 1.2 Verifies completeness of documents. 1.3 If there is a lack of signature and other pertinent documents, return the document to the concerned office for completion. 1.4 If complete, stamps the date, encode and assigns a number to the documents 1.5 Distribute to the Budget Controller	None	1 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	Affixes budget clearance in the forms and records in Plantilla of Personnel if with	None	10 minutes	<i>Supervising Administrative Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	pay. If without pay noted only.			OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	Reviews and signs	None	5 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to Human Resource and Development Office	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	18 minutes*	

*Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.

OVCPD-BMO.9. BUDGET CLEARANCE FOR APPLICATION FOR FOREIGN TRAVEL OF FACULTY, REPS, AND ADMINISTRATIVE STAFF

The Budget Clearance for Application for Foreign Travel of Faculty, REPS, and Administrative Staff with or without pay ensures that the necessary budget is available. The process involves submitting the duly accomplished Yellow Sheet form and supporting documents, verifying completeness, affixing the budget clearance, and forwarding the documents to the Human Resource and Development Office for further action.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Yellow Sheet Form	Department of employee
2. All necessary supporting documents	Department of employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Yellow Sheet with supporting documents	1.1 Receives Yellow Sheet from concerned units 1.2 Verifies completeness of documents. 1.3 If there is a lack of a signature and other pertinent documents, return the document to the concerned office for completion. 1.4 If complete, stamps the date, encodes and assigns a number to the documents 1.5 Distribute to the Budget Controller	None	1 minute	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	Affixes budget clearance in the forms and records in Plantilla of Personnel if with	None	8 minutes	<i>Supervising Administrative Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	pay. If without pay noted only.			OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	Reviews and signs	None	3 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to OVCAA for Faculty, to OVCRE for REPS, and to OVCA for Administrative Staff. Forward to OIL if there's a contractual obligation	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	14 minutes*	

*Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.

OVCPD-BMO.10. PROCESSING OF CERTIFICATION FOR NO SPECIAL BUDGETARY OUTLAY

The Processing of Certification for No Special Budgetary Outlay is a process where the Budget Management Office certifies that a particular project or activity does not have a special budget allocation (outlay) within the approved budget. The process includes submitting necessary documents, reviewing records, preparing and signing the certification, and forwarding it to the requesting unit.

Office or Division	Budget Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of MOA/ Cover Letter	Office/Unit/Department of requesting party
2. All necessary supporting documents	Office/Unit/Department of requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Copy of MOA of the Project and/or cover letter containing the name of the Project Leader, Unit, Funding Agency and Title of the project, and other necessary Documentary Requirements	1.1 Receives request for Certification 1.2 Forward to the preparer of the Certification	None	1 minute	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	2.1 Checks the Records if there is an allotment for the project 2.2 If there is an allotment, return to unit 2.3 If there is no allotment, prepare certification 2.4 Record the issued Certification	None	8 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and forward to CAO for signature			Administrative Officer I OVCPD-BMO Administrative Officer II OVCPD-BMO Administrative Assistant I OVCPD-BMO Senior Office Assistant OVCPD-BMO
	3.1 Reviews and signs	None	3 minutes	Chief Administrative Officer OVCPD-BMO
	4.2 Forward the documents to the requesting Unit	None	2 minutes	Junior Office Assistant OVCPD-BMO Senior Office Aide OVCPD-BMO
TOTAL		None	14 minutes*	

*Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.

OVCPD-BMO.11. PROCESSING OF LETTER REQUEST FOR BUDGET CLEARANCE

The Process of Letter Request for Budget Clearance is the procedure through which a UPLB office or department requests supplemental funds for a specific program, project or activity. This process typically involves submitting a letter request detailing the need for supplemental funds, along with supporting documents. The Budget Management Office reviews the request to ensure compliance with government budgeting rules and regulations, verifies fund availability, and prepares the necessary clearance for the requested amount.

Office or Division	Budget Management Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Office/Unit/Department of requesting party
2. All necessary supporting documents	Office/Unit/Department of requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request with supporting documents	1.1 Receives the letter request from the Office of the Vice Chancellor for Planning and Development or Office of the Vice Chancellor for Administration	None	3 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
	2.1 Reviews the compliance with DBM and other government agency's budgeting rules and regulations 2.2 If not compliant, return to originating unit/OVCPD/OVCA 2.3 If compliant, checks the fund source and forward to the budget controller	None	10 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Reviews basis for obligation and determines available fund balances 3.2 If with question return the documents to concerned Units 3.3 If without question, process the document and record/earmark the requested amount in the Registry (RAOD/RBUD) 3.4 Prepare the budget clearance form and forward to the CAO for signature	None	25 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office Assistant</i> OVCPD-BMO
	4.1 Reviews and signs	None	5 minutes	<i>Chief Administrative Officer</i> OVCPD-BMO
	Forward the documents to the requesting Unit	None	2 minutes	<i>Junior Office Assistant</i> OVCPD-BMO <i>Senior Office Aide</i> OVCPD-BMO
TOTAL		None	45 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*

OVCPD-BMO.12. VERIFICATION OF PROJECT PROCUREMENT MANAGEMENT PLAN (PPMP) THROUGH PAVE

The Process of verifying PPMP is the procedure through which a UPLB office or department submits their PPMP to the Budget Office for verification if items to be procured are within and/or can be charged to the budget requested. This process typically involves submitting the PPMP from the originating unit, along with supporting documents. The Budget Management Office reviews and verifies the PPMP to ensure that the items being requested for procurement are compliant with government budgeting rules and regulations.

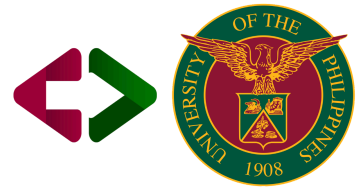
Office or Division	Budget Management Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

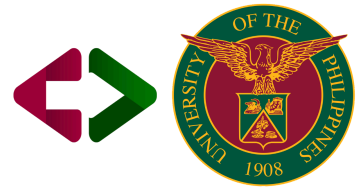
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Uploaded PPMP	Office/Unit/Department of requesting party
2. Letter Request, if applicable	Office/Unit/Department of requesting party
3. All necessary supporting documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the PPMP through PAVE System	1.1 View the PPMP from the end-user through PAVE 1.2 Reviews the PPMP and attached supporting documents 1.3 If with question return the PPMP to concerned Units 1.4 If without question, verify the PPMP and add remarks if theres any.	None	10 minutes	<i>Supervising Administrative Officer</i> OVCPD-BMO <i>Administrative Officer V</i> OVCPD-BMO <i>Administrative Officer IV</i> OVCPD-BMO <i>Senior Administrative Officer I</i> OVCPD-BMO <i>Administrative Officer II</i> OVCPD-BMO <i>Administrative Assistant I</i> OVCPD-BMO <i>Senior Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Assistant</i> OVCPD-BMO
	2.1 Reviews the PPMP 2.2 If with question return the PPMP to concerned Fund Controller 2.3 If without question, verify the PPMP	None	10 minutes	<i>Chief</i> OVCPD-BMO
TOTAL		None	20 minutes*	

**Processing time may vary depending on the volume of documents, internet speed, other inquiries, and workload of the controller.*





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

OVCPD-DIC.1. UP MAIL ACCOUNT RECOVERY

This service assists clients who have forgotten their UP Mail password. The office securely resets account credentials to restore access to UP's official communication and productivity tools.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Students: ID, form 5, class schedule	Office of the University Registrar
2. For Students returning from AWOL/LOA: Approved reinstatement/LOA application	College Secretary
3. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. 1. Provide link for form for UP Mail account recovery.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Conduct account recovery	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with recovery instructions to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email and proceeds with account recovery.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.2. UPLB NETID ACCOUNT CREATION

This service facilitates the creation of UPLB NetID accounts for eligible individuals. The office generates the necessary credentials to provide secure access to the university's digital services and online resources.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Students: ID, form 5, class schedule reinstatement/LOA application	Office of the University Registrar
2. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. Provide link for form for UPLB NetID Account Creation.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Create UPLB NetID account	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with credentials to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email with credentials. Client can test by connecting to the UPLB WiFi.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.3. UPLB NETID ACCOUNT RECOVERY

This service assists clients who are unable to access their UPLB NetID accounts. The office verifies the user's identity and resets account credentials to restore access to university systems and online resources.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Students: ID, form 5, class schedule reinstatement/LOA application	Office of the University Registrar
2. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. Provide link for form for UP Mail account recovery.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Reset UPLB NetID password	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with recovery instructions to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email with credentials. Client can test by connecting to the UPLB WiFi.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.4. WEB HOSTING

This service provides reliable server space and infrastructure for hosting official university websites and web-based applications.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Requesting unit/office/project For students, must be secured from adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing dic.uplb@up.edu.ph	1.1. Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Discuss web hosting details with client	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
	1.3. Process request	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Inform client that site is available for access	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Client accesses site	2.1. Conduct account recovery	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	1 hour and 22 minutes	

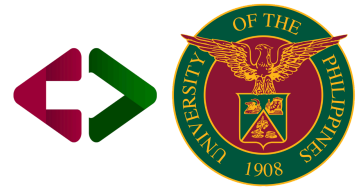
OVCPD-DIC.5. EDUROAM ACCESS

This service enables secure wireless network connectivity for students, faculty, and staff using the international eduroam roaming service.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via helpdesk.dic.uplb.edu.ph	1.1 Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Assist user with the retrieval or the creation of their UPLB NetID account.	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.3 Inform client about their credentials.	None		<i>Administrative Staff</i> OVCPD-DIC
2. Client receives update.		None	3 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	15 minutes	



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

OVCPD-DIC.6. UP MAIL ACCOUNT RECOVERY

This service assists clients who have forgotten their UP Mail password. The office securely resets account credentials to restore access to UP's official communication and productivity tools.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. For Students: ID, form 5, class schedule	Office of the University Registrar
5. For Students returning from AWOL/LOA: Approved reinstatement/LOA application	College Secretary
6. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. 1. Provide link for form for UP Mail account recovery.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Conduct account recovery	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with recovery instructions to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email and proceeds with account recovery.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.7. UPLB NETID ACCOUNT CREATION

This service facilitates the creation of UPLB NetID accounts for eligible individuals. The office generates the necessary credentials to provide secure access to the university's digital services and online resources.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. For Students: ID, form 5, class schedule reinstatement/LOA application	Office of the University Registrar
4. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. Provide link for form for UPLB NetID Account Creation.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Create UPLB NetID account	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with credentials to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email with credentials. Client can test by connecting to the UPLB WiFi.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.8. UPLB NETID ACCOUNT RECOVERY

This service assists clients who are unable to access their UPLB NetID accounts. The office verifies the user's identity and resets account credentials to restore access to university systems and online resources.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. For Students: ID, form 5, class schedule reinstatement/LOA application	Office of the University Registrar
4. For Employees: ID, contract, appointment letter, endorsement from unit	Human Resource Development Office, employee's unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create ticket via helpdesk.dic.uplb.edu.ph.	1.1. Provide link for form for UP Mail account recovery.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1. Reset UPLB NetID password	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Send email with recovery instructions to client	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives email with credentials. Client can test by connecting to the UPLB WiFi.		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.9. ZOOM HOSTING

This service provides official Zoom hosting capabilities for university-related meetings, webinars, and virtual events.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB offices and units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Optional) Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to ITC either via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing zoom_dic.uplb@up.edu.ph	1.1. 1. Provide link for Zoom request to client	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Fill up form.	2.1 Book date(s) and email client Zoom details (<i>If event date(s) is/are available</i>) or Discuss with client if rescheduling is feasible. (<i>If event date(s) is/are unavailable</i>)	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. (<i>If event date(s) is/are unavailable</i>) -Discuss with client if rescheduling is feasible. -If feasible, book new date(s) and	None		<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	email Zoom details to client -If not feasible, provide suggestions for alternative hosting.			
	2.3. Assigned staff will discuss with client Zoom hosting procedure.	None		<i>Administrative Staff</i> OVCPD-DIC
3. Client receives Zoom details	3.1. On the day of the event, ITC will provide assistance as discussed with the client.	None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	7 minutes	

OVCPD-DIC.10. LIVESTREAMING

This service provides technical support for broadcasting university events, seminars, and programs in real-time over the internet. The office manages the streaming setup and platform integration to ensure wide accessibility and engagement for virtual audiences.

Office or Division	Digital Innovation Center
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB offices and units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Requesting/Managing office/unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to OVCPD	1.1 OVCPD communicates with DIC	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
	1.2. (If DIC approves the request)	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Schedule meeting with client or (If DIC denies the request) Inform user of the request status and Suggest alternative streaming options			
2. Coordinate with DIC	2.1. <i>If OPR's assistance is needed (equipment only)</i> Communicate with OPR and discuss equipment to be borrowed from them and Schedule dry run, if applicable/possible or <i>If OPR's assistance is not required:</i> Finalize event setup with client and Schedule dry run, if applicable/possible	None	2 days	Administrative Staff OVCPD-DIC
	2.3. Conduct dry run, if applicable/possible	None		Administrative Staff OVCPD-DIC
	3.1. On the day of the event, DIC (and OPR, if involved) will proceed with providing assistance as discussed with the client.	None		Administrative Staff OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	7 days	

OVCPD-DIC.11. WEB HOSTING

This service provides reliable server space and infrastructure for hosting official university websites and web-based applications.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units and offices, projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Requesting unit/office/project For students, must be secured from adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing dic.uplb@up.edu.ph	1.1. Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Discuss web hosting details with client	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
	1.3. Process request	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Inform client that site is available for access	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Client accesses site	2.1. Conduct account recovery	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	1 hour and 22 minutes	

OVCPD-DIC.12. SERVER COLOCATION

This service offers secure physical space within university data centers for housing client-owned servers and networking equipment.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices and projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Requesting unit/office/project

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing dic.uplb@up.edu.ph	1.1. Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Discuss server colocation details with client	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
	1.3 Process request. Includes server installation and configuration	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Inform client that server is available for access	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Client accesses server		None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	2 hours and 7 minutes	

OVCPD-DIC.13. SERVER/SITE TROUBLESHOOTING

This service provides diagnostic and resolution support for technical issues affecting university servers or websites. The office investigates reported problems, identifies root causes, and implements solutions to restore normal functionality and minimize downtime.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices and projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Requesting unit/office/project

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing dic.uplb@up.edu.ph	1.1. Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Conduct troubleshooting	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
	1.3 Inform client that they can check their site/server again	None	1 hour	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	2 hours and 2 minutes	

OVCPD-DIC.14. NETWORK INSTALLATION AND CONFIGURATION

This service handles the physical setup and technical configuration of network infrastructure within university offices and facilities.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request/Submit a ticket 2. Building Floor Plan	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director or Submit a job request through our ticketing system link	1.1 Once a job request is filled up and submitted, the helpdesk officer refers the request to the Network Technician or Network Administrator. Note that we monitor all the job requests received through our ticketing system managed by the Helpdesk Officer.	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Coordinate with the DIC Network Technicians	2.1. If the requesting party does not have an existing floor plan, our Network Technicians will do an ocular inspection and based on this they will make a layout of the said area and recommend materials and equipment to be used.	None	1 day	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assists DIC staff during installation	3.1 Install network equipment and/or materials and configure	₱200.00/ hour labor + materials used at transfer cost + ₱200.00/ transaction	Depends on building and network infrastructure	<i>Administrative Staff</i> OVCPD-DIC
4. Pay the bill thru DV	4.1 Send a billing statement and monitor the status of payment	None		<i>Administrative Staff</i> OVCPD-DIC
TOTAL		Rates depend on the applicable fees and work duration	1 day and 10 minutes *	

* Depends on building and network infrastructure

OVCPD-DIC.15. WIRED LAN ACCESS

This service enables university devices to connect to the campus network through physical ethernet connections. The office configures network ports and authenticates devices to provide secure and stable wired Local Area Network access for offices and workstations.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director	1.1. Do an ocular site inspection	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Send formal recommendation of IT equipment needed (if the requesting units have no available materials)	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Purchase the IT equipment/supplies/materials needed	2.1. Proceed to installation	₱200.00 per hour labor + spare parts + ₱200.00/transaction	Depends on building and network infrastructure	<i>Administrative Staff</i> OVCPD-DIC
3. Payment	3.1. Send monthly billing to the client for the Wired LAN Access	₱1,500.00 /month	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		Rates depend on the applicable fees and work duration	1 hour and 10 minutes*	

* Depends on building and network infrastructure

OVCPD-DIC.16. NETWORK TROUBLESHOOTING

This service addresses connectivity issues and performance problems affecting university network access.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Send request via: a. Creating ticket via helpdesk.dic.uplb.edu.ph. b. Emailing dic.uplb@up.edu.ph	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director or Submit a job request through our ticketing system link	1.1 Assign task to network administration team	None	2 minutes	Administrative Staff OVCPD-DIC
	1.2 Schedule client visit	None	2 minutes	Administrative Staff OVCPD-DIC
	1.3 Troubleshooting	None	1 hour	Administrative Staff OVCPD-DIC
	1.4 Contact end-user and inform them of troubleshooting status	None	2 minutes	Administrative Staff OVCPD-DIC
2. Confirm if issue is resolved		None		Administrative Staff OVCPD-DIC
TOTAL		None	1 hour and 6 minutes	

OVCPD-DIC.17. IT EQUIPMENT INSPECTION

This service conducts thorough assessments of university IT hardware to evaluate condition and functionality.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or Submit Purchase Order and Sales Invoice	1.1. Check Purchase Order, Sales Invoice and warranty in completeness of specifications	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Delivers Item	2.1. Check item specifications vis-a-vis the specifications indicated in the Purchase Order. Check Serial # and warranty of item vis-a-vis indicated in the Sales Invoice and Warranty Certificate.	None	15 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2 If complying, inspector signs the sales invoice (signed and dated). If not complying, return item to supplier.	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
3. Submit Inspection and Acceptance Report	3. Inspector signs the Inspection and Acceptance Report	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	30 minutes	

OVCPD-DIC.18. IT EQUIPMENT REPAIRS

This service provides technical repair and restoration of faulty university IT hardware. The office diagnoses equipment issues, performs necessary component replacements or fixes, and tests functionality to return devices to operational condition.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the equipment to ITC Tech Support Office and accomplish service request form in duplicate (File copy and end-user's copy duly signed by technician)	1.1. Check warranty seal, diagnose the problem if it's serviceable otherwise recommend for condemnation	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
2. Follow up on repair status	2.1 Inform the end user if need parts/licensed installers through e-mail. If they don't have installers offer end user software license (for UPLB Equipment only)	None	Depends on the degree of repair to be done	<i>Administrative Staff</i> OVCPD-DIC
	2.2 Inform end-user through e-mail of service completion and remind to bring the copy of the service request form	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
3. Pick up equipment from ITC Tech Support Office when repair is done	3.1 Test and demo equipment in the presence of end-user	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC
	3.2 Print bill in duplicate (receiving copy and end user's	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	copy), seal with ITC sticker then release the equipment			
4. Payment -For UPLB Equipment Make a DV payable to Digital Innovation Center trust fund code 821700 -For Personal Equipment Pay bill at Cashier's Office		₱200.00 per hour labor + spare parts / transaction		<i>Administrative Staff</i> OVCPD-DIC
5. Others: Software Installation Windows Office		₱1,000.00 per computer, Microsoft Office Retail Version installation	1 day	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		Rates depend on the applicable fees and work duration	1 day and 40 minutes*	

* Depends on the degree of repair to be done

OVCPD-DIC.19. CYBERSECURITY INCIDENT RESPONSE

This service provides immediate action and investigation when university digital assets face potential security threats or breaches.

Office or Division	Digital Innovation Center
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Indicator of Compromise (Signs of Breach, Irregularity, Bug)	1.1 Detection of Bug/Compromise/	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Analysis of Compromise	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
2. Isolating Affected Assets from Office Network	2.1 Containment of Threat	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
3. Delivery of Affected Assets for Cleaning to ITC	3.1 Eradication of Potential and Real Threat	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
4. Returning and Return of Affected Services	4.1 Recovery of Affected Data & Systems	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
	4.2 Post-Incident Activity: Reporting, Update Tools/Metrics	None	5 days	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	30 days	

OVCPD-DIC.20. DEPLOYMENT OF EDP (ENDPOINT DATA PROTECTION) SOFTWARE FOR UP-OWNED COMPUTERS

This service installs and configures endpoint data protection software on university-owned computing devices.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procures new endpoint (PC, laptop, server)	1.1 Rename device name according to standard	None	1 minute	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Remove competitor software	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.3 Install EDP software	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Full scan computer	None	1 minute	<i>Administrative Staff</i> OVCPD-DIC
2. Report irregularities (Performance Slowdown, Limited Features)	2.1 Fine tune AV Policy to Permissive Not Aggressive	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	1 hour and 32 minutes	

OVCPD-DIC.21. SECURITY AWARENESS TRAINING

This service provides educational sessions and resources to equip university personnel with essential cybersecurity knowledge and best practices.

Office or Division	Digital Innovation Center
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for Training	1.1. Verify Registration Details 1 week before event	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
2. Attend the Actual Training	2.1 Deliver Security Awareness Training	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
3. Fill in the post-event survey	3.1. Collect survey data, update statistics, note suggestions	None	2 days	<i>Administrative Staff</i> OVCPD-DIC
4. Deliver/Email Post-Training Assignments/Requirements to ITC	4.1. Tweak program for better improvements	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
	4.2 Use data to update security protocols in UPLB	None	1 month	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	1 month and 5 days	

OVCPD-DIC.22. NETWORK DESIGN (REHABILITATION)

This service provides comprehensive planning and architectural development for upgrading or rehabilitating existing university network infrastructure.

Office or Division	Digital Innovation Center
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request 2. Building Floor Plan	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director or Submit a job request through our ticketing system link	1.1 Assign the task to network administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Design new network layout for client. Client can request meeting with the team, if they would like to provide input.	None	20 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.3 If design is accepted, prepare quotation for materials needed.	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Initial review of quotation	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
	1.5 Final review of quotation	None	1 day	<i>Administrative Staff</i> OVCPD-DIC
	1.6 If quotation is approved, send to client	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	3 days and 27 minutes	

OVCPD-DIC.23. NETWORK PRINTING

This service configures and manages printer connectivity within the university network infrastructure.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director or Submit a job request through our ticketing system link	1.1 Assign task to network administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Schedule client visit	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.3 Check the connection of the printer	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.4 Download, Install the driver and connect the printer into the PCs	None	20 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Test Print	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.6 Contact the end-user and inform them of troubleshooting status	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	36 minutes	

OVCPD-DIC.24. DOMAIN NAME PROVISIONING

This service facilitates the registration, configuration, and management of domain names for university websites and online services.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director or Submit a job request through our ticketing system link	1.1 Assign task to system administration team.	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Present request to DIC director for approval.	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Proceed with completing the request. <i>(If Approved)</i> Inform client request status. <i>(If Disapproved)</i>	None		<i>Administrative Staff</i> OVCPD-DIC
	1.4. Inform client of request completion. <i>(If Approved)</i>	None		<i>Administrative Staff</i> OVCPD-DIC
2. Client receives update.		None	3 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	15 minutes	

OVCPD-DIC.25. EDUROAM ACCESS

This service enables secure wireless network connectivity for students, faculty, and staff using the international eduroam roaming service.

Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB units/offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via helpdesk.dic.uplb.edu.ph	1.1 Assign task to system administration team	None	2 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2 Assist user with the retrieval or the creation of	None	10 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	their UPLB NetID account.			
	1.3 Inform client about their credentials.	None		<i>Administrative Staff</i> OVCPD-DIC
2. Client receives update.		None	3 minutes	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	15 minutes	

OVCPD-DIC.26. INFORMATION SYSTEMS DEVELOPMENT MANAGEMENT

This service oversees the planning, coordination, and execution of information system projects for university units. The office manages the development lifecycle, ensuring that systems are designed, built, and deployed in accordance with technical standards and institutional objectives.

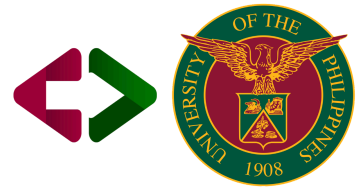
Office or Division	Digital Innovation Center
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Requesting unit/office
2. Complete Contents/Resources	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or submit a letter request address to DIC Director for Web App Development	1.1.Letter request for review	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	1.2. Once reviewed, the letter will be sent to the Web App Developer	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client receives email	2.1. Assigned Developer will conduct meeting	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	2.2. Discuss the requirements needed	None	30 minutes	<i>Administrative Staff</i> OVCPD-DIC
3. Provide approved letter, budget, and contents/resources	3.1. Review the provided documents	None	5 minutes	<i>Administrative Staff</i> OVCPD-DIC
	3.2. Start the Web App Development	None	Depends on the different phases of Web App development	<i>Administrative Staff</i> OVCPD-DIC
TOTAL		None	50 minutes *	

* Depends on the different phases of Web App development



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

OVCPD-UPMO.1. BUILDINGS MAINTENANCE WITHOUT MATERIALS

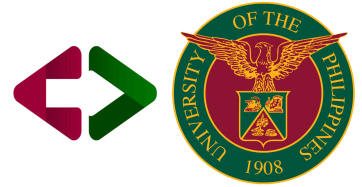
Provision of repair and maintenance services on University buildings and other allied facilities, including but not limited to carpentry, painting, tinsmithry, steelworks and masonry.

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Carpenter Foreman</i> or <i>Construction Maintenance Foreman</i> or <i>Painting Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	6 days	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	9 days and 8 hours	

OVCPD-UPMO.2. BUILDINGS MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services on University buildings and other allied facilities, including but not limited to carpentry, painting, tinsmithry, steelworks and masonry.

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief or Engineer III or Carpenter Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	19 days	<i>Assigned Electrical Services Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff</i> <i>or</i> <i>Junior Community</i>

CLIENT STEPS	AGENCY ACTION	FEEs TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	19 days 8 hours	

OVCPD-UPMO.3. ELECTRICAL UTILITY AND ACCESSORY MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services of the University's electrical sub-stations, primary and secondary distribution networks in satisfactory condition as well as repairs and maintains electrical related-facilities of the University buildings

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer III or Foreman or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Electrical General Foreman</i> OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	6 days	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	9 days 8 hours	

OVCPD-UPMO.4. ELECTRICAL UTILITY AND ACCESSORY MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services of the University's electrical sub-stations, primary and secondary distribution networks in satisfactory condition as well as repairs and maintains electrical related-facilities of the University buildings

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works and notice power interruption if needed	None	4 hours	<i>Section Chief or Engineer III or Foreman or</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Electrical General Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	18 days	<i>Assigned Electrical Services Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	19 days 8 hours	

OVCPD-UPMO.5.GROUNDS, ROADS AND MEDIA MAINTENANCE WITHOUT MATERIALS

Provision of maintenance services of UPLB's grounds, parks, open fields, and road network.

Office or Division	University Planning and Maintenance Office - Grounds, Roads, and Media Maintenance Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer IV or Foreman or Construction</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Maintenance General Foreman</i> OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Staff or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
TOTAL		None	6 days 8 hours	

OVCPD-UPMO.6. GROUNDS, ROADS AND MEDIA MAINTENANCE WITH AVAILABLE MATERIALS

Provision of maintenance services of UPLB's grounds, parks, open fields, and road network.

Office or Division	University Planning and Maintenance Office - Grounds, Roads, and Media Maintenance Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer IV</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Construction</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Maintenance General Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Grounds, Roads, and Media Maintenance Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days 8 hours	

OVCPD-UPMO.7. MECHANICAL SERVICES WITHOUT MATERIALS

Provision of mechanical service (major and minor) for UPLB vehicles and equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party		30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes	None	30 minutes	<i>Administrative Staff</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request ticket			<i>Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
TOTAL		None	6 days 8 hours	

OVCPD-UPMO.8. MECHANICAL SERVICES WITH MATERIALS

Provision of mechanical service (major and minor) for UPLB vehicles and equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Mechanical Maintenance Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.9.AIR CONDITIONING AND REFRIGERATION SERVICES WITHOUT MATERIALS

Provision of Air-conditioning and refrigeration services for UPLB equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback	None	30 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	form, closes request ticket			or Junior Community Relations Aide (ICS) OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.10. AIR CONDITIONING AND REFRIGERATION SERVICES WITH MATERIALS

Provision of Air-conditioning and refrigeration services for UPLB equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Technician Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.11. TRANSPORTATION AND HAULING SERVICES

Provision of transportation and hauling Services for UPLB Clients

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Mechanic Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.12. GARBAGE COLLECTION SERVICES

Provision of Garbage Collection services for UPLB Clients

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Garbage Collection Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.13. PLUMBING AND WATERWORKS SERVICES WITHOUT MATERIALS

Provision of repair and maintenance services on the University's pumping stations and deepwells and on all plumbing fixtures as well as sewer lines and water distribution lines to all UPLB Building in lower and upper campus.

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receive and endorse to Section Chief or Foreman	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.7 Section Chief or	None	3 days	<i>Section Chief</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Foreman Inspects			or Engineer II or Plumber Foreman OVCPD-UPMO
	1.8 Estimate materials to be used and list scope of works	None	3 days	Section Chief or Engineer II or Plumber Foreman OVCPD-UPMO
	1.9 Encode and print estimate	None	1 hour	Administrative Assistant II OVCPD-UPMO
	1.10 Estimate will be concurred by the Director	None	3 hours	Director OVCPD-UPMO
	1.11 Send estimate and Scope of works to Requesting party	None	30 minutes	Plumber Foreman OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Assistant II OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.14. PLUMBING AND WATERWORKS SERVICES WITH MATERIALS

Provision of repair and maintenance services on the University's pumping stations and deepwells and on all plumbing fixtures as well as sewer lines and water distribution lines to all UPLB Building in lower and upper campus.

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receive and endorse to Section Chief or Foreman	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.7 Staff performs	None	6 days	<i>Assigned</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	work as requested, in compliance to the listed scope of works.			<i>Plumbing and Waterworks Services Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.15. CONSTRUCTION SUPERVISION AND INSPECTION - PRE-CONSTRUCTION PREPARATIONS

After awarding the contract and issuing the Notice to Proceed (NTP), the Bids and Awards Committee (BAC) transfers the contract and bidding documents to the Construction Supervision and Inspection Section (CSIS), which oversees contract implementation.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business or G2G - Government to Government
Who may Avail	Contractor or End-user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bid Documents	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-construction preparations	1.1 Receives and endorses Bid Documents to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Receives and schedule meeting with CSIS Assistant II for the creation or assignment of PICT (Project Inspector Composite Team)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.3 Encode letter of PICT project and possession of site	None	2 hours	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Endorse letter to Director for signature	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.5 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.6 Receives and endorses to	None	30 minutes	<i>Section Chief (Engineer III)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	end-user and contractor			OVCPD-UPMO
	1.7 Serve letter to end-user	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.8 Schedule Pre-construction meeting	None	10 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	1 day, 4 hours, and 40 minutes	

OVCPD-UPMO.16. CONSTRUCTION SUPERVISION AND INSPECTION - CONDUCT OF PRE-CONSTRUCTION MEETING

The Construction Supervision and Inspection Section (CSIS) holds a Pre-Construction Meeting to cover project details, introduce all involved parties, and explain the University's guidelines and protocols for infrastructure project implementation.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor or End-user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bid Documents	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Pre-construction meeting	1.1 Present or Introduction of PICT, End-user, Contractor. Inform rules and regulation inside UPLB, requirements required to workers, documents to be submitted to CSIS-UPMO	None	2 hours	<i>Section Chief (Engineer III) and Project Inspector</i> <i>Composite Team</i> OVCPD-UPMO
TOTAL		None	2 hours	

OVCPD-UPMO.17. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR BUILDING STAKE-OUT

The Contractor initially marks out the project site based on approved plans and specifications. This stakeout is then inspected and verified, with adjustments made as needed, during a site visit involving the Project Inspection Composite Team (PICT), Designers of Record, Contractor, and End-User.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approval of Building Stake-out or Permit to Commence Excavation Form	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for building stake-out (If necessary)	1.1 Receive, record and confirm receipt of request from the contractor	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.4 Project Inspectors concerned inspects, evaluate and verify or validate on site	None	2 hours.	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.5 For signature of Lead PICT, Designer, End-user and Contractor	None	2 hours.	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Team</i> OVCPD-UPMO
	1.6 Route documents to Section Chief (Engineer III) for signature	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.7 Serve approve copy to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	1 day and 6 hours	

OVCPD-UPMO.18. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR MATERIAL APPROVAL

The Contractor must submit material samples, brochures, or shop drawings for review by the Project Inspection Coordination Team (PICT) before any purchasing, delivery, or installation takes place. This review ensures the materials comply with the approved plans and specifications.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Material Approval Form	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Material Approval	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.4 Project Inspectors evaluate material sample	None	1 hour	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.5 Route documents to Section Chief (Engineer III) for signature	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.6 Route documents to Director for approval	None	30 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.8 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.9 Serve approved copy to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	1 day, 4 hours, and 30 minutes	

OVCPD-UPMO.19. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR POURING

The contractor must request and the Project Inspection Coordination Team (PICT) must inspect the site, ensuring it meets approved plans and specifications, before any concrete pouring can begin.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Pouring Form	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Pouring	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.4 Project Inspectors concerned inspects the site	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.5 Route documents to Section Chief (Engineer III) for signature	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Route documents to Director for approval	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.7 Route documents to	None	30 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section Chief (Engineer III)			
	1.8 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.9 Serve approve copy to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.10 witness concrete pouring on site	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
TOTAL		None	4 days and 3 hours	

OVCPD-UPMO.20. CONSTRUCTION SUPERVISION AND INSPECTION - REVIEW AND APPROVAL OF PERT-CPM AND S-CURVE

The contractor must submit a PERT-CPM (Program Evaluation and Review Technique - Critical Path Method) chart and an S-Curve graph to visualize and track project progress.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PERT-CPM and S-Curve	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review and Approval of PERT-CPM and S-Curve	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Receives, record and endorse to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review program of work by PICT	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Forward reviewed PERT-CPM &	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	S-Curve to Section Chief (Engineer III)			
	1.7 For endorsement to contractor for printing to 20"x30" Tracing paper if no more correction	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.8 Receive, record and confirm receipt of request (tracing paper)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.9 Sort and endorse to Director or Section in charge the final print of PERT-CPM and S-CURVE	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.10 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.11 Receives and endorses to PICT for signature	None	4 hours.	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.12 For signature of Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.13 For signature of the UPMO Director	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.14 Endorse for recommending approval (OVCPD)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.15 Endorse for approval (OC)	None		<i>Administrative Staff</i> OVCPD
	1.16 Receive, record approved	None	30 minutes	<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document			OVCPD-UPMO
	1.17 Endorsed to CSIS by Director	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.18 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.19 Photocopy documents and endorse to Lead Project Inspector	None	30 minutes	<i>Administrative Assistant II</i> <i>or</i> <i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.20 serve copy to contractor, file original copy	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	3 days, 11 hours, and 30 minutes	

OVCPD-UPMO.21. CONSTRUCTION SUPERVISION AND INSPECTION - GENERAL MONTHLY SITE INSPECTION OF ALL ON-GOING PROJECTS

The Project Inspection Coordination Team (PICT) conducts general site inspections to assess the project's monthly physical progress

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (Service initiated by CSIS-UPMO)	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General Monthly Site Inspection of all On-going Projects	1.1 Schedule Site Inspection	None	30 minutes	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.2 Inspect and evaluate work accomplished	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.3 prepare letter of information to contractors for the monthly accomplishment of the project	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.4 Route letter to Section Chief (Engineer III) for signature	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Route letter to director for signature	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.6 Route signed letter to Section	None	30 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chief (Engineer III)			
	1.7 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.8 Receives and endorses to contractor	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.9 Serve letter to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	5 days and 3hours	

OVCPD-UPMO.22. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR REGULAR SITE INSPECTION

The Project Inspection Coordination Team (PICT) conducts regular site inspections to ensure that delivered and installed materials, as well as the contractor's workmanship, comply with approved plans and specifications.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Regular Site Inspection Request Slip	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regular Site Inspection	1.1 Schedule Site Inspection	None	30 minutes	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.2 Inspect and evaluate work accomplished	None	2 hours	<i>Project Inspector Composite Team</i> OVCPD-UPMO
TOTAL		None	2 hours and 30 minutes	

OVCPD-UPMO.23. CONSTRUCTION SUPERVISION AND INSPECTION - MONTHLY COORDINATION MEETING

The Project Inspection Coordination Team (PICT) conducts monthly coordination meetings together with end-users and contractor to discuss updates and concerns in the project.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (Service initiated by CSIS-UPMO)	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Monthly Coordination Meeting	1.1 Schedule monthly coordination meeting	None	2 hours.	<i>Administrative Officer III</i> or <i>Lead Project Inspector</i> OVCPD-UPMO
	1.2 Prepare notice of meeting	None	2 hours.	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 route notice to Section Chief (Engineer III) for signature	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 route to Director for approval	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.5 Route to CSIS signed notice	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.6 Received signed notice and serve to PICT, contractor and end-user	None	4 hours.	<i>Administrative Officer III</i> or <i>Lead Project Inspector</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	9 hours and 30 minutes	

OVCPD-UPMO.24. CONSTRUCTION SUPERVISION AND INSPECTION - PROCESSING OF PARTIAL BILLING

The Project Inspection Coordination Team (PICT) evaluates and processes the contractor's requests for partial payment.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Letter for Partial Billing 2.Accomplishment Statement 3.Progress Photos (2 copies) 4. Documentary Stamp	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of Partial Billing	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Project Inspectors conducts site inspection	None	1 day	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Evaluation of work accomplished	None	3 days	<i>Project Inspector</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	by the contractor			<i>Composite Team</i> OVCPD-UPMO
	1.7 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.8 For encoding of CPS (Contractors Performance Statement) and preparation of CI (Contractors Invoice)	None	2 days	<i>Administrative Officer III</i> OVCPD-UPMO
	1.9 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.10 For review and comments	None	1 hour	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.11 For preparation of DV and other pertinent documents	None	2 days	<i>Administrative Officer III</i> OVCPD-UPMO
	1.12 For signature of the Contractor	None	5 days	<i>Contractor</i>
	1.13 For signature of PICT and Chief of Section	None	1 day	<i>Section Chief (Engineer III)</i> <i>or</i> <i>Project Inspector</i> <i>Composite Team</i> OVCPD-UPMO
	1.14 For signature of Director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.15 Route DV to OVCPD for signature of CPS	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.16 Receive, record and confirm receipt of request	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.17 signature of VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.18 for signature VCPD (if 1M or below)	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.19 for signature OC (if above 1M)	None	Under Revision	<i>Chancellor</i> OC
	1.20 Forwarded to Cashiers Office if signed by VCPD or OC	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.21 route to Accounting (if below 1M)	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.22 for processing to Accounting office	None	Under Revision	<i>Administrative Staff</i> OVCA-Accounting Office
	1.23 for processing and coordination with the contractor	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.24 Issuance of OR by the contractor	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.25 Preparation of transmittal to bank	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.26 Route transmittal to OVCA for signature	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.27 Signature of VCA	None	Under Revision	<i>Vice Chancellor</i> OVCA
	1.28 Route to	None	Under Revision	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Cashiers Office			<i>Staff</i> OVCA
	1.29 Receive signed transmittal	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.30 Transmit to Landbank	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
TOTAL		None	13 days and 4 hours and 30 minutes	

OVCPD-UPMO.25. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR CONTRACT TIME EXTENSION

The Project Inspection Coordination Team (PICT) evaluates contractor requests for contract time extensions and endorses them if they are deemed justified.

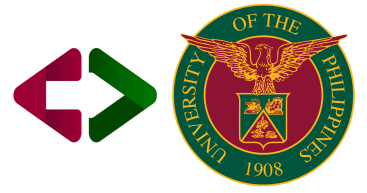
Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter 2. Weather Chart 3. Construction logbook 4. Other supporting documents	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Contract Time Extension	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review or Study or Validate the submitted request with supporting documents	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Prepare recommendation letter addressed to the Chancellor with necessary attachments	None	5 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.7 For review or signature of PICT and Chief of Section	None	3 days	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.8 For signature of the Contractor	None	5 days	<i>Contractor</i> OVCPD-UPMO
	1.9 For signature of UPMO Director	None	2 days	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.10 For signature of the End-user	None	5 days	<i>End-user</i>
	1.11 Endorse letter for recommending approval (OVCPD)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.12 For signature VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.13 Endorse letter to higher authorities	None	Under Revision	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for approval (OC)			OVCPD
	1.14 For signature of the Chancellor	None	Under Revision	<i>Chancellor</i> OC
	1.15 Receive, record approve CTE	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.16 Endorsed to CSIS by Director	None	1 day	<i>Director</i> OVCPD-UPMO
	1.17 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.18 Photocopy documents and endorse to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.19 Prepare letter of information of approved CTE	None	1 day	<i>Lead Project Inspector</i> OVCPD-UPMO
	1.20 For signature of PICT and Section Chief (Engineer III)	None	1 day	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.21 For signature of the UPMO Director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.22 Serve Letter of Info and approved copy of CTE to contractor	None	2 days	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.23 Serve Letter of Info and approved copy of CTE to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	31 days, 4 hours	



OVCPD-UPMO.26. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR CONTRACT TIME SUSPENSION

The Project Inspection Coordination Team (PICT) evaluates contractor requests for contract time suspension and endorses them if found justifiable.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter 2. construction logbook and other supporting documents	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Contract Time Suspension	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review or Study or Validate the submitted request with supporting documents	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Prepare recommendation letter addressed to the Chancellor with necessary	None	5 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments			
	1.7 For review or signature of PICT and Chief of Section	None	3 days	<i>Section Chief (Engineer III) or Project Inspector Composite Team</i> OVCPD-UPMO
	1.8 For signature of the Contractor	None	5 days	<i>Contractor</i> OVCPD-UPMO
	1.9 For signature of UPMO Director	None	2 days	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.10 For signature of the End-user	None	5 days	<i>End-user</i>
	1.11 Endorse letter for recommending approval (OVCPD)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.12 For signature VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.13 Endorse letter to higher authorities for approval (OC)	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.14 For signature of the Chancellor	None	Under Revision	<i>Chancellor</i> OC
	1.15 Receive, record approve CTS	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.16 Endorsed to CSIS by Director	None	1 day	<i>Director</i> OVCPD-UPMO
	1.17 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.18 Photocopy documents and endorse to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.19 Prepare letter of information of	None	1 day	<i>Lead Project Inspector</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approved CTS			OVCPD-UPMO
	1.20 For signature of PICT and Section Chief (Engineer III)	None	1 day	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.21 For signature of the UPMO Director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.22 Serve Letter of Info and approved copy of CTS to contractor	None	2 days	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.23 Serve Letter of Info and approve copy of CTS to contractor	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	31 days, 4 hours	

OVCPD-UPMO.27. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR MEGGER TESTING OR PRESSURE TEST

Before the project is handed over to the End-users, the Contractor performs testing and commissioning, which is witnessed by the Project Inspection Coordination Team (PICT) to verify the quality of materials and workmanship.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Insulation Resistance Test form 2. Request for HydroPressure and Hydrostatic Test form 3. Request for FCU & ACCU Testing and Commissioning form 4. Request for Fans and Blowers Testing and Commissioning form	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for megger testing or pressure test	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.4 Witness megger testing or pressure test on site	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.5 Route documents to Section Chief	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Engineer III) for signature			
	1.6 Route documents to Director for approval	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.7 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.8 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.9 Serve approve copy to contractor	None	1 day	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	2 days, 3 hours, and 30 minutes	

OVCPD-UPMO.28. CONSTRUCTION SUPERVISION AND INSPECTION - REVIEW AND APPROVAL OF AS-BUILT PLAN

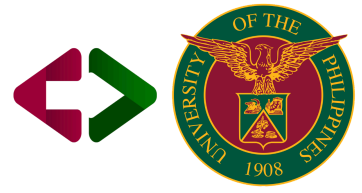
The Contractor is required to submit As-Built Plans for proper documentation and future reference in developing the University's infrastructure.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request and As-Built Plan	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review and Approval of As-built Plan	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review As-built plan including site verification	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 forward reviewed As-built plan to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.7 For signature of the PICT and Section Chief	None	1 day	<i>Section Chief (Engineer III)</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Engineer III)			<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.8 For signature of the UPMO Director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.9 Endorse for recommending approval (OVCPD)	None	1 hour	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.10 for signature of VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.11 Endorse to higher authorities for approval (OC)	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.12 For signature of the Chancellor	None	Under Revision	<i>Chancellor</i> OC
	1.13 Receive, record	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.14 Endorsed to CSIS by Director	None	1 day	<i>Director</i> OVCPD-UPMO
	1.15 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.16 Photocopy documents and endorse to Lead Project Inspector	None	30 minutes	<i>Administrative Officer III</i> or <i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.17 Prepare photocopy and serve to ESS or PWSS or MTGCS, and , file original copy to PDS	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	7 days, 5 hours, 30 minutes	



OVCPD-UPMO.29. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR PRE-FINAL INSPECTION

The Project Inspection Coordination Team (PICT), Designers of Record, End-users, and Contractors conduct a pre-final inspection to gather all rework comments and create a punch list.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Pre-Final Inspection	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Set schedule with End-user, and contractor	None	1 day	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Inspection with end-user, contractor	None	4 hours	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Team</i> OVCPD-UPMO
	1.7 Prepare Punch-list with photos	None	2 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.8 endorse punch-list to Section Chief (Engineer III) for signature	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.9 Route documents to Director for signature	None	1 day	<i>Director</i> OVCPD-UPMO
	1.10 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.11 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.12 Serve punchlist to contractor	None	1 day	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	5 days, 7 hours, and 30 minutes	

OVCPD-UPMO.30. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR FINAL INSPECTION

The Project Inspection Coordination Team (PICT), Designers of Record, End-users, and Contractors conduct a Final Inspection to verify that the contractor has addressed all rework items listed in the Punch List.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	(to be submitted by the contractor for approval)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Final Inspection with attached accomplished punchlist by contractor	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Set schedule with Designer, End-user, and contractor	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Inspection with designer, end-user, contractor	None	1 day	<i>Section Chief (Engineer III)</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.7 Validate and enlist as completed	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
TOTAL		None	4 days, 2 hours, 30 minutes	

OVCPD-UPMO.31. CONSTRUCTION SUPERVISION AND INSPECTION - PREPARATION OF COMPUTATION OF LIQUIDATED DAMAGES

The Project Inspection Coordination Team (PICT) calculates liquidated damages for projects that exceed the approved contract completion date.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (Service initiated by CSIS-UPMO)	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Computation of Liquidated Damages (if necessary)	1.1 prepare computation of Liquidated Damages for contractor	None	1 day	<i>Lead Project Inspector</i> OVCPD-UPMO
	1.2 route to Section Chief (Engineer III) for review	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 review and sign if no more corrections or comments	None	1 day	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.4 Route to contractor for conforme or signature	None	5 days	<i>Contractor</i>
	1.5 Route to Director for signature	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.6 for signature and approval of Director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.7 Route to CSIS signed LD	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 receive and route to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.9 for attachment in Final Payment	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	9 days, 2 hours, and 30 minutes	

OVCPD-UPMO.32. CONSTRUCTION SUPERVISION AND INSPECTION - PREPARATION OF CERTIFICATE OF COMPLETION AND TURN OVER

Upon successful completion of the Final Inspection, with no outstanding issues, the Certificate of Completion and Acceptance for Turnover is prepared. This document, signed by the Project Inspection Coordination Team (PICT), Vice Chancellor for Planning and Development (VCPD), End-users, and Contractor, signifies the contractor's return of the site to the University.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (Service initiated by CSIS-UPMO)	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Certificate of Completion and Turn Over	1.1 Preparation of COC	None	1 day	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 route to Section Chief (Engineer III) for review	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.3 for discussion with lead inspector (if necessary)	None	1 day	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.4 for final printing	None	4 hours	<i>Administrative Officer III</i> OVCPD-UPMO
	1.5 for signature of contractor	None	5 days	<i>Contractor</i>
	1.6 for signature of inspectors and Section Chief	None	4 hours	<i>Section Chief (Engineer III)</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(Engineer III)			<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.7 for signature of director	None	2 days	<i>Director</i> OVCPD-UPMO
	1.8 Receive signed COC and endorse to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> or <i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.9 for signature of end-user	None	5 days	<i>End-user</i>
	1.10 Receive signed COC and endorse to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> or <i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.11 Endorse for approval (OVCPD)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.12 for signature of VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.13 Route approved COC to UPMO	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.14 Receive, record approved COC	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.15 Endorsed to CSIS by Director	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.16 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.17 endorse to AO III for the preparation of Final	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Payment			
	1.18 For attachment to Final Payment	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	14 days, 12 hours, 30 minutes	

OVCPD-UPMO.33. CONSTRUCTION SUPERVISION AND INSPECTION - PROCESSING OF FINAL BILLING

The signed Certificate of Completion and Acceptance for Turnover is submitted with the Contractor's final payment request, along with other required documents like utility bill receipts, a waste material report from the end-users, and the total liquidated damages calculation (if necessary).

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Letter for Final Billing 2.Accomplishment Statement 3.Progress Photos (2 copies) 4. Documentary Stamp, Original copy of Gate Pass, Certification from Utilities and Billing Section	To be submitted by the contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processing of Final Billing	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Project Inspectors conducts site inspection	None	1 day	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.6 Evaluation of work accomplished by the contractor	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.7 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.8 For encoding of CPS (Contractors Performance Statement) and preparation of CI (Contractors Invoice)	None	2 days	<i>Administrative Officer III</i> OVCPD-UPMO
	1.9 Route documents to Section Chief (Engineer III)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.10 For review and comments	None	1 hour	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.11 For preparation of DV and other pertinent documents	None	2 days	<i>Administrative Officer III</i> OVCPD-UPMO
	1.12 For signature of the Contractor	None	5 days	<i>Contractor</i>
	1.13 For signature of PICT and Chief of Section	None	1 day	<i>Section Chief (Engineer III)</i> <i>or</i> <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.14 For signature of Director	None	2 days	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.15 Route DV to OVCPD for signature of CPS	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.16 Receive, record and confirm receipt of request	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.17 signature of VCPD	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.18 for signature VCPD (if 1M or below)	None	Under Revision	<i>Vice Chancellor</i> OVCPD
	1.19 for signature OC (if above 1M)	None	Under Revision	<i>Chancellor</i> OC
	1.20 Forwarded to Cashiers Office if signed by VCPD or OC	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.21 route to Accounting (if below 1M)	None	Under Revision	<i>Administrative Staff</i> OVCPD
	1.22 for processing to Accounting office	None	Under Revision	<i>Administrative Staff</i> OVCA-Accounting Office
	1.23 for processing and coordination with the contractor	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.24 Issuance of OR by the contractor	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.25 Preparation of transmittal to bank	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.26 Route transmittal to OVCA for signature	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.27 Signature of VCA	None	Under Revision	<i>Vice Chancellor</i> OVCA
	1.28 Route to Cashiers Office	None	Under Revision	<i>Administrative Staff</i> OVCA
	1.29 Receive signed transmittal	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
	1.30 Transmit to Landbank	None	Under Revision	<i>Administrative Staff</i> OVCA-Cashiers Office
TOTAL		None	16 days, 4 hours, 30 minutes	

OVCPD-UPMO.34. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR PROPOSED VARIATION ORDER OR AMENDMENT TO ORDER

The Project Inspection Coordination Team (PICT) evaluates contractor requests for contract time suspension and endorses them if found justifiable.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for PVO 2. Supporting documents	To be submitted by the contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Proposed Variation Order or Amendment to Order	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review or Study or Validate the submitted request with supporting documents	None	4 hours.	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Prepare estimate for Proposed Variation	None	5 days	<i>Project Inspector Composite</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Order			<i>Team</i> OVCPD-UPMO
	1.7 Conduct Negotiation with the contractor	None	5 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.8 Prepare recommendation letter addressed to the Chancellor with necessary attachments	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.9 For review or signature of PICT and Chief of Section	None	30 minutes	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.10 For signature of the Contractor	None	2 days	<i>Contractor</i>
	1.11 For signature of UPMO Director	None	1 day	<i>Administrative Officer III</i> OVCPD-UPMO
	1.12 For signature of the End-user	None	2 days	<i>End-user</i>
	1.13 Endorse letter for recommending approval (OVCPD)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.14 For signature VCPD	None	Under Revision	<i>OVCPD</i>
	1.15 Endorse letter to higher authorities for approval (OC)	None	Under Revision	<i>OVCPD</i>
	1.16 For signature of the Chancellor	None	Under Revision	<i>OC</i>
	1.17 Receive, record approve	None	30 minutes	<i>Administrative Officer III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CTE			OVCPD-UPMO
	1.18 Endorsed to CSIS by Director	None	1 day	<i>Director</i> OVCPD-UPMO
	1.19 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.20 Photocopy documents and endorse to Lead Project Inspector	None	30 minutes	<i>Administrative Officer III</i> or <i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.21 Prepare letter of information of approved PVO	None	1 hour	<i>Lead Project Inspector</i> OVCPD-UPMO
	1.22 For signature of PICT and Section Chief (Engineer III)	None	1 hour	<i>Section Chief (Engineer III)</i> or <i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.23 For signature of the UPMO Director	None	1 day	<i>Director</i> OVCPD-UPMO
	1.24 Serve Letter of Info and approved copy of PVO to contractor	None	1 day	<i>Administrative Officer III</i> OVCPD-UPMO
TOTAL		None	21 days, 10 hours, 30 minutes	

OVCPD-UPMO.35. CONSTRUCTION SUPERVISION AND INSPECTION (HIGHLY TECHNICAL G2C)

Provision of supervision and inspection services for infrastructure projects within the University.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	End-User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. Picture of Reference (optional)	Requesting department or unit (end-user)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements		None		<i>Requesting Party</i>
2. Submit to personnel-in-charge or electronic mail	2.1 Receive, record and confirm receipt of request	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	2.2 Sort and endorse to Director or Section in charge	None	10 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	2.3 Receives and endorses to Section Chief	None	10 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	2.4 Receives and endorses to Lead Project Inspector	None	1 day	<i>Section Chief</i> OVCPD-UPMO
3. Prepare Acknowledgement Letter to End-User	3.1 Section Chief or Project Inspectors concerned	None	1 day	<i>Section Chief or Project Inspector Composite Team</i> OVCPD-UPMO
	3.2 For signature of PICT and Chief of Section	None	2 days	<i>Section Chief or Project</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Inspector Composite Team</i> OVCPD-UPMO
	3.3 For signature of the UPMO Director	None	2 days	<i>Director</i> OVCPD-UPMO
	3.4. Endorsed to CSIS by Director	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
4. Serve Letter	4.1. Route to End-User	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	13 days, 5 hours, and 35 minutes	

OVCPD-UPMO.36. PLANNING AND DESIGN - INTERVIEW AND OR MEETINGS

Request for interview and meetings.

Office or Division	University Planning and Maintenance Office - Planning and Design Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request Addressed to OVCPD from End-User	End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit request & OVCPD approves & transmit to UPMO-DO	1.1 UPMO-DO receives the approved request from OVCPD	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 DO forward request to the Planning & Design Section (PDS) Chief	None	15 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.3 Schedules for interview and meeting	None	3 days	<i>Administrative Staff</i> OVCPD-UPMO
	1.4 PDS conducts interview and meetings.	None	3 hours	<i>Administrative, Architects & Engineers</i> OVCPD-UPMO
TOTAL		None	4 days, 3 hours, and 15 minutes	

OVCPD-UPMO.37. PHYSICAL ARRANGEMENT - ALUMINUM PLATFORMS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ALUMINUM PLATFORMS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of aluminum platforms	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱75.00 or platform	1 day	<i>End-user</i>
	1.7 Give	None	40 minutes	<i>Section Chief</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	instructions to team members or implementers			<i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	1 day	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	4 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the	2 days and 8 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		applicable fees.		

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.38. PHYSICAL ARRANGEMENT - WOOD PLATFORMS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for WOOD PLATFORMS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of wood platforms	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Payment of SOA	₱250.00 or platform	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Section Staff OVCPD-UPMO
	TOTAL	Rates depend on the applicable fees.	1 day and 8 hoursss	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.39. PHYSICAL ARRANGEMENT - TABLES WITH SKIRTING

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for TABLES WITH SKIRTING	1.1 Receive, record and forward to UPMO Director	None	10 minutes	Administrative Officer V OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	Director OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of tables with skirting	None	40 minutes	Section Chief or Engineer III or Administrative Assistant III OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	Section Chief or Engineer III or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱150.00 or table	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	1 day and 8 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.40. PHYSICAL ARRANGEMENT - ALUMINUM STAIRS

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ALUMINUM STAIRS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of aluminum stairs	None	40 minutes	<i>Section Chief or Engineer III or Administrative Assistant III</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	Section Chief or Engineer III or Administrative Assistant III OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	Director OVCPD-UPMO
	1.6 Payment of SOA	₱75.00 or stair	1 day	End-user
	1.7 Give instructions to team members or implementers	None	40 minutes	Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO
2. Proceed with	2.1 Implementation	None	2 hours	Assigned

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
event				<i>Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	1 day and 8 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.41. PHYSICAL ARRANGEMENT - RED CARPET

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for RED CARPET	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of platforms	None	40 minutes	<i>Section Chief or Engineer III or Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Assistant III OVCPD-UPMO</i>
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief or Engineer III or Administrative Assistant III OVCPD-UPMO</i>
	1.5 Approval of SOA	None	20 minutes	<i>Director OVCPD-UPMO</i>
	1.6 Payment of SOA	₱40.00 or meter	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO</i>
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	1 day and 8 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.42. PLANT DECORATION WITH AREA LESS THAN 128 SQ.FT.

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

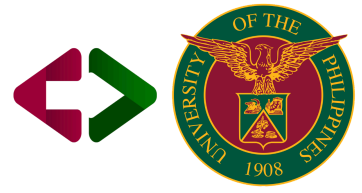
Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Small area less than 128 sq.ft.)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative	None	10 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Officer III			
	1.3 Coordinate with end-user, identify area and usage of stage or plant decoration	None	10 minutes	<i>Administrative Officer II or Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 2000.00	1 day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	20 minutes	<i>Administrative Officer II or Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	4 hours	<i>Administrative Officer II or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	3 hours	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
TOTAL		₱ 2000.00	1 day, 8 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.



OVCPD-UPMO.43. PLANT DECORATION WITH AREA 128 SQ.FT. TO 256 SQ.FT.

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Average sized area 128 sq.ft. to 256 sq.ft)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify area and usage of stage or plant decoration	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 3000.00	1day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or	None	20 minutes	<i>Administrative Officer II</i> or <i>Team leader</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	team leaders or foreman			or Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	None	6 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	4 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
TOTAL		₱ 3000.00	1 day, 11 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.44. PHYSICAL ARRANGEMENT - PLANT DECORATION WITH AREA MORE THAN 256 SQ.FT.

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Large sized area more than 256sq.ft.)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify area and usage of stage or plant decoration	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 4000.00	1 day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or	None	20 minutes	<i>Administrative Officer II</i> or <i>Team leader</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	team leaders or foreman			or Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	None	8 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	6 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
TOTAL		₱ 4000.00	1 day, 15 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.45. RENTALS OF KAWA

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of kawa	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of kawa	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱150.00 or pc or day	1 day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	10 minutes	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Schedule hauling and installation	None	2 hours	<i>Administrative Officer II or Team leader or Foreman OVCPD-UPMO</i>
2. Notifies Egress	2.1 Egress	None	1 hour	<i>Administrative Officer II or Team leader or Foreman OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fee.	1 day, 3 hours, and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.46. RENTALS OF FOUNTAIN

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of fountain	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱300.00 or pc or day	1 day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	10 minutes	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule	None	2 hours	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	hauling and installation			<i>Officer II or Team leader or Foreman OVCPD-UPMO</i>
3. Notifies Egress	3.1 Egress	None	1 hour	<i>Administrative Officer II or Team leader Foreman OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fee.	1 day, 3 hours, and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.47. RENTAL OF IWATA AIR COOLER PLASTIC

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of Iwata Aircooler Plastic.	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱400.00 or pc + ₱75.00 (exceeding hours)	8 hours	<i>End-user</i>
	1.7 Give instructions to	None	10 minutes	<i>Section Chief</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	team members - section chiefs or team leaders or foreman			<i>Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization (1 for 5 units or less 2 for >5)	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
TOTAL		₱700.00 + exceeding	10 hours and 25 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.48. RENTAL OF IWATA AIR COOLER METAL CASE

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of Iwata Aircooler Metal Case.	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱400.00 or pc + ₱75.00 (exceeding hours)	8 hours	<i>End-user</i>
	1.7 Give instructions to	None	10 minutes	<i>Section Chief</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	team members - section chiefs or team leaders or foreman			<i>Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization (1 for 5 units or less 2 for >5)	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
TOTAL		₱700.00 + exceeding	10 hour and 25 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.49. RENTAL OF MONOBLOCK

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of monoblock chairs.	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱7.00 per piece	8 hours	<i>End-user</i>
	1.7 Give instructions to team members -	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Team leader</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	section chiefs or team leaders or foreman			or Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization	1 hour	Section Chief or Team leader or Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	Section Chief or Team leader or Foreman or Administrative Staff OVCPD-UPMO
TOTAL		Rates depend on the applicable fees	10 hours and 25 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.50. RENTAL OF 30" INDUSTRIAL STAND FAN,

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of 30" Industrial Stand Fan	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱150.00 or pc + ₱25.00 (exceeding hours)	8 hours	<i>End-user</i>
	1.7 Give instructions to	None	10 minutes	<i>Section Chief</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	team members - section chiefs or team leaders or foreman			<i>Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
TOTAL		₱450.00 + exceeding	10 hours and 25 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.51. PHYSICAL ARRANGEMENT -PORTALETS with Water Extension

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of Portalets with Water Extension.	1.1 Receive, record and forward to UPMO Director	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer II</i> <i>or</i> <i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer II</i> <i>or</i> <i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱4500.00 (UP Event)	1 day	<i>End-user</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		₱5500.00 (Non-UP Event)		
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	1 hour	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱500.00	1 day	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	₱500.00	30 minutess	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	3 days	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.52. PHYSICAL ARRANGEMENT - LED PAR LIGHT (RGB)

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of LED PAR LIGHT (RGB).	1.1 Receive, record and forward to UPMO Director	None	1 hour	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱50.00 or day (UP Event)	1 day	<i>Requesting Party or End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation, mobilization	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Notifies Egress	2.1 Egress	None	2 hours	Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	2 days and 8 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.53. PHYSICAL ARRANGEMENT - LED FLOOD LIGHTS

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of LED FLOOD LIGHTS.	1.1 Receive, record and forward to UPMO Director	None	1 hour	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱100.00 or day (UP Event)	1 day	<i>Requesting Party or End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation, mobilization	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	2 hours	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Lineman or Electrician OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fees.	2 days and 8 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.54. PHYSICAL ARRANGEMENT - GENERATOR SETS

Provision of technical services on simple functions and events (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of Generator Sets.	1.1 Receive, record and forward to UPMO Director	None	1 hour	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱2000.00- ₱10,000.00 for first 4hours (₱400.00- ₱3,000.00 per succeeding hour, it depends on the Rating capacity of Generator set (UP event) ₱3000.00-₱ 12,000.00 for first 4hours (₱500.00- ₱3,500.00 per succeeding hour, it depends on the Rating capacity of Generator set (Non-UP event)	1day	<i>Requesting Party or End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	1 day	<i>Section Chief or Engineer III or Foreman or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Electrical General Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation, mobilization	Mobilization of ₱500.00- ₱1500.00 (it depends on rating capacity of Generator set	2 days	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	5 days and 6 hours	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.55. OTHER TECHNICAL SUPPORT

Provision of technical support sought by UPLB units and constituents - data requests, technical advise and other related requests.

Office or Division	University Planning and Maintenance Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (Duly endorsed thru channels)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	2 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Assign reference number and forward to Director	None	3 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.3 Director assigns Section or Chief that concerns the letter request	None	5 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Forward letter request to designated Section or Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Section Chief adheres to the instructions provided to address letter request and schedule release of data or requested technical support.	None	10 minutes	<i>Section Chief</i> OVCPD-UPMO
	1.6 Notifies	None	5 minutes	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party of schedule or other information needed			<i>Staff</i> OVCPD-UPMO
	1.7 Receives and process additional information (If applicable)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Assigned personnel</i> OVCPD-UPMO
	1.8 Perform or provide technical assistant sought	None	18 days	<i>Section Chief</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Assigned personnel</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	18 days, 1 hour, and 10 minutes	

OVCPD-UPMO.56. JOB REQUESTS

Job requests dissemination and monitoring

Office or Division	University Planning and Maintenance Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request	Requesting department or unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives from Director and endorses to Section Chief	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Section receives and perform tasks	None	5 days	<i>Section Administrative Staff in charge</i> OVCPD-UPMO
	1.6 Section Reports accomplishment	None	1 day	<i>Section Chief in charge</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
TOTAL		None	6 days, 2 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			and 10 minutes	

OVCPD-UPMO.57. STATEMENT OF ACCOUNTS

Issuance of Statement of Account for Events

Office or Division	University Planning and Maintenance Office Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Statement of Account	University Planning and Maintenance Office Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request for materials and equipment thru email from OVCPD	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Endorse to Section and Section Chief for comments	None	4 hours	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3. Generate Hardcopy of SOA	None	4 hours	<i>Section Chief</i> OVCPD-UPMO
	1.4 Return to DO, sign and approve	None	1 day	<i>Director</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
TOTAL		None	2 days and 40 minutes	

OVCPD-UPMO.58. RENTAL OF 3 TONNER BOOM TRUCK

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of 3 Tonner Boom Truck.	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	On Campus - ₱2000.00 for first 4 hours and ₱500.00	8 hours	<i>End-user</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		every exceeding hours Off Campus - ₱4000.00 for first 50kM plus ₱12.00 every exceeding kM Additional ₱2000.00 every succeeding day		
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on	1 day, 2 hour,	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		the applicable fee.	and 43 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.59. RENTAL OF 5 TONNER BOOM TRUCK

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UP Students and other non-UP Clients

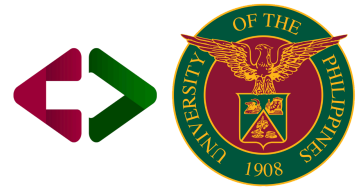
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of 5 Tonner Boom Truck.	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of	None	10 minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SOA			OVCPD-UPMO
	1.6 Payment of SOA	On Campus - ₱2000.00 for first 4 hours and ₱500.00 every exceeding hours Off Campus - ₱4000.00 for first 50kM plus ₱12.00 every exceeding kM Additional ₱2000.00 every succeeding day	8 hours	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Foreman or Administrative Staff OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	1 day, 2 hours, and 43 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.



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

OVCPD-UPMO.60. BUILDINGS MAINTENANCE WITHOUT MATERIALS

Provision of repair and maintenance services on University buildings and other allied facilities, including but not limited to carpentry, painting, tinsmithry, steelworks and masonry.

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Painting Foreman</i> OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	6 days	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
TOTAL		None	9 days and 8 hours	

OVCPD-UPMO.61. BUILDINGS MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services on University buildings and other allied facilities including but not limited to carpentry, painting, tinsmithry, steelworks and masonry

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UP Students and other non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief or Engineer III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	19 days	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Assistant III</i> OVCPD-UPMO
TOTAL		None	19 days and 8 hours	

OVCPD-UPMO.62. ELECTRICAL UTILITY AND ACCESSORY MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services of the University's electrical sub-stations, primary and secondary distribution networks in satisfactory condition as well as repairs and maintains electrical related-facilities of the University buildings

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Electrical General</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman</i> OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician</i> OVCPD-UPMO
	1.7 Estimate materials to be used and list scope of works	None	6 days	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician</i> OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director</i> OVCPD-UPMO
	1.9 Send estimate	None	30 minutes	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Scope of works to Requesting party			<i>Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	9 days and 8 hours	

OVCPD-UPMO.63. ELECTRICAL UTILITY AND ACCESSORY MAINTENANCE WITH AVAILABLE MATERIALS

Provision of repair and maintenance services of the University's electrical sub-stations, primary and secondary distribution networks in satisfactory condition as well as repairs and maintains electrical related-facilities of the University buildings

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	1 hour	<i>Administrative Staff</i> or <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works and notice power interruption if needed	None	4 hours	<i>Section Chief</i> or <i>Engineer III</i> or <i>Foreman</i> or <i>Electrical General Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff</i> or <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	18 days	<i>Assigned Electrical Services Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	1 day	<i>Section Chief</i> or <i>Engineer III</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman or Electrical General Foreman OVCPD-UPMO</i>
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
TOTAL		None	19 days and 8 hours	

OVCPD-UPMO.64.GROUNDS, ROADS AND MEDIA MAINTENANCE WITHOUT MATERIALS

Provision of maintenance services of UPLB's grounds, parks, open fields, and road network.

Office or Division	University Planning and Maintenance Office - Grounds, Roads, and Media Maintenance Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V OVCPD-UPMO</i>
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V OVCPD-UPMO</i>
	1.3 Endorse to Section and Section Chief for	None	30 minutes	<i>Director OVCPD-UPMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Action			
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
	1.7 Estimate	None	3 days	<i>Section Chief</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	materials to be used and list scope of works			or Engineer IV or Foreman or Construction Maintenance General Foreman OVCPD-UPMO
	1.8 Estimate will be concurred by the Director	None	4 hours	Director OVCPD-UPMO
	1.9 Send estimate and Scope of works to Requesting party	None	30 minutes	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.65. GROUNDS, ROADS AND MEDIA MAINTENANCE WITH AVAILABLE MATERIALS

Provision of maintenance services of UPLB's grounds, parks, open fields, and road network.

Office or Division	University Planning and Maintenance Office - Grounds, Roads, and Media Maintenance Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
	1.6 Inform	None	30 minutes	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party of work schedule			<i>Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Grounds, Roads, and Media Maintenance Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer IV or Foreman or Construction Maintenance General Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.66. LANDSCAPE SERVICES WITHOUT MATERIALS

Provision of landscaping services such as maintenance, rehabilitation of landscape areas inside UPLB campus.

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Administrative Officer III for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Administrative Officer III	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.6 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.7 Administrative Officer III or Foreman Inspects	None	3 days	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman</i> OVCPD-UPMO
	1.8 Estimate materials to be used and list scope of works	None	2 days	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance Foreman</i> OVCPD-UPMO
	1.9 Estimate will be concurred by the Director	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.10 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
TOTAL		None	5 days and 5 hours	

OVCPD-UPMO.67. LANDSCAPE SERVICES WITH AVAILABLE MATERIALS

Provision of landscaping services such as maintenance, rehabilitation of landscape areas inside UPLB campus.

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party

2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Administrative Officer III for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Administrative Officer III	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6days	<i>Assigned Landscaping and Pruning Section Staff</i> OVCPD-UPMO
	1.8 Administrative	None	4 hours	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Officer III or Foreman inspects and evaluates work done			<i>Officer III or Agricultural Technician II or Foreman or Construction Maintenance Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Assistant I</i> OVCPD-UPMO
TOTAL		None	6 days 8 hours	

OVCPD-UPMO.68. PRUNING SERVICES WITHOUT MATERIALS

Provision of pruning services such as tree pruning, stump removal and tree surgery of areas inside UPLB campus.

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.3 Endorse to Section and Administrative Officer III for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Administrative Officer III	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.6 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.7 Administrative Officer III or Foreman or Committee assess and Inspect	None	12 days	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance Foreman</i> OVCPD-UPMO
	1.8 Estimate materials to be used, list scope of works and prepare tree assessment report	None	5 days	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman</i> OVCPD-UPMO
	1.9 Estimate, scope of work and tree assessment report will be concurred by the Director	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.10 Submit the tree assessment report to OVCPD for approval	None	1 hour	<i>Administrative Aide III</i> OVCPD-UPMO
	1.11 OVCPD receives, record and endorse the tree assessment report to Vice Chancellor for Approval	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.12 Approval of the tree assessment report and endorse to UPMO	None	2 days	<i>OVCPD</i>
	1.13 UPMO receives, records and endorse the approved tree assessment report to LPS	None	30 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.14 LPS receives and records the tree assessment report	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.15 Send estimate, scope of works and tree assessment report to Requesting party	None	30 minutes	<i>Administrative Officer III</i> <i>or</i> <i>Agricultural Technician II</i> OVCPD-UPMO
	1.16 Instruct	None	30 minutes	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requesting party to apply for necessary permits needed			<i>Officer III</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
TOTAL		None	19 days 8 hours	

OVCPD-UPMO.69. PRUNING SERVICES WITH AVAILABLE MATERIALS

Provision of landscaping services such as maintenance, rehabilitation of landscape areas inside UPLB campus.

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party
3. Permit (Tree cutting, earth balling etc')	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to	None	30 minutes	<i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section and Administrative Officer III for Action			OVCPD-UPMO
	1.4 Receives and endorses to Administrative Officer III	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Assistant I</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	19 days	<i>Assigned Landscaping and Pruning Section Staff</i> OVCPD-UPMO
	1.8 Administrative Officer III or Foreman inspects and evaluates work done	None	4 hours	<i>Administrative Officer III</i> or <i>Agricultural Technician II</i> or <i>Foreman</i> or <i>Construction Maintenance Foreman</i> OVCPD-UPMO
2. Accomplish	2.1 Receive, record	None	1 hour	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback Form	and file Feedback form, closes request ticket			<i>Assistant I</i> OVCPD-UPMO
TOTAL		None	19 days 8 hours	

OVCPD-UPMO.70. MECHANICAL SERVICES WITHOUT MATERIALS

Provision of mechanical service (major and minor) for UPLB vehicles and equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff, Other CU's, REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
	1.6 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.7 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director OVCPD-UPMO</i>
	1.9 Send estimate and Scope of works to Requesting party		30 minutes	<i>Administrative Staff or Junior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Community Relations Aide (ICS)</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	6 days 8 hours	

OVCPD-UPMO.71. MECHANICAL SERVICES WITH MATERIALS

Provision of mechanical service (major and minor) for UPLB vehicles and equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff, Other CU's, REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section	None	30 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chief			or Junior Community Relations Aide (ICS) OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	Assigned Mechanical Maintenance Section Staff OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes	None	1 hour	Administrative Staff or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request ticket			<i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL			6 days 8 hours	

OVCPD-UPMO.72. AIR CONDITIONING AND REFRIGERATION SERVICES WITHOUT MATERIALS

Provision of Air-conditioning and refrigeration services for UPLB equipment.

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge/ electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.5 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
	1.6 Section Chief/Foreman Inspects	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.7 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO</i>
	1.8 Estimate will be concurred by the Director	None	4 hours	<i>Director OVCPD-UPMO</i>
	1.9 Send estimate and Scope of works	None	30 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to Requesting party			or Junior Community Relations Aide (ICS) OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.73. AIR CONDITIONING AND REFRIGERATION SERVICES WITH MATERIALS

Provision of Air-conditioning and refrigeration services for UPLB equipment.

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	Administrative Officer V OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	Administrative Officer V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Mechanical Shop Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Technician</i> <i>Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				or Mechanical Shop Foreman OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.74. TRANSPORTATION AND HAULING SERVICES

Provision of transportation and hauling Services for UPLB Clients

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	Administrative Officer V OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	Administrative Officer V OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	Director OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Mechanic Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	<i>Section Chief or Engineer III or Foreman or Mechanical Shop Foreman</i> OVCPD-UPMO
2. Accomplish	2.1 Receive, record	None	1 hour	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback Form	and file Feedback form, closes request ticket			Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.75. GARBAGE COLLECTION SERVICES

Provision of Garbage Collection services for UPLB Clients

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation, and Garbage Collection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	Administrative Officer V OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	Administrative Officer V OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	Director OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	Administrative Staff or Junior Community Relations Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(ICS) OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	Administrative Staff or Junior Community Relations Aide (ICS) OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	Assigned Garbage Collection Section Staff OVCPD-UPMO
	1.8 Section Chief or Foreman inspects and evaluates work done	None	4 hours	Section Chief or Engineer III or Foreman or Mechanical Shop Foreman OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	Administrative Staff or Junior Community Relations Aide (ICS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.76. PLUMBING AND WATERWORKS SERVICES WITHOUT MATERIALS

Provision of repair and maintenance services on the University's pumping stations and deepwells and on all plumbing fixtures as well as sewer lines and water distribution lines to all UPLB Building in lower and upper campus.

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receive and endorse to Section Chief or Foreman	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer II</i> <i>or</i> <i>Plumber</i> <i>Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.6 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.7 Section Chief or Foreman Inspects	None	3 days	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
	1.8 Estimate materials to be used and list scope of works	None	3 days	<i>Section Chief or Engineer II or Plumber Foreman</i> OVCPD-UPMO
	1.9 Encode and print estimate	None	1 hour	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.10 Estimate will be concurred by the Director	None	3 hours	<i>Director</i> OVCPD-UPMO
	1.11 Send estimate and Scope of works to Requesting party	None	30 minutes	<i>Plumber Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.77. PLUMBING AND WATERWORKS SERVICES WITH MATERIALS

Provision of repair and maintenance services on the University's pumping stations and deepwells and on all plumbing fixtures as well as sewer lines and water distribution lines to all UPLB Building in lower and upper campus.

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request	Requesting party
2. Picture for reference	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receive and endorse to Section Chief or Foreman	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Schedule of maintenance works	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer II</i> <i>or</i> <i>Plumber</i> <i>Foreman</i> OVCPD-UPMO
	1.6 Inform requesting party of work schedule	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.7 Staff performs work as requested, in compliance to the listed scope of works.	None	6 days	<i>Assigned Plumbing and Waterworks Services Section Staff</i> OVCPD-UPMO
	1.8 Section Chief or	None	4 hours	<i>Section Chief</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Foreman inspects and evaluates work done			or <i>Engineer II</i> or <i>Plumber</i> <i>Foreman</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	1 hour	<i>Administrative Assistant II</i> OVCPD-UPMO
TOTAL		None	6 days and 8 hours	

OVCPD-UPMO.78. PLANNING AND DESIGN - ARCHITECTURAL AND ENGINEERING DESIGN

Request for preparation of Architectural and Engineering design plans and estimates for proposed infrastructure projects of the university.

Office or Division	University Planning and Maintenance Office - Planning and Design Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LETTER REQUEST ADDRESSED TO OVCPD FROM END-USER	END-USER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit request & OVCPD approves & transmit to UPMO-DO	1.1 UPMO-DO receives the approved request from OVCPD	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 DO forwards request to the Planning & Design Section	None	15 minutes	<i>Administrative Staff</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(PDS) Chief			
	1.3 Schedules meeting with the requesting party	None	3 days	<i>Administrative Staff</i> OVCPD-UPMO
	1.4 PDS conducts project inception phase (meeting for requirements)	None	3 hours	<i>Architects & Engineers</i> OVCPD-UPMO
	1.5 PDS conducts conceptual framework plan (prepares plans for presentation to end-user & inspection of site)	None	15 days	<i>Architects, Engineers & Draftsmen</i> OVCPD-UPMO
	1.6 Schematic design phase (finalized architectural floor plans & forward to UPMO-DO)	None	15 days	<i>Architects, Engineers & Draftsmen</i> OVCPD-UPMO
2. End-user approves plan & return to OVCPD for approval thru channels & return to UPMO-DO to forward to PDS	2.1 Design development plan (prepares architectural & engineering detailed plan, architectural plan for appropriation of fund, project for straight contract or by administration)	None	20 days	<i>Architects, Engineers & Draftsmen</i> OVCPD-UPMO
	2.2 Contract document phase (prepares detailed cost estimate & forward to UPMO-DO for approval and thru	None	15 days	<i>Administrative Staff, Architects & Engineers</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	channels)			
	2.3 OVCPD forward to UPMO-DO the required approved budget for the contract & forward to PDS for information and setting of meeting with end-user	None	5 days	<i>Architect III</i> OVCPD-UPMO
3. End-user request for fund & if approved, prepares purchase request for approval thru channels	3.1 OVCPD instructs UPMO-DO and convey instruction to PDS to prepare copies of plan for inclusion to bid documents as preparation for project public bidding	None	2 days	<i>Administrative Staff, Architect III & Administrative Staff</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i>
TOTAL		None	76 days, 3 hours & 45 minutes	

OVCPD-UPMO.79. PLANNING AND DESIGN - REVIEW OF ARCHITECTURAL AND ENGINEERING DESIGN

Request for review of Architectural and Engineering design plans and estimates for proposed infrastructure projects of the university.

Office or Division	University Planning and Maintenance Office - Planning and Design Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LETTER REQUEST ADDRESSED TO OVCPD FROM END-USER	END-USER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit request & OVCPD approves & transmit to UPMO-DO	1.1 UPMO-DO receives the approved request from OVCPD	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 DO forward request to the Planning & Design Section (PDS) Chief	None	15 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.3 PDS conducts review of plans and documents and forward to UPMO-DO	None	20 days	<i>Architects & Engineers</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	21 days & 55 minutes	

OVCPD-UPMO.80. PLANNING AND DESIGN - REQUEST FOR COPY OF ARCHITECTURAL AND ENGINEERING DESIGN

Request for copy of Architectural and Engineering design plans and estimates.

Office or Division	University Planning and Maintenance Office - Planning and Design Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LETTER REQUEST ADDRESSED TO OVCPD FROM	END-USER

END-USER	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit request & OVCPD approves & transmit to UPMO-DO	1.1 UPMO-DO receives the approved request from OVCPD	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 DO forward request to the Planning & Design Section (PDS) Chief	None	15 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.3 PDS conducts review of plans and documents and forward to UPMO-DO	None	3 days	<i>Administrative, Architects & Engineers</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	4 days & 45 minutes	

OVCPD-UPMO.81. PLANNING AND DESIGN - INTERVIEW AND OR MEETINGS

Request for interview and meetings.

Office or Division	University Planning and Maintenance Office - Planning and Design Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LETTER REQUEST ADDRESSED TO OVCPD FROM END-USER	END-USER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit request & OVCPD approves & transmit to UPMO-DO	1.1 UPMO-DO receives the approved request from OVCPD	None	1 day	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 DO forward request to the Planning & Design Section (PDS) Chief	None	15 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.3 Schedules for interview and meeting	None	3 days	<i>Administrative Staff</i> OVCPD-UPMO
	1.4 PDS conducts interview and meetings.	None	3 hours	<i>Administrative, Architects & Engineers</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	4 days, 3 hours & 45 minutes	

OVCPD-UPMO.82. CONSTRUCTION SUPERVISION AND INSPECTION - PRE-CONSTRUCTION PREPARATIONS

After awarding the contract and issuing the Notice to Proceed (NTP), the Bids and Awards Committee (BAC) transfers the contract and bidding documents to the Construction Supervision and Inspection Section (CSIS), which oversees contract implementation.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business or G2G - Government to Government
Who may Avail	Contractor or End-user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bid Documents	BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-construction preparations	1.1 Receives and endorses Bid Documents to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
	1.2 Receives and schedule meeting with CSIS Assistant II for the creation or assignment of PICT (Project Inspector Composite Team)	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.3 Encode letter of PICT project and possession of site	None	2hours	<i>Administrative Officer III</i> OVCPD-UPMO
	1.4 Endorse letter to Director for signature	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.5 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.6 Receives and endorses to end-user and contractor	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.7 Serve letter to end-user	None	1 day	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.8 Schedule Pre-construction meeting	None	10 minutes	<i>Administrative Officer III</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		None	1 day, 5hours, and 10 minutes	

OVCPD-UPMO.83. CONSTRUCTION SUPERVISION AND INSPECTION - CONDUCT OF PRE-CONSTRUCTION MEETING

The Construction Supervision and Inspection Section (CSIS) holds a Pre-Construction Meeting to cover project details, introduce all involved parties, and explain the University's guidelines and protocols for infrastructure project implementation.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Simple
Type of Transaction	G2B - Government to Business or G2G - Government to Government
Who may Avail	Contractor or End-user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bid Documents	CSIS-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Pre-construction meeting	1.1 Present or Introduction of PICT, End-user, Contractor. Inform rules and regulation inside UPLB, requirements required to workers, documents to be submitted to CSIS-UPMO	None	2 hours	<i>Section Chief (Engineer III) and Project Inspector Composite Team OVCPD-UPMO</i>
TOTAL		None	2 hours	

OVCPD-UPMO.84. CONSTRUCTION SUPERVISION AND INSPECTION - REQUEST FOR PROPOSED VARIATION ORDER OR AMENDMENT TO ORDER

The Project Inspection Coordination Team (PICT) evaluates contractor requests for contract time suspension and endorses them if found justifiable.

Office or Division	University Planning and Maintenance Office - Construction Supervision and Inspection Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	End-user

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request or Letter Request 2. Picture for reference	Requesting department or unit (end-user)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request (hard copy or electronic mail) for Proposed Variation Order or Amendment to Order	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director or Section in charge	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Receives and endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Receives and endorses to Lead Project Inspector	None	30 minutes	<i>Section Chief (Engineer III)</i> OVCPD-UPMO
	1.5 Review or Study or Validate the submitted request (with supporting documents if necessary) in coordination with project designer	None	3 days	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.6 Prepare acknowledgment or response letter addressed to end-user	None	1 hour	<i>Project Inspector Composite Team</i> OVCPD-UPMO
	1.7 Endorses to Section Chief (Engineer III)	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.8 For review or	None	30 minutes	<i>Section Chief</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature of Section Chief (Engineer III)			(Engineer III) OVCPD-UPMO
	1.9 Endorses to Director	None	30 minutes	Administrative Assistant II OVCPD-UPMO
	1.10 For signature of UPMO Director	None	1 day	Director OVCPD-UPMO
	1.11 Receives and endorses signed letter to Section Chief (Engineer III)	None	30 minutes	Administrative Assistant II OVCPD-UPMO
	1.12 Serve letter to end-user	None	4 hours.	Administrative Assistant II OVCPD-UPMO
TOTAL		None	4 days, 7 hours and 30 minutes	

OVCPD-UPMO.85. PHYSICAL ARRANGEMENT - ALUMINUM PLATFORMS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ALUMINUM PLATFORMS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	Administrative Officer V OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	Director OVCPD-UPMO
	1.3 Coordinate with	None	40 minutes	Section Chief

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	end-user, identify quantity and usage of aluminum platforms			or <i>Engineer III</i> or <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱50.00 or platform	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Carpenter Foreman</i> or <i>Construction Maintenance Foreman</i> or <i>Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Carpenter Foreman</i> or <i>Construction</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	1 day	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	4 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	2 days, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.86. PHYSICAL ARRANGEMENT - WOOD PLATFORMS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for WOOD PLATFORMS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of wood platforms	None	40 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱200.00 or platform	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Carpenter Foreman</i> or <i>Construction Maintenance Foreman</i> or <i>Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and	₱150.00	1 hour & 30 minutes	<i>Section Chief</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	installation			<i>Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.87. PHYSICAL ARRANGEMENT - TABLES WITH SKIRTING

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for TABLES WITH SKIRTING	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of tables with skirting	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱100.00 or table	1 day	<i>End-user</i>
	1.7 Give instructions to team members or	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	implementers			or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	Assigned Buildings Maintenance Section Staff OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	Assigned Buildings Maintenance Section Staff OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on the applicable fee.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.88. PHYSICAL ARRANGEMENT - ALUMINUM STAIRS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ALUMINUM STAIRS	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of aluminum stairs	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱50.00 or stair	1 day	<i>End-user</i>
	1.7 Give instructions to team	None	40 minutes	<i>Section Chief</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	members or implementers			<i>Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on the applicable fee.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.89. PHYSICAL ARRANGEMENT - RED CARPET

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Buildings Maintenance Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for RED CARPET	1.1 Receive, record and forward to UPMO Director	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of platforms	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Assistant III</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Approval of SOA	None	20 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱30.00 or meter	1 day	<i>End-user</i>
	1.7 Give instructions to team members or implementers	None	40 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱150.00	1 hour & 30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Carpenter Foreman</i> <i>or</i> <i>Construction Maintenance Foreman</i> <i>or</i> <i>Painting Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None	2 hours	<i>Assigned Buildings Maintenance Section Staff</i> OVCPD-UPMO
3. Notifies Egress	3.1 Egress	₱150.00	2 hours	<i>Assigned Buildings Maintenance</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Section Staff</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.90. PLANT DECORATION WITH AREA LESS THAN 128 SQ.FT.

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Small area less than 128 sq.ft.)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify area and usage of stage or	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	plant decoration			<i>Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 1000.00	1day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	20 minutes	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	4 hours	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	3 hours	<i>Section Chief</i> or <i>Team leader</i> or <i>Foreman</i> or <i>Administrative Staff</i> OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		₱ 1000.00	1 day, 9 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.91. PLANT DECORATION WITH AREA 128 SQ.FT. TO 256 SQ.FT.

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Average sized area 128 sq.ft. to 256 sq.ft)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify area and usage of stage or plant decoration	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 2000.00	1day	<i>End-user</i>
	1.7 Give instructions to team members -	None	20 minutes	<i>Administrative Officer II</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Admin Officer II or team leaders or foreman			Team leader or Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	None	6 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	4 hours	Administrative Officer II or Team leader or Foreman OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff OVCPD-UPMO
TOTAL		₱ 2000.00	1 day, 12 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.92. PHYSICAL ARRANGEMENT - PLANT DECORATION WITH AREA MORE THAN 256 SQ.FT.

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for stage or plant decoration (Large sized area more than 256sq.ft.)	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify area and usage of stage or plant decoration	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱ 3000.00	1day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	20 minutes	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	8 hours	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	6 hours	<i>Administrative Officer II</i> or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Team leader or Foreman OVCPD-UPMO</i>
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff OVCPD-UPMO</i>
TOTAL		₱ 3000.00	1 day, 16 hours, and 5 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.93. RENTALS OF KAWA

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

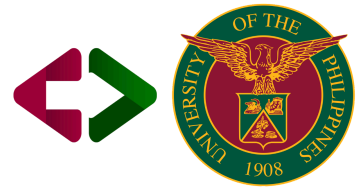
Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of kawa	1.1 Receive, record and forward to UPMO Director	None	5min	<i>Administrative Officer V OVCPD-UPMO</i>
	1.2 Instruct Administrative Officer III	None	10min	<i>Director OVCPD-UPMO</i>
	1.3 Coordinate with end-user, identify quantity and usage of kawa	None	10min	<i>Administrative Officer II or Agricultural Technician II OVCPD-UPMO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepares Statement of Account (SOA)	None	10min	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10min	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱100.00 or pc or day	1day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	10min	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	2 hours	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None		
3. Notifies Egress	3.1 Egress	None	1 hour	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	1day 4hours 25minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.



OVCPD-UPMO.94. RENTALS OF FOUNTAIN

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Landscaping and Pruning Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for rentals of fountain	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Administrative Officer III	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Administrative Officer II</i> or <i>Agricultural Technician II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱200.00 or pc or day	1 day	<i>End-user</i>
	1.7 Give instructions to team members - Admin Officer II or team leaders or foreman	None	10 minutes	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Schedule hauling and installation	None	2 hours	<i>Administrative Officer II</i> or <i>Team leader</i> or <i>Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	1 hour	<i>Administrative Officer II</i> or <i>Team leader</i> <i>Foreman</i> OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	1 day, 4 hours, and 25 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.95. RENTAL OF IWATA AIR COOLER PLASTIC

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and	None	5 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward to UPMO Director			OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱400.00 or pc + ₱50.00 (exceeding hours)	8 hours	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Team leader</i> <i>or</i> <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization (1 for 5 units or less 2 for >5)	1 hour	<i>Section Chief</i> <i>or</i> <i>Team leader</i> <i>or</i> <i>Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Team leader</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman or Administrative Staff OVCPD-UPMO</i>
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff OVCPD-UPMO</i>
TOTAL		₱700.00 + exceeding	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.96. RENTAL OF IWATA AIR COOLER METAL CASE

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff OVCPD-UPMO</i>
	1.2 Instruct Section Chief	None	10 minutes	<i>Director OVCPD-UPMO</i>
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	Section Chief or Engineer III or Administrative Staff OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	Director OVCPD-UPMO
	1.6 Payment of SOA	₱400.00 or pc + ₱50.00 (exceeding hours)	8 hours	End-user
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	Section Chief or Team leader or Foreman OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization (1 for 5 units or less 2 for >5)	1 hour	Section Chief or Team leader or Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	Section Chief or Team leader or Foreman or Administrative Staff OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱700.00 + exceeding	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.97. RENTAL OF MONOBLOCK

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Payment of SOA	₱5.00 or pc	8 hours	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief or Team leader or Foreman OVCPD-UPMO</i>
	1.8 Schedule hauling and installation	₱300.00 mobilization	1 hour	<i>Section Chief or Team leader or Foreman OVCPD-UPMO</i>
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff OVCPD-UPMO</i>
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fees.	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.98. RENTAL OF 30" INDUSTRIAL STAND FAN

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> or <i>Engineer III</i> or <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱150.00 or pc + ₱25.00 (exceeding hours)	8 hours	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or	None	10 minutes	<i>Section Chief</i> or <i>Team leader</i> or <i>Foreman</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	foreman			OVCPD-UPMO
	1.8 Schedule hauling and installation	₱300.00 mobilization	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.99. PHYSICAL ARRANGEMENT -PORTALETS with Water Extension

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Plumbing and Waterworks Services Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	30 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	2 hours	<i>Section Chief</i> or <i>Engineer II</i> or <i>Administrative Assistant II</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> or <i>Engineer II</i> or <i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Approval of SOA	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱4500.00 (UP Event) ₱5500.00 (Non-UP Event)	1 day	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	1 hour	<i>Section Chief</i> or <i>Engineer II</i> or <i>Plumber Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	₱500.00	1 day	<i>Section Chief</i> or <i>Engineer II</i> or <i>Plumber</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None		
3. Notifies Egress	3.1 Egress	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer II</i> <i>or</i> <i>Plumber</i> <i>Foreman</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fees.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.100. PHYSICAL ARRANGEMENT - LED PAR LIGHT (RGB)

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with	1.1 Receive, record and forward to	None	1 hour	<i>Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
complete requirements to personnel-in-charge or electronic mail	UPMO Director			OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱50.00 or day (UP Event)	1 day	<i>Requesting Party or End-user</i>
	1.7 Give instructions to team members - section chiefs or team	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	leaders or foreman			<i>Foreman or Electrical General Foreman OVCPD-UPMO</i>
	1.8 Schedule hauling and installation, mobilization	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman OVCPD-UPMO</i>
2. Notifies Egress	2.1 Egress	None	2 hours	<i>Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician OVCPD-UPMO</i>
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fee.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.101. PHYSICAL ARRANGEMENT - LED FLOOD LIGHTS

Provision of technical services on simple functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and forward to UPMO Director	None	1 hour	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>Junior</i> <i>Community</i> <i>Relations Aide</i> <i>(ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱100.00 or day (UP Event) ₱150.00 or day (Non-UP Event)	1 day	<i>Requesting</i> <i>Party</i> <i>or</i> <i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	30 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Electrical</i> <i>General</i> <i>Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation, mobilization	None	1 day	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Electrical</i> <i>General</i> <i>Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Foreman or Electrical General Foreman or Lineman or Electrician OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	1 day, 8 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.102. PHYSICAL ARRANGEMENT - GENERATOR SETS

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete requirements to	1.1 Receive, record and forward to UPMO Director	None	1 hour	Administrative Officer V OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
personnel-in-charge or electronic mail				
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hours	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.5 Approval of SOA	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	₱2000.00- ₱10,000.00 for first 4hours (₱400.00 - ₱3,000.00 per succeeding	1 day	<i>Requesting Party or End-user</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		ng hour, it depends on the Rating capacity of Generator set (UP event) ₱3000.00-₱12,000.00 for first 4hours (₱500.00 - ₱3,500.00 per succeeding hour, it depends on the Rating capacity of Generator set (Non-UP event)		
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	1 day	<i>Section Chief</i> or <i>Engineer III</i> or <i>Foreman</i> or <i>Electrical General Foreman</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Schedule hauling and installation, mobilization	Mobilization of ₱500.00-₱1500.00 (it depends on rating capacity of Generator set	2 days	Section Chief or Engineer III or Foreman or Electrical General Foreman OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	1 day	Section Chief or Engineer III or Foreman or Electrical General Foreman or Lineman or Electrician OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	5 days, 6 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.103. MANLIFT TRUCK RENTAL

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Electrical Services Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and forward to UPMO Director	None	1 hour	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	1 hour	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage	None	1 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i> <i>Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	2 hour	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Junior Community Relations Aide (ICS) OVCPD-UPMO</i>
	1.5 Approval of SOA	None	1 hour	<i>Director OVCPD-UPMO</i>
	1.6 Payment of SOA	₱3,000.00 for first 4hours, additional ₱500.00 per succeeding hour (UP event) ₱3000.00 for first 50 Kilometers (₱10.00 per succeeding kilometer in excess of 50KM, Additional P2,000.00 every succeeding day (Non-UP event)pr	1day	<i>Requesting Party or End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	1 day	<i>Section Chief or Engineer III or Foreman or Electrical</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>General Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation, mobilization	None	1 day	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Electrical General Foreman</i> OVCPD-UPMO
2. Proceed with event	2.1 Implementation	None		
3. Notifies Egress	3.1 Egress	None	1 day	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Foreman</i> <i>or</i> <i>Electrical General Foreman</i> <i>or</i> <i>Lineman</i> <i>or</i> <i>Electrician</i> OVCPD-UPMO
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	4 days, 6 hours, and 30 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.104. PRE-REPAIR

Requirement for procurement of repair and maintenance of University equipment and facilities.

Office or Division	University Planning and Maintenance Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Pre- and post repair form 2. Scope of work (if available and done by third party) 3. Estimates (if available and done by third party) 4. Pictures	Requesting Department or Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Section Chief or Engineer IV</i> OVCPD-UPMO
	1.6 Inform requesting party of	None	30 minutes	<i>Administrative Assistant III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	inspection schedule			OVCPD-UPMO
	1.7 Section Chief or Foreman Inspects	None	2 days	Section Chief or Engineer III or Carpenter Foreman or Construction Maintenance Foreman or Painting Foreman OVCPD-UPMO
	1.8 Estimate materials to be used and define Scope of Works	None	4 hours	Section Chief or General Foreman or assigned staff OVCPD-UPMO
	1.9 Approves or disapprove Pre-Repair Form	None	10 minutes	Section Chief or Foreman OVCPD-UPMO
	1.10 Notation of Pre Repair Form by Director	None	10 minutes	Director OVCPD-UPMO
	1.11 Receive and record approved Pre repair form	None	5 minutes	Administrative Staff OVCPD-UPMO
	1.12 Release of Pre Repair Form	None	5 minutes	Administrative Staff OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	Administrative Staff or Junior

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	2 days and 8 hours	

OVCPD-UPMO.105. POST-REPAIR

Requirement for procurement of repair and maintenance of University equipment and facilities

Office or Division	University Planning and Maintenance Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Pre- and post repair form 2. Scope of work (if available and done by third party) 3. Estimates (if available and done by third party) 4. Pictures	Requesting Department or Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receives and endorses to Section Chief	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Schedule inspection	None	30 minutes	<i>Section Chief</i> or <i>Engineer IV</i> OVCPD-UPMO
	1.6 Inform requesting party of inspection schedule	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.7 Section Chief or Foreman Inspects	None	2 days	<i>Section Chief</i> or <i>Engineer III</i> or <i>Carpenter Foreman</i> or <i>Construction Maintenance Foreman</i> or <i>Painting Foreman</i> OVCPD-UPMO
	1.8 Estimate materials to be used and define Scope of Works	None	4 hours	<i>Section Chief</i> or <i>General Foreman</i> or <i>assigned staff</i> OVCPD-UPMO
	1.9 Approves or disapprove Pre-Repair Form	None	10 minutes	<i>Section Chief</i> or <i>Foreman</i> OVCPD-UPMO
	1.10 Notation of Pre Repair Form by Director	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.11 Receive and record approved	None	5 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Pre repair form			OVCPD-UPMO
	1.12 Release of Pre Repair Form	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff or Junior Community Relations Aide (ICS)</i> OVCPD-UPMO
TOTAL		None	2 days and 8 hours	

OVCPD-UPMO.106. OTHER TECHNICAL SUPPORT (HIGHLY TECHNICAL)

Provision of technical support sought by UPLB units and constituents - data requests, technical advise and other related requests.

Office or Division	University Planning and Maintenance Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UP Constituent Unit, Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (Duly endorsed thru channels)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	2 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.2 Assign reference number	None	3 minutes	<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and forward to Director			OVCPD-UPMO
	1.3 Director assigns Section or Chief that concerns the letter request	None	5 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Forward letter request to designated Section or Chief	None	5 minutes	<i>Administrative Assistant II</i> OVCPD-UPMO
	1.5 Section Chief adheres to the instructions provided to address letter request and schedule release of data or requested technical support.	None	10 minutes	<i>Section Chief</i> OVCPD-UPMO
	1.6 Notifies requesting party of schedule or other information needed	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.7 Receives and process additional information (If applicable)	None	30 minutes	<i>Section Chief or Foreman or Assigned personnel</i> OVCPD-UPMO
	1.8 Perform or provide technical assistant sought	None	18 days	<i>Section Chief or Foreman or Assigned personnel</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Staff</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	18 days, 1 hour, 10 minutes	

OVCPD-UPMO.107. STATEMENT OF ACCOUNTS

Issuance of Statement of Account for Events

Office or Division	University Planning and Maintenance Office Director's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Statement of Account	UPMO Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request for materials and equipment thru email from OVCPD	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Endorse to Section and Section Chief for comments	None	4 hours	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3. Generate Hardcopy of SOA	None	4 hours	<i>Section Chief</i> OVCPD-UPMO
	1.4 Return to DO, sign and approve	None	1 day	<i>Director</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
TOTAL		None	1 day, 8 hours, and 40 minutes	

OVCPD-UPMO.108. CLEARANCE

Provide confirmation of clearance for returned and unreturned properties

Office or Division	University Planning and Maintenance Office Director's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance Confirmation	UPMO Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request thru email	1.1 Receive, record and confirm receipt of request	None	30 min	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2. For checking and review	None	1 day	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.3. Confirmation of clearance	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
TOTAL		None	1 day, 1 hour, and 30 minutes	

OVCPD-UPMO.109. JOB REQUESTS

Job requests dissemination and monitoring

Office or Division	University Planning and Maintenance Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request	Requesting department or unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete request with complete requirements to personnel-in-charge or electronic mail	1.1 Receive, record and confirm receipt of request	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.2 Sort and endorse to Director	None	30 minutes	<i>Administrative Officer V</i> OVCPD-UPMO
	1.3 Endorse to Section and Section Chief for Action	None	30 minutes	<i>Director</i> OVCPD-UPMO
	1.4 Receives from Director and endorses to Section Chief	None	30 minutes	<i>Administrative Assistant III</i> OVCPD-UPMO
	1.5 Section receives and perform tasks	None	5 days	<i>Section Administrative Staff in charge</i> OVCPD-UPMO
	1.6 Section Reports accomplishment	None	1 day	<i>Section Chief in charge</i> OVCPD-UPMO
2. Accomplish Feedback Form	2.1 Receive, record and file Feedback form, closes request ticket	None	10 minutes	<i>Administrative Officer II</i> OVCPD-UPMO
TOTAL		None	6 days, 2 hours, and 10 minutes	

OVCPD-UPMO.110. RENTAL OF 3 TONNER BOOM TRUCK

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents, REPS, Staffs and Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief</i> <i>or</i> <i>Engineer III</i> <i>or</i> <i>Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	On Campus - ₱2000.00 for first 4 hours and ₱500.00	8 hours	<i>End-user</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		every exceeding hours Off Campus - ₱4000.00 for first 50kM plus ₱12.00 every exceeding kM Additional ₱2000.00 every succeeding day		
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and installation	None	1 hour	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
2. Notifies Egress	2.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff</i> OVCPD-UPMO
3. Accomplish Feedback Form	3.1 Receive,	None	30 minutes	<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	record and file Feedback form, closes request ticket			<i>Staff</i> OVCPD-UPMO
TOTAL		Rates depend on the applicable fee.	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

OVCPD-UPMO.111. RENTAL OF 5 TONNER BOOM TRUCK

Provision of technical services on simple Unit or Department functions and event (pursuant to Memo No. 005).

Office or Division	University Planning and Maintenance Office - Mechanical, Transportation and Garbage Collection Section
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents, REPS, Staffs and Faculty

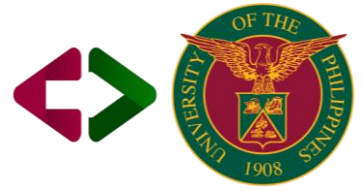
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive, record and forward to UPMO Director	None	5 minutes	<i>Administrative Staff</i> OVCPD-UPMO
	1.2 Instruct Section Chief	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.3 Coordinate with end-user, identify quantity and usage of fountain	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Prepares Statement of Account (SOA)	None	10 minutes	<i>Section Chief or Engineer III or Administrative Staff</i> OVCPD-UPMO
	1.5 Approval of SOA	None	10 minutes	<i>Director</i> OVCPD-UPMO
	1.6 Payment of SOA	On Campus - ₱2000.00 for first 4 hours and ₱500.00 every exceeding hours Off Campus - ₱4000.00 for first 50kM plus ₱12.00 every exceeding kM Additional ₱2000.00 every succeeding day	8 hours	<i>End-user</i>
	1.7 Give instructions to team members - section chiefs or team leaders or foreman	None	10 minutes	<i>Section Chief or Team leader or Foreman</i> OVCPD-UPMO
	1.8 Schedule hauling and	None	1 hour	<i>Section Chief or</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	installation			<i>Team leader or Foreman OVCPD-UPMO</i>
3. Notifies Egress	3.1 Egress	None	30 minutes	<i>Section Chief or Team leader or Foreman or Administrative Staff OVCPD-UPMO</i>
4. Accomplish Feedback Form	4.1 Receive, record and file Feedback form, closes request ticket	None	30 minutes	<i>Administrative Staff OVCPD-UPMO</i>
TOTAL		Rates depend on the applicable fee.	10 hours and 55 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.



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

OVCRE-MAIN.1. REQUEST FOR UPLB RESEARCH AND EXTENSION (R&E) DATA

This service allows clients to request official UPLB Research and Extension (R&E) data and information for academic, institutional, or public use.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request signed by the requesting party and endorsed by the adviser or agency head (as appropriate)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to ovcre.uplb@up.edu.ph .	1.1 Receive and acknowledge the email. 1.2 Forward the request to the OVCRE-Knowledge Management, Extension, and Public Service Section (OVCRE-KMEPSS) Head.	None	30 minutes	<i>University Extension Specialist I</i> OVCRE KMEPSS
	1.3 Assess the request and forward it to the designated staff for preparation of the data.	None	1 day	<i>University Extension Specialist II</i> OVCRE KMEPSS
	1.4 Prepare the requested data.	None	5 days	<i>University Extension Specialist II</i> OVCRE KMEPSS
2. Receive the requested data via email.	2.1 Email the requested data to the client.	None	30 minutes	<i>University Extension Specialist II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE KMEPSS
TOTAL		None	6 days, 1 hour	

OVCRE-MAIN.2. INQUIRY ON LABORATORY AND ANALYTICAL SERVICES

This service is available to clients, including students and the general public, who wish to inquire about UPLB's laboratory and analytical services. These services provide specialized testing and expert analysis in agriculture, environmental science, biotechnology, and food safety.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request signed by the requesting party and endorsed by the adviser or agency head (as appropriate)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to ovcre.uplb@up.edu.ph .	1.1 Receive and acknowledge the email.	None	30 minutes	<i>University Research Associate /</i> OVCRE KMEPSS
	1.2 Assess the request and provide recommendations on the appropriate unit or laboratory to be contacted.	None	1 day	<i>University Research Associate /</i> OVCRE KMEPSS
2. Receive an email notification regarding further details and	2.1 Coordinate with the requesting party.	None	3 hours and 30 minutes	<i>University Research Associate /</i> OVCRE KMEPSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
instructions of the request.				
TOTAL		None	1 day, 4 hours	

OVCRE-MAIN.3. REQUEST FOR TRAINING

This service is available to clients, including government agencies, private organizations, and the general public, who wish to request specialized technical training and capacity-building programs facilitated by UPLB experts in fields such as modern agriculture, environmental management, and rural development.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	All, Government Agencies, Private Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party and endorsed by the agency head	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: ovcre.uplb@up.edu.ph).	1.1 Receive the document and record in UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Assess the request and forward it to the Vice Chancellor for Research and Extension (VCRE) for instructions and/or approval.	None	4 hours	<i>University Research Associate I</i> OVCRE KMEPSS
	1.4 Provide recommendations	None	2 days	<i>Vice Chancellor for</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and/or approve the request. 1.5 Return the request to the designated staff.			<i>Research and Extension</i> OVCRE
2. Receive an email notification regarding further details of the request.	2.1 Coordinate with the requesting party.	None	3 hours and 30 minutes	<i>University Research Associate I</i> OVCRE KMEPSS
TOTAL		None	3 days	

OVCRE-MAIN.4. REQUEST FOR BENCHMARKING OF UPLB RESEARCH AND EXTENSION PROCESSES AND SERVICES

This service is for institutions and organizations, such as SUCs, HEIs, and government agencies, to request benchmarking of UPLB's Research and Extension (R&E) processes and services, providing insights into the University's best practices in project management, extension delivery systems, and administrative innovation.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2C - Government to Citizens G2B - Government to Business
Who may Avail	SUCs/HEIs, National Government Agencies, Private Companies, Local Government Units, International Partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party and endorsed by the agency head	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph or ovcre.uplb@up.edu.ph.	1.1 Receive the document and record in UPLB DocTrax. 1.2 Forward the document to the designated staff	None	30 minutes	<i>University Researcher II</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for appropriate action.			
	1.3 Assess the request and forward to the VCRE for instructions and/or approval.	None	4 hours	<i>University Research Associate I</i> OVCRE KMEPSS
	1.4 Provide recommendations and/or approve the request. 1.5 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive an email notification regarding further details of the request.	2.1 Coordinate with the requesting party.	None	3 hours and 30 minutes	<i>University Research Associate I</i> OVCRE KMEPSS
TOTAL		None	3 days	

OVCRE-MAIN.5. CONSULTATION ON STUDENT RESEARCH STUDIES

This service is for students from basic, secondary, and higher education institutions to request individual technical consultation on their research studies, providing them with expert guidance on scientific methodology, data interpretation, and specialized subject matter across UPLB's diverse fields of expertise.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Basic, Secondary, and Higher Education Institutions or Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, endorsed by the adviser and/or agency head	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to ovcre.uplb@up.edu.ph .	1.1 Receive the document.	None	30 minutes	<i>University Research Associate / OVCRE KMEPSS</i>
	1.2 Assess the request and provide recommendations on the appropriate unit or UPLB expert to be contacted.	None	4 hours	<i>University Research Associate / OVCRE KMEPSS</i>
	1.3 Provide recommendations and/or approve the request. 1.4 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension OVCRE</i>
2. Receive an email notification regarding further details of the request.	2.1 Coordinate with the requesting party.	None	3 hours and 30 minutes	<i>University Research Associate / OVCRE KMEPSS</i>
TOTAL		None	3 days	

OVCRE-MAIN.6. REQUEST FOR SPEECH, MESSAGES, AND/OR PRESENTATION FROM THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION

This service is for clients, including partner organizations, SUCs, and HEIs, to request official speeches, written messages, or keynote presentations from the Vice Chancellor for Research and Extension (VCRE) for events that highlight UPLB's leadership and innovation in research, extension, and public service.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Citizens
Who may Avail	Partner Organizations, SUCs, HEIs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party and endorsed through channels	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: ovcre.uplb@up.edu.ph).	1.1 Receive the document and record in UPLB DocTrax. 1.2 Forward the document to the Executive Assistant for scheduling.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Assess the request and forward to the VCRE for instructions and/or approval.	None	4 hours	<i>Administrative Assistant III</i> OVCRE Admin
	1.3 Provide recommendations and/or approve the request. 1.4 Return the request to the Executive Assistant.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
	1.5 Forward the request to KMEPSS for delegation of tasks. 1.6 Schedule the event in the VCRE's calendar, if necessary.	None	1 hour and 30 minutes	<i>Administrative Assistant III</i> OVCRE Admin
2. Receive an email notification regarding the approved request.	2.1 Notify the requesting party of the approved request.	None	3 days	<i>University Extension Specialist I</i> OVCRE KMEPSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepare the speech/message/presentation.			
TOTAL		None	5 days, 6 hours	



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



CORE AND NON-OVCRE MONITORED PROJECTS

OVCRE-MAIN.7. PROJECT REGISTRATION IN UPLB TUKLAS

This is to officially register their research and extension (R&E) initiatives in the UPLB TUKLAS database.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-out Project Registration form endorsed through channels (up to the College Dean or equivalent unit head)	https://tuklas.uplb.edu.ph
<i>Additional requirements for non-OVCRE-monitored projects (e.g. UPLBFI, international institutions, etc.)</i>	
2. Approved project proposal	Client
3. Memorandum of Agreement between UPLB and the Funding Agency	
4. Notice of approval/Notice to proceed	Funding agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Project Registration form, duly endorsed through official channels, via UPLB TUKLAS at https://tuklas.uplb.edu.ph .	1.1 Review the project details. 1.2 Endorse the project registration through UPLB TUKLAS.	None	1 day	University Researcher / OVCRE KMEPSS
2. Receive an email notification indicating that the project is approved.	2.1 Approve the project registration through UPLB TUKLAS.	None	2 days	Vice Chancellor for Research and Extension OVCRE
TOTAL		None	3 days	

OVCRE-MAIN.8. REQUEST FOR CHANGE IN PROJECT DETAILS, TRANSFER OF PROJECT LEADERSHIP, AND EXTENSION OF CORE AND NON-OVCRE MONITORED PROJECTS

This service is for project proponents to request official amendments to their registered research and extension (R&E) projects, including revisions to the project title, objectives, methodology, workplan, extension of duration, or the formal transfer of project leadership.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of request signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: ovcre.uplb@up.edu.ph).	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE
	1.3 Assess the request and forward to the VCRE for approval.	None	4 hours	University Researcher I OVCRE KMEPSS
	1.4 Provide recommendations and/or approve the request.	None	2 days	Vice Chancellor for Research and Extension OVCRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Return the request to the designated staff.			
	1.6 Update the project details in UPLB TUKLAS.	None	1 hour	<i>University Researcher / OVCRE KMEPSS</i>
2. Receive an email notification indicating that the request is approved and the project is updated.	2.1 Email the requesting party of the approval.	None	30 minutes	<i>University Researcher / OVCRE KMEPSS</i>
TOTAL		None	2 days, 6 hours	

OVCRE-MAIN.9. REQUEST FOR ADDITIONAL PROJECT TEAM MEMBERS IN UPLB TUKLAS

This service is for project proponents to officially add or update team members within their registered research and extension (R&E) projects.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Submitted Project Team Member endorsed through channels through the UPLB TUKLAS portal.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the team member through UPLB TUKLAS at tuklas.uplb.edu.ph .	1.1 Review the details of the newly-added project team member.	None	2 days	<i>University Researcher / OVCRE KMEPSS</i>
2. Receive an email notification	2.1 Approve the newly-added	None	1 hour	<i>University Researcher /</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
indicating that the new team member is approved.	project team member through UPLB TUKLAS.			OVCRE KMEPSS
TOTAL		None	2 days, 1 hour	

OVCRE-MAIN.10. REQUEST FOR CLEARANCE OF CORE AND NON-OVCRE MONITORED PROJECTS

This service is for project proponents to secure the official 'Cleared' status in the UPLB TUKLAS database upon the submission and approval of their terminal reports, signifying the successful completion of all research and extension (R&E) requirements and the formal administrative closure of the project.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with a completed project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter signed through channels	Client
2. Filled-out terminal report, signed through channels (as necessary)	For Core projects: https://ovcre.uplb.edu.ph/downloads/ - Core-Funded Projects For non-OVCRE monitored projects (e.g. UPLBFI, international funding agencies, etc.): Funding Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload the cover letter and terminal report (in one file) through the UPLB TUKLAS portal at tuklas.uplb.edu.ph .	1.1 Review the terminal report.	None	2 days	University Researcher / OVCRE KMEPSS
2. Receive an email notification	2.1 Approve the terminal report	None	1 hour	University Researcher /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
indicating that the project document submission is approved.	submission through UPLB TUKLAS. 2.2 Tag the project as "Cleared" in UPLB TUKLAS.			OVCRE KMEPSS
TOTAL		None	2 days, 1 hour	

OVCRE-MAIN.11. REQUEST FOR CERTIFICATION OF PROJECT COMPLETION/ CLEARANCE, INDIVIDUAL OR UNIT PROJECT INVOLVEMENTS

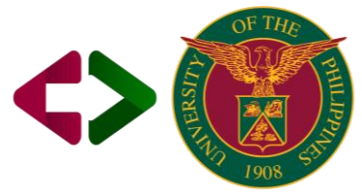
This service is for UPLB personnel and project proponents to request official certifications for project clearance, as well as individual or unit-level project involvements, providing formal documentation of their research and extension (R&E) contributions for tenure, promotion, or professional accreditation purposes.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS, units, and colleges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of request signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via https://bit.ly/ovcre-request-for-cert .	1.1 Send an acknowledgement email to the requesting party.	None	30 minutes	<i>University Researcher /</i> OVCRE KMEPSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Generate the certification based on the official records in UPLB TUKLAS.	None	4 hours	<i>University Researcher I</i> OVCRE KMEPSS
2. Confirm the correctness and completeness of the project list and certification template.	2.1 Validate the list with the requesting party. 2.2 Forward the certification to the VCRE for signature.	None	1 day	<i>University Researcher I</i> OVCRE KMEPSS
	2.3 Sign the certification. 2.4 Return to the designated staff.	None	1 day	<i>Vice Chancellor for Research and Extension</i> OVCRE
3. Receive the signed certification through email.	3.1 Email the signed certification to the requesting party.	None	3 hours and 30 minutes	<i>University Researcher I</i> OVCRE KMEPSS
TOTAL		None	3 days	



UPLB BASIC RESEARCH PROJECTS

OVCRE-MAIN.12. REQUEST FOR CHANGE IN PROJECT DETAILS (I.E. TITLE, OBJECTIVES, METHODOLOGY, WORKPLAN/ACTIVITIES, ETC.) OF UPLB BASIC RESEARCH PROJECTS

This service is for project proponents to request official amendments to their UPLB Basic Research projects, including revisions to the project title, objectives, methodology, or workplan.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with approved or ongoing UPLB Basic Research Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details and justification for the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
Additional requirements for change in workplan/activities	
2. Revised Gantt chart of activities	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE
	1.3 Screen the document for the completeness of details and attached documents.	None	4 hours	University Researcher II OVCRE-RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Forward to the Technical Reviewer/s for comments and recommendations.			
	1.5 Review the request and provide recommendations or feedback.	None	10 days	<i>Technical Reviewer</i>
2. Comply with the comments and recommendations if needed.	2.1 Return the document with comments from Technical Reviewers to the client.	None	5 days	<i>University Researcher II</i> OVCRE-RMS
	2.2 Forward the request, attachments, and recommendations of Technical Evaluators to the Vice Chancellor for Research and Extension for approval or disapproval.	None	4 hours	<i>University Researcher II</i> OVCRE-RMS
	2.4 Approve/ Disapprove the request. 2.5 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
	2.6 Update the project details in UPLB TUKLAS.	None	1 day	<i>University Researcher II</i> OVCRE-RMS
3. Receive the approval/ disapproval of the request.	3.1 Send the approved/ disapproved request to the Requesting Party via UPLB TUKLAS.	None	3 hours and 30 minutes	<i>University Researcher II</i> OVCRE-RMS
TOTAL		None	20 days	

OVCRE-MAIN.13. REQUEST FOR TRANSFER OF STUDY LEADERSHIP OR CHANGE IN STUDY TEAM MEMBERS OF UPLB BASIC RESEARCH PROJECTS

This service is for project proponents to request official amendments to the personnel of their UPLB Basic Research projects, including the formal transfer of study leadership or the updating of study team members.

NOTE: Processing of the official appointment is through UPLB PUSO.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with approved or ongoing UPLB Basic Research Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party with conforme of new member/s and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE
	1.3 Screen the completeness of details and attached documents. 1.4 Forward to to the VCRE for	None	4 hours	University Researcher II OVCRE-RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval or disapproval.			
	1.5 Approve/ Disapprove the request. 1.6 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the approval/ disapproval of the request.	2.1 Update the team members in UPLB TUKLAS. 2.2 Send the approved/ disapproved request to the Requesting Party.	None	3 hours and 30 minutes	<i>University Researcher II</i> OVCRE-RMS
TOTAL		None	3 days	

OVCRE-MAIN.14. REQUEST FOR EXTENSION OF UPLB BASIC RESEARCH PROJECTS

This service is for project proponents to request an extension of their project duration for UPLB Basic Research initiatives. This allows for the completion of remaining technical activities and deliverables beyond the original end date, subject to evaluation of the project's progress and valid justifications for the requested additional period.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with approved or ongoing UPLB Basic Research Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent

2. Workplan/Gantt Chart	
3. Progress Report signed by the Study Leader and endorsed through channels	
4. Evaluation/Review Result	OVCRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Screen the completeness of details and attached documents. 1.4 Forward to the VCRE for approval or disapproval.	None	4 hours	<i>University Researcher II</i> OVCRE RMS
	1.5 Approve/ Disapprove the request. 1.6 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the approval/ disapproval of the request.	2.1 Update the team members in UPLB TUKLAS. 2.2 Send the approved/ disapproved request to the Requesting Party.	None	3 hours and 30 minutes	<i>University Researcher II</i> OVCRE RMS
TOTAL		None	3 days	

OVCRE-MAIN.15. REQUEST FOR CLEARANCE OF UPLB BASIC RESEARCH PROJECTS

This service is to secure the official 'Cleared' status in the UPLB TUKLAS database upon the submission and approval of their terminal reports and outputs, signifying the

successful completion of all requirements and the formal administrative closure of the UPLB Basic Research project.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with approved or ongoing UPLB Basic Research Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter signed by the Study Leader and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Terminal Report signed by the Study Leader and endorsed through channels	https://ovcre.uplb.edu.ph/downloads/ - UPLB Basic Research Program
3. Financial Report signed by the Study Leader	
4. Copy of Published Journal Article (Web of Science or Scopus indexed journal or refereed journal) to be submitted one (1) year after date of completion	Project Proponent
5. Other Output/Deliverables (as indicated in the approved proposal)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.3 Screen the completeness of details and attached documents.	None	4 hours	University Researcher II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Forward to to the VCRE for signature.			
	1.5 Sign the document. 1.6 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed document.	2.1 Upload the terminal report in UPLB TUKLAS and tag the project as "Cleared". 2.2 Email the signed document to the Requesting Party.	None	3 hours and 30 minutes	<i>University Researcher II</i> OVCRE RMS
TOTAL		None	3 days	

OVCRE-MAIN.16. REQUEST FOR CERTIFICATION AS EVALUATOR/REVIEWER OF UPLB BASIC RESEARCH PROJECTS

This service is for project proponents to officially submit the terminal report of their UPLB Basic Research projects. This submission serves as the definitive record of the project's technical accomplishments, research findings, and financial liquidation, marking the conclusion of the research lifecycle and the fulfillment of all institutional obligations.

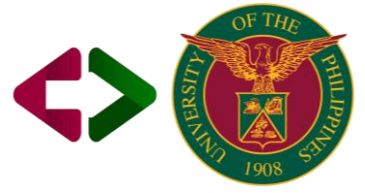
Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with approved or ongoing UPLB Basic Research Project

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter signed by the Study Leader and endorsed through channels with DocTraxID	Project Proponent

NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	
2. Terminal Report signed by the Study Leader and endorsed through channels	https://ovcre.uplb.edu.ph/downloads/ - UPLB Basic Research Program
3. Financial Report signed by the Study Leader	
4. Copy of Published Journal Article (Web of Science or Scopus indexed journal or refereed journal) to be submitted one (1) year after date of completion	Project Proponent
5. Other Output/Deliverables (as indicated in the approved proposal)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.3 Screen the completeness of details and attached documents. 1.4 Forward to to the VCRE for signature.	None	4 hours	University Researcher II OVCRE RMS
	1.5 Sign the document. 1.6 Return the request to the designated staff.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Receive the signed document.	2.1 Upload the terminal report in UPLB TUKLAS.	None	3 hours and 30 minutes	University Researcher II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Email the signed document to the Requesting Party.			
TOTAL		None	3 days	



UP-SYSTEM FUNDED PROJECTS

OVCRE-MAIN.17. REQUEST FOR ENDORSEMENT OF BALIKPHD AND UP INTELLIGENT SYSTEMS CENTER PROJECT PROPOSALS

This service is for UPLB faculty and REPS to seek official institutional endorsement for applications under the Balik-PhD and UP Intelligent Systems Center (ISC) programs.

The Balik-PhD Recruitment Program facilitates the recruitment of foreign-trained experts for research and mentorship, while the UP ISC Research Grant supports the implementation of pluridisciplinary initiatives leveraging data science and artificial intelligence for sustainable socio-economic development.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Balik-PhD Applicants</i>	
1. Application letter addressed to the UP President through the Vice President for Academic Affairs (VPAA), signed by the Project Leader, and endorsed through channels with DocTraxID NOTES: - The UPLB AGORA focus area, SDGs to be addressed, and, if applicable, intent to subject the proposal for research compliance (i.e. Research Ethics Board, Institutional Animal Care and Utilization Committee, Biosafety Committee), should be clearly specified in the letter. - The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Balik-PhD Recruitment Program Application Form (OVPAABPhD Form 8.0)	https://ovpaa.up.edu.ph/grants-and-awards/balik-phd-recruitment-program/
3. Balik-PhD Full Research Proposal Form (OVPAABPhD Form 8.5-8.9)	

4. Line-item budget (LIB) duly reviewed by the UPLB Accounting Office (OVPA-BPhD Form 4.1)	
For UP ISC applicants	
1. Cover letter addressed to the OVPRI, signed by the Project Leader, and endorsed through channels with DocTraxID NOTES: - The UPLB AGORA focus area, SDGs to be addressed, and, if applicable, intent to subject the proposal for research compliance (i.e. Research Ethics Board, Institutional Animal Care and Utilization Committee, Biosafety Committee), should be clearly specified in the letter. - The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Accomplished UP ISC Research Funding Application Preview Template	https://isc.up.edu.ph/opportunities/research-grants-2025-26#h.dzq636emhpeh
3. Line item budget	
4. CVs of all proponents	
5. Statement of support from intended audience/beneficiaries (if applicable)	Project Proponent
6. Other supporting documents as prescribed by the UP ISC	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: upsystemfunded.ovcre.uplb@up.edu.ph).	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.3 Screen the correctness, completeness,	None	3 days	Development Management Officer III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and compliance of submitted documents. 1.4 Prepare the endorsement letter for the signature of VCRE.			OVCRE RMS
	1.5 Sign the endorsement letter and relevant forms. 1.6 Return the signed document to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
	1.7 Forward to the Office of the Chancellor for the letter of endorsement to the funding agency.	None	1 hour	<i>Development Management Officer III</i> OVCRE RMS
	1.8 Receive and record the document in UPLB DocTrax. 1.9 Forward the document to the Administrative Officer IV for queueing.	None	30 minutes	<i>Administrative Officer IV</i> OC
	1.10 Assess and forward the document to the Assistant to the Chancellor for further review.	None	1 day	<i>Administrative Officer V</i> OC
	1.11 Review and provide recommendations on the document.	None	2 days	<i>Assistant to the Chancellor</i> OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Return the document to the Administrative Officer IV for the signature of the Chancellor.			
	1.13 Queue the document for signature of the Chancellor.	None	4 hours	<i>Administrative Officer V OC</i>
	1.14 Sign the document. 1.15 Return the document to the Administrative Officer V.	None	2 days	<i>Chancellor</i>
	1.16 Return the document to the Administrative Officer IV for release.	None	4 hours	<i>Administrative Officer IV OC</i>
	1.17 Scan the document. 1.18 Forward the document to OVCRE.	None	4 hours	<i>Administrative Assistant III OC</i>
2. Receive the signed endorsement and submit to the OVPRI (cc: upsystemfunded.ovcre.uplb@up.edu.ph).	2.1 Email the signed documents to the project team for submission to the OVPRI.	None	2 hours	<i>Development Management Officer III OVCRE RMS</i>
TOTAL		None	12 days	

OVCRE-MAIN.18. REQUEST FOR CHANGE IN PROJECT DETAILS (I.E. TITLE, OBJECTIVES, METHODOLOGY, WORKPLAN/ACTIVITIES, ETC.) AND/OR TRANSFER OF PROJECT LEADERSHIP OF UP SYSTEM-FUNDED PROJECTS

This service is for project proponents to request official amendments to their UP System-funded projects, including revisions to the project title, objectives, methodology, workplan, or project leader.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing UP System-funded projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details and justification for the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
Additional requirements for change in project details	
2. Revised proposal	Project Proponent
3. Revised Gantt chart of activities	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to upsystemfunded.o vcrc.re.uplb@up.edu .ph .	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Screen the completeness of details and attached documents. 1.3 Forward to to the VCRE for endorsement.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
	1.4 Sign the request.	None	2 days	<i>Vice Chancellor for</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Return the request to the designated staff.			<i>Research and Extension OVCRE</i>
2. Receive the signed letter and forward to OVPRI (cc: upsystemfunded.o vcre.uplb@up.edu .ph).	2.1 Email the signed documents to the project team for submission to the OVPRI.	None	4 hours	<i>Development Management Officer III OVCRE RMS</i>
TOTAL		None	3 days	

OVCRE-MAIN.19. REQUEST FOR ENDORSEMENT OF PROGRESS REPORT OF UP SYSTEM-FUNDED PROJECTS

This service is for project proponents to seek endorsement for the submission their period progress reports for UP System-funded projects.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing UP System-funded projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter signed by the Project Leader and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Progress Report as prescribed by the program	https://ovpaa.up.edu.ph/grants-and-awards

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the progress report to upsystemfunded.o vcre.uplb@up.edu .ph.	1.1 Receive the document and record/receive via UPLB DocTrax.	None	4 hours	<i>Development Management Officer III OVCRE RMS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Screen the completeness of details and attached documents. 1.3 Forward to to the VCRE for signature.			
	1.4 Sign the cover letter. 1.5 Return the letter to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed letter and forward to OVPRI (cc: upsystemfunded.o vcre.uplb@up.edu .ph).	2.1 Upload the signed progress report and attachments in UPLB TUKLAS. 2.2 Email the signed documents to the project team for submission to the OVPRI.	None	4 hours	<i>Development Management Officer III</i> OVCRE-RMS
TOTAL		None	3 days	

OVCRE-MAIN.20. REQUEST FOR EXTENSION OF UP SYSTEM-FUNDED PROJECTS

This service is for project proponents to request an extension of the duration for their UP System-funded projects. This allows for the completion of remaining technical activities and deliverables beyond the original end date, subject to evaluation of the project's progress and valid justifications for the requested additional period.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with UP System-funded projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter with details of the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Progress Report as prescribed by the program	https://ovpaa.up.edu.ph/grants-and-awards
3. Workplan/Gantt Chart	Project Proponent
4. Risk assessment	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Screen the completeness of details and attached documents. 1.3 Forward to to the VCRE for signature.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
	1.4 Sign the request. 1.5 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed letter and forward to OVPRI (cc: upsystemfunded.ovcre.uplb@up.edu.ph).	2.1 Email the signed documents to the project team for submission to the OVPRI.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
TOTAL		None	3 days	

OVCRE-MAIN.21. REQUEST FOR ENDORSEMENT OF TERMINAL REPORT OF EIDR PROJECTS

This service is for project proponents to seek endorsement for the submission of the terminal report of their EIDR projects. This submission serves as the definitive record of the project's technical accomplishments, research findings, and financial liquidation, marking the conclusion of the research lifecycle and the fulfillment of all institutional obligations.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with completed UP System-funded projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter signed by the Project Leader and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Terminal Report	https://ovpaa.up.edu.ph/grants-and-awards/emerging-interdisciplinary-research/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the terminal report to upsystemfunded.ovcre.uplb@up.edu.ph .	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Screen the completeness of details and attached documents. 1.3 Forward to the VCRE for signature.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
	1.4 Sign the document.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Return the document to the designated staff.			
2. Receive the signed letter and forward to OVPRI (cc: upsystemfunded.ovcre.uplb@up.edu.ph).	2.1 Upload the signed terminal report and attachments in UPLB TUKLAS. 2.2 Email the signed documents to the project team for submission to the OVPRI.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
TOTAL		None	3 days	

OVCRE-MAIN.22. CLEARANCE OF ECWRG PROJECTS

This service is for project proponents to secure the official 'Cleared' status in the UPLB TUKLAS database upon the submission and approval of their terminal reports, signifying the successful completion of all ECWRG requirements and the formal administrative closure of the project.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with completed ECWRG projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter addressed to the Vice President for Research and Innovation signed by the Project Leader and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Copy of Published Journal Article (Web of Science or Scopus indexed journal or refereed journal)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the output to upsystemfunded.ovcre.uplb@up.edu.ph.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Screen the completeness of details and attached documents. 1.3 Forward to to the VCRE for signature.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
	1.4 Sign the letter. 1.5 Return the document to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed letter and forward to OVPRI (cc: upsystemfunded.ovcre.uplb@up.edu.ph).	2.1 Upload the document in UPLB TUKLAS and tag the project as "Cleared". 2.2 Email the signed documents to the project team for submission to the OVPRI.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS
TOTAL		None	3 days	



EXTERNALLY-FUNDED OVCRE-MONITORED PROJECTS

OVCRE-MAIN.23. REQUEST FOR ENDORSEMENT OF EXTERNALLY-FUNDED PROJECT PROPOSALS

This service is for UPLB faculty and REPS to seek official institutional endorsement for project proposals to be submitted to external funding agencies.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Balik-PhD Applicants</i>	
1. Cover letter addressed to the Chancellor, signed by the Project Leader, and endorsed through channels with DocTraxID NOTES: - The UPLB AGORA focus area, SDGs to be addressed, and, if applicable, intent to subject the proposal for research compliance (i.e. Research Ethics Board, Institutional Animal Care and Utilization Committee, Biosafety Committee), should be clearly specified in the letter. - The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Project Proponent
2. Proposal with the prescribed format provided by the Funding Agency	Funding Agency Website
3. Accomplished Prior Art Search Form	https://ovcre.uplb.edu.ph/downloads/
4. 1-page Curriculum Vitae (CV) of the Project Leader	Project Proponent
<i>If with equipment outlay</i>	
5. UPLB Capital Outlay Proposal Form 1, 2, and or 3 (see below link) - UPLB CO Forms for submission to the OVCPD prior to issuance of certification. NOTE: Ensure compliance with OC AO No. 90, s. 2024.	Project Proponent
6. OVCPD Certification/Endorsement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph.	1.1 Screen for eligibility of proponent and completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall notify and return the proposal to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document and record via UPLB DocTrax. 1.3 Forward the document to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Screen and assess the proposal based on the guidelines of UPLB and the funding agency (e.g. line-item, alignment to the UPLB AGORA and SDGs, consistency, etc.). <i>* If non-compliant, the processor shall notify and return the proposal to the Proponent.</i>	None	4 days	University Extension Specialist II OVCRE RMS
	1.5 Prepare the endorsement letter for signature of VCRE.	None	1 day	University Extension

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Specialist II</i> OVCRE RMS
	1.6 Sign the endorsement letter and relevant forms. 1.7 Return the signed document to the Executive Assistant.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
	1.8 Scan and/or archive the signed endorsement. 1.9 Forward to the Office of the Chancellor for the letter of endorsement to the funding agency.	None	4 hours	<i>Administrative Assistant III</i> OVCRE Admin
	1.10 Receive and record the document in UPLB DocTrax. 1.11 Forward the document to the Administrative Officer V for queueing	None	30 minutes	<i>Administrative Officer IV</i> OC
	1.12 Assess and forward the document to the Assistant to the Chancellor for further review.	None	1 day	<i>Administrative Officer V</i> OC
	1.13 Review and provide recommendations on the document. 1.14 Return the document to the	None	2 days	<i>Assistant to the Chancellor</i> OC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrative Officer V.			
	1.15 Prepare the indorsement letter for signature of the Chancellor. 1.16 Forward to the Administrative Officer V for signature of the Chancellor.	None	3 days	<i>University Extension Specialist II</i> OC
	1.15 Queue the document for signature of the Chancellor.	None	4 hours	<i>Administrative Officer V</i> OC
	1.16 Sign the document. 1.17 Return the document to the Administrative Officer V.	None	2 days	<i>Chancellor</i>
	1.18 Return the document to the Administrative Officer IV for releasing.	None	4 hours	<i>Administrative Officer V</i> OC
	1.19 Scan the document. 1.20 Forward the document to OVCRE.	None	4 hours	<i>Administrative Officer IV</i> OC
2. Pick up the document at OVCRE Annex and submit to the funding agency.	2.1 Notify the project team to pick up the signed document and submit it to the funding agency.	None	4 hours	<i>University Extension Specialist II</i> OVCRE RMS
	2.2 Release the signed document to the client and/or its representative.	None	1 day	<i>University Researcher II</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	17 days, 5 hours, and 30 minutes	

OVCRE-MAIN.24. REQUEST FOR ENDORSEMENT OF THE VCRE ON THE MEMORANDUM OF AGREEMENT (MOA), MEMORANDUM OF UNDERSTANDING (MOU), OR COLLABORATION AGREEMENT (CA) OF EXTERNALLY-FUNDED PROJECTS

This service is for UPLB faculty and REPS to seek official endorsement from the Vice Chancellor for R&E for MOA, MOU, or CA of externally-funded projects.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with newly-approved externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Templated MOA	
1. Request Letter to approve the MOA, duly signed by the Project Leader, addressed to the Chancellor, and endorsed through channels with identified UPLB AGORA Focus Area(s) and DocTraxID	Client
2. Memorandum of Agreement printed in legal or A4-size paper (at least 4 sets)	
3. Approved Proposal (1 copy signed by the project leader)	
4. Approved Line-item-budget (LIB) (1 copy signed by the project leader if not yet signed by the funding agency or 1 copy signed by the funding agency)	
5. Duly signed and notarized Oath of Undertaking (OC Memo No. 119, s.2024)	
6. Certificate of No Special Budgetary Outlay	UPLB Budget Management Office
Non-Templated - MOU	

1. Request Letter to approve the MOU, duly signed by the Project Leader, addressed to the Chancellor, and endorsed through channels with DocTraxID	Client
2. Memorandum of Understanding (number of copies depends on the number of parties involved) NOTE: The purpose of the MOU must be for research or extension.	
3. Review and recommendation of the UPLB Legal Office	UPLB Legal Office
4. Supporting Documents (if any)	Client
Non-Templated - CA	
1. Request Letter to approve the CA, duly signed by the Project Leader, addressed to the Chancellor, and endorsed through channels	Client
2. Collaboration agreement (number of copies depends on the number of parties involved) NOTE: The purpose of CA is to implement or support the ongoing research project.	
3. Review and recommendation of the UPLB Legal Office	UPLB Legal Office
4. Supporting Documents (if any)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to OVCRE Annex.	1.1 Screen for eligibility of proponent and completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall notify and return the document to the Proponent.</i>	None	30 minutes	<i>University Researcher II</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Receive the document and record via UPLB DocTrax. 1.3 Forward the document to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen the correctness, completeness and compliance of submitted documents. 1.6 Prepare the endorsement letter (for MOA only) for signature of VCRE or countersign the cover letter (for non-template MOA/MOU). 1.7 Scan the document. 1.8 Forward the document to the VCRE for signature.	None	7 days	<i>University Extension Specialist II</i> OVCRE RMS
	1.10 Sign the endorsement letter/MOA (if VCRE is a signatory to the MOA/MOU/CA) and relevant forms.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Return the request to the Executive Assistant.			
2. Receive the email notification.	2.1 Forward to the Office of the Chancellor (OC) for signature. 2.2 Notify the client that the MOA has been forwarded to the OC.	None	30 minutes	<i>Administrative Assistant III</i> OVCRE Admin
TOTAL		None	9 days, 1 hour, and 30 minutes	

OVCRE-MAIN.25. REQUEST FOR CHANGE OF IMPLEMENTATION DATE OR CHANGE IN PROJECT DETAILS (i.e. TITLE, OBJECTIVES, METHODOLOGY, WORKPLAN, ETC.) OF EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request official amendments to their externally-funded projects, including revisions to the project title, objectives, methodology, workplan, or the formal transfer of project leadership.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with newly-approved externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter addressed to the funding agency, signed by the Project Leader, and endorsed thru channels (Director, Dean) with DocTraxID NOTE: The letter should include the following details:	Project Proponent

• Project Title and Fund Code (if FC is already assigned) • Original implementation dates and requested change in implementation dates, if requesting for change in implementation date • Reason for request to change project details, if requesting for change in project details	
2. Revised Project Workplan following the funding agency's prescribed format reflecting the requested change in implementation dates. (1 original) NOTE: If submitted in hard copy, the signatures of the PL and channels should be in wet signatures.	Funding Agency
Additional requirements for request for change in implementation date	
3. Transmittal Letter from Funding Agency / Notice to Proceed (1 original or photocopy)	
4. Approved Memorandum of Agreement (MOA) (1 original or photocopy)	
5. Approved Line Item Budget (LIB) (1 original or photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph.	1.1 Screen for eligibility of proponent and completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall notify and return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Receive the document and record via UPLB DocTrax. 1.3 Forward the document to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen the correctness, completeness and compliance of submitted documents. 1.6 Countersign the cover letter and relevant forms. 1.7 Scan the document. 1.8 Forward the document to the VCRE for signature.	None	3 days	<i>University Extension Specialist II</i> OVCRE RMS
	1.9 Sign the request letter and relevant forms. 1.10 Return the request to the delegated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Pick up the document at OVCRE Annex or receive the document via	2.1 Notify the project team to pick up the signed document and submit it to the funding agency.	None	1 hour	<i>University Extension Specialist II</i> OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
email and forward to the endorsed request to the funding agency.				
	2.2 Release the signed document to the client and/or its representative.	None	1 day	<i>University Researcher II</i> OVCRE Admin
TOTAL		None	6 days and 2 hours	

OVCRE-MAIN.26. REQUEST FOR THE ISSUANCE OF ADVICE OF SUB-ALLOTMENT (ASA) FOR NEWLY-APPROVED EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request the formal issuance of the Advice of Sub-allotment (ASA) for newly approved externally funded projects. The ASA serves as the official budgetary authorization, detailing the approved Line-Item Budget (LIB) for the current fund release and enabling the project to begin procurement and other financial transactions.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with newly-approved externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Approved Proposal	Project Proponent
2. Copy of Duly Signed and Notarized MOA	
3. Line-item budget (LIB) with allocation signed by the project leader (for partial release)	
4. Notarized Oath of Undertaking of the Project/Program Leader based on OC Memo No. 119 series of 2024	
5. Transmittal Letter/Notice of Fund Release and copy of LDDAP-ADA	Funding Agency

6. Notice to Proceed (DA-BAR, SRA, CHED and other DA funded projects)	
7. Approved LIB from Funding Agency	
8. Approved Change of Implementation Date (if applicable)	
9. Copy of Official Receipt (O.R.) with fund code	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the project and upload all requirements via UPLB TUKLAS at tuklas.uplb.edu.ph .	1.1 Receive project details and attachments through UPLB TUKLAS. <i>* If there are lacking documents, the receiving clerk shall return the project registration to the Proponent.</i>	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.2 Endorse the project registration to the OVCRE Financial Team.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Check the correctness, completeness and compliance of submitted documents. 1.4 Prepare the Advice of Sub-Allotment (ASA) accordingly. 1.5 Countersign the ASA and relevant forms. 1.6 Forward the document to the VCRE for approval.	None	4 days	<i>University Extension Specialist II</i> OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Approve and sign the ASA along with relevant forms. 1.8 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed document via UPLB TUKLAS.	2.1 Approve the project registration and upload the signed ASA in UPLB TUKLAS.	None	3 hours	<i>University Extension Specialist II</i> OVCRE RMS
TOTAL		None	6 days and 4 hours	

OVCRE-MAIN.27. REQUEST FOR THE ISSUANCE OF ADVICE OF SUB-ALLOTMENT (ASA) FOR ONGOING EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request the formal issuance of the Advice of Sub-allotment (ASA) for ongoing externally funded projects.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For next tranche/succeeding release</i>	
1. Copy of Official Receipt (O.R.)	UPLB Cashier's Office
2. Approved Line-item-budget (LIB)	Funding Agency
3. Notice of Fund Transfer / LDDAP-ADA details	
4. Check copy (if applicable)	
<i>For approved budget reprogramming/realignment</i>	
1. Approval Letter for the Realignment/Reprogramming	Funding Agency
2. Approved Amended Line-item-budget (LIB)	
3. Status of Funds of the Project	UPLB Accounting Office

For renewals with budget releases for the succeeding year	
1. Notarized Conforme Letter (for the approved renewal of the project)	Project Proponent
2. Approved Line-item-budget (LIB) NOTE: If the tranche is not a full release, please provide line-item allocations for the tranche.	Funding Agency
3. Copy of Official Receipt (O.R.)	UPLB Cashier's Office
For renewals with that will use the previous year's UB while waiting for the succeeding year's budget release	
1. Approval Letter for the Succeeding Year Renewal of the project	Funding Agency
2. Line-item-budget (LIB) w/ allocation for the use of unexpended balance (UB)	Project Proponent
3. Copy of previous year Annual Financial Report (AFR) as reference for the UB amount	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph . NOTE: Specify the fund code in the subject line of the email.	1.1 Screen for the completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff	None	30 minutes	University Researcher II OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for appropriate action; cc externallyfunded.ovcre.uplb@up.edu.ph and financial.ovcre.uplb@up.edu.ph.			
	1.4 Check the correctness, completeness and compliance of submitted documents. 1.5 Prepare the Advice of Sub-Allotment (ASA) accordingly. 1.6 Countersign the ASA and relevant forms. 1.7 Forward the document to the VCRE for approval.	None	4 days	<i>University Extension Specialist II</i> OVCRE RMS
	1.7 Approve and sign the ASA along with relevant forms. 1.8 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed document via UPLB TUKLAS.	2.1 Upload the signed ASA in UPLB TUKLAS.	None	3 hours	<i>University Extension Specialist II</i> OVCRE RMS
TOTAL		None	6 days and 4 hours	

OVCRE-MAIN.28. REQUEST FOR THE VALIDATION OF THE ENGAGEMENT OF CONSULTANTS, PROJECT STAFF, AND/OR EXPERTS IN EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request the validation of the engagement of consultants, technical staff, and subject matter experts for externally funded projects. This process ensures that the proposed personnel qualifications, terms of reference, and compensation levels are consistent with the approved project proposal and meet the specific requirements of the funding agency.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Chancellor with the conforme of the appointee, endorsed through channels, and for recommending approval of the Vice Chancellor for Research and Extension (VCRE) with DocTraxID NOTE: Include in the request the following details ● Project title ● Fund code ● Duration of appointment ● Honoraria rate (if applicable)	Project Proponent
2. Terms of Reference, with appointee signing as "Conforme" and project leader signing as "Certified Correct"	
3. Latest CV of the appointee	
4. Latest Advice of Sub-Allotment (ASA)	
Additional requirement for non-UPLB/external consultants	
5. Approval/Endorsement letter from the Head of Agency of the appointee (if currently employed)	Project Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the	1.1 Screen for the completeness of the requirements.	None	30 minutes	University Researcher II OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph. NOTE: Specify the fund code in the subject line of the email.	<i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>			
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff for appropriate action; cc externallyfunded.ovcre.uplb@up.edu.ph.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen and assess the qualifications of the appointee and the approved LIB. <i>* If appointee did not meet the minimum qualifications or there is no provision in the LIB, the processor</i>	None	4 days	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>shall notify and return the request.</i> 1.6 Countersign the request. 1.7 Forward the document to the VCRE for endorsement.			
	1.8 Sign the request letter. 1.9 Return the request to the Executive Assistant.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Receive the email notification.	2.1 Forward to the Office of the Chancellor (OC) for signature. 2.2 Notify the client that the MOA has been forwarded to the OC.	None	30 minutes	Administrative Assistant III OVCRE Admin
TOTAL		None	6 days, 1 hour, and 30 minutes	

OVCRE-MAIN.29. REQUEST FOR TRANSFER OF PROJECT LEADERSHIP OF EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request the validation of the engagement of consultants, project staff, and/or experts to be involved in externally-funded projects.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Chancellor with the conforme of the appointee, endorsed through channels, and for recommending approval of the Vice Chancellor for Research and Extension (VCRE) with DocTraxID NOTE: Include in the request the following details • Project title • Fund code • Duration of appointment • Honoraria rate (if applicable)	Project Proponent
2. Latest CV of the personnel who will assume the project leadership	
3. Notarized Oath of Undertaking	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph. NOTE: Specify the fund code in the subject line of the email.	1.1 Screen for completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff	None	30 minutes	University Researcher II OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for appropriate action.			
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen the correctness, completeness and compliance of submitted documents. <i>* If there are questions or comments regarding the request, the processor shall notify the client and return the request.</i> 1.6 Countersign the request. 1.7 Forward the document to the VCRE for endorsement.	None	3 days	University Extension Specialist II OVCRE RMS
	1.8 Sign the request letter. 1.9 Return the request to the delegated staff.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Pick up the document at OVCRE Annex or receive the document through email and forward to the funding agency.	2.1 Notify the project team to pick up the signed document.	None	1 day	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	6 days and 1 hour	

OVCRE-MAIN.30. REQUEST FOR BUDGET REALIGNMENT/REPROGRAMMING OF EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request the realignment or reprogramming of funds within their externally funded projects. This process allows for the adjustment of the Line-Item Budget (LIB) to accommodate shifting project requirements or technical needs, ensuring that all financial modifications remain compliant with the funding agency's policies and University accounting standards.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>If for the approval of the funding agency</i>	
1. Request letter addressed to the funding agency, endorsed through channels and the VCRE	Project Proponent
2. Proposed LIB signed as "Prepared by" the Project Leader	
3. Latest Status of Funds (SoF)	UPLB Accounting Office
4. Supporting documents as prescribed by the Funding Agency	Funding Agency Website
<i>If for UPLB approval</i>	
1. Request letter addressed to the VCRE, endorsed through channels	Project Proponent
2. Proposed LIB signed by the following: "Prepared by" the Project Leader, "Verified by" the UPLB Chief Accountant and "Approved by" the VCRE	
3. Latest Status of Funds (SoF) or Financial Report	UPLB Accounting Office
4. Supporting documents as prescribed by the Funding Agency	Funding Agency Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph. NOTE: If the request is for UPLB approval, submit the hard copy to the OVCRE Annex building.	1.1 Screen for completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen the correctness, completeness and compliance of submitted documents. <i>* If there are questions or comments regarding the</i>	None	3 days	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>request, the processor shall notify the client and return the request.</i> 1.6 Countersign the request. 1.7 Forward the document to the VCRE for endorsement.			
	1.8 Sign the request letter. 1.9 Return the request to the Executive Assistant.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Pick up the document at OVCRE Annex or receive the document through email and forward the request to the funding agency.	2.1 Notify the project team to pick up the signed document.	None	1 day	University Extension Specialist II OVCRE RMS
TOTAL		None	6 days and 1 hour	

OVCRE-MAIN.31. REQUEST FOR THE PROGRAM/PROJECT RENEWAL OF EXTERNALLY-FUNDED PROJECTS/PROGRAMS

This service is for project proponents to request the renewal of their program or project for the succeeding year of implementation. This process involves the evaluation of prior year accomplishments and the validation of upcoming workplans to ensure the seamless continuity of activities and the timely release of subsequent funding tranches.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government

Who may Avail

UPLB faculty and REPS with externally-funded OVCRE-monitored program/projects for renewal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter addressed to the funding agency and endorsed through channels	Project Proponent
2. Supporting documents as prescribed by the funding agency, including, but not limited to, the following: - Proposed LIB for the succeeding year - Progress report as prescribed by the funding agency - Financial Report/Status of Funds - Workplan	Funding Agency Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph.	1.1 Screen for completeness of the requirements. * <i>If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix.	None	3 days	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Screen the correctness, completeness and compliance of submitted documents. <i>* If there are questions or comments regarding the request, the processor shall notify the client and return the request.</i> 1.6 Countersign the request. 1.7 Forward the document to the VCRE for endorsement.			
	1.8 Sign the request letter. 1.9 Return the request to the Executive Assistant.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Pick up the document at OVCRE Annex or receive the document through email and forward the request to the funding agency.	2.1 Notify the project team to pick up the signed document.	None	1 day	University Extension Specialist II OVCRE RMS
TOTAL		None	6 days and 1 hour	

OVCRE-MAIN.32. REQUEST FOR EXTENSION OF EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to request an extension of the duration for their UP System-funded projects. This allows for the completion of remaining technical activities and deliverables beyond the original end date, subject to evaluation of the project's progress and valid justifications for the requested additional period.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with ongoing externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cover letter addressed to the funding agency and endorsed through channels with DocTraxID NOTE: Include the following details in the request: • Project Title and Fund Code • Duration and effective dates of the extension period • Reason for the request for extension	Project Proponent
2. Proposed Workplan for the Extension Period	Funding Agency Website
3. Progress Report as prescribed by the funding agency	
4. Latest Financial Report	UPLB Accounting Office
5. Latest Status of Fund (as of date of request)	
6. Proposed LIB (if the request involves any budget realignment) NOTE: The balances available for realignment should be based on the running balances in the latest Status of Funds.	Project Proponent
7. Supporting documents as prescribed by the funding agency	Funding Agency Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following:	1.1 Screen for completeness of the requirements.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph .	<i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>			
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Record the details of the request in the monitoring matrix. 1.5 Screen the correctness, completeness and compliance of submitted documents. <i>* If there are questions or comments regarding the request, the processor shall notify the client and return the request.</i> 1.6 Countersign the request. 1.7 Forward the document to the	None	3 days	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	VCRE for endorsement.			
	1.8 Sign the request letter. 1.9 Return the request to the Executive Assistant.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Pick up the document at OVCRE Annex or receive the document through email and forward the request to the funding agency.	2.1 Notify the project team to pick up the signed document.	None	1 day	<i>University Extension Specialist II</i> OVCRE RMS
TOTAL		None	6 days and 1 hour	

OVCRE-MAIN.33. REQUEST FOR THE ENDORSEMENT OF TERMINAL REPORTS OF EXTERNALLY-FUNDED PROJECTS

This service is for project proponents to seek endorsement for the submission of the terminal report of their externally-funded projects. This submission serves as the definitive record of the project's technical accomplishments, research findings, and financial liquidation, marking the conclusion of the research lifecycle and the fulfillment of all institutional obligations.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with completed externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal letter addressed to the funding agency and endorsed through channels with DocTraxID	Project Proponent
2. Supporting documents as prescribed by the funding agency,	Funding Agency Website

including, but not limited to, the following: ○ Terminal report ○ Audited Financial report	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE via any of the following: a. OVCRE Annex Building b. Email to documents_ovcre.uplb@up.edu.ph. NOTE: If the hard copies are submitted, the electronic copies of the documents should also be emailed.	1.1 Screen for completeness of the requirements. <i>* If there are lacking documents, the receiving clerk shall return the document to the Proponent.</i>	None	30 minutes	University Researcher II OVCRE Admin
	1.2 Receive the document with complete attachments and record/receive via UPLB DocTrax. 1.3 Forward the documents to the designated staff for appropriate action.	None	30 minutes	University Researcher II OVCRE Admin
	1.4 Record the Submission in the Monitoring Worksheet. 1.5 Check the correctness, completeness and compliance of	None	3 days	University Extension Specialist II OVCRE RMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submitted documents. <i>* If there are questions or comments regarding the terminal report, the processor shall notify the client and return the request.</i> 1.6 Countersign the Letter and/or DOST Forms that require the signature of VCRE. 1.7 Forward to VCRE for endorsement.			
	1.8 Sign the request letter. 1.9 Return the request to the Executive Assistant.	None	2 days	Vice Chancellor for Research and Extension OVCRE
2. Pick up the document at OVCRE Annex or receive the document through email and forward the request to the funding agency.	2.1 Notify the project team to pick up the signed document.	None	1 day	University Extension Specialist II OVCRE RMS
3. Submit to the funding agency and secure a proof of submission.		None	30 mins	
4. Upload proof of submission and		None	30 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
terminal report to UPLB TUKLAS.				
TOTAL		None	6 days and 2 hours	

OVCRE-MAIN.34. REQUEST FOR ENDORSEMENT OF VCRE OF CERTIFICATION OF SMALLEST UNIT

This service is for project proponents to secure the official endorsement of the Vice Chancellor for Research and Extension for the Certification of Smallest Unit. This certification serves as a formal attestation that the proponent's unit has no outstanding technical or financial obligations with a specific funding agency, thereby clearing the path for new project engagements and the release of funds.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with completed externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter addressed to the UPLB Chancellor and endorsed through channels with DocTraxID	Project Proponent
2. Draft certification with the Chancellor as signatory	
3. Most recent operational organizational structure as approved by the Board of Regents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the OVCRE Annex building.	1.1 Receive the document and record/receive via UPLB DocTrax. 1.2 Forward the document to the designated staff.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Check the correctness, completeness, and compliance of	None	4 hours	<i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submitted documents. 1.4 Forward to the administrative staff for signature of VCRE.			<i>Associate II</i> OVCRE RMS
	1.5 Sign the request. 1.6 Return the request to the Executive Assistant.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the email notification or check UPLB DocTrax for updates.	2.1 Forward the signed request to the Office of the Chancellor (OC) and update the status via UPLB DocTrax. 2.2 Notify the proponent that the document has been forwarded to OC,	None	1 hour	<i>University Research Associate II</i> OVCRE RMS
TOTAL		None	2 days, 5 hours, and 30 minutes	



COMPLIANCE

OVCRE-MAIN.35. REQUEST FOR ANIMAL CARE AND USE REVIEW

This service is to request the review of scientific procedures and protocols involving the use of animals for instructional, research, testing and extension to ensure the project's compliance with Animal Welfare Act, as well as UPLB and international standards, to uphold the highest levels of animal care, welfare, and scientific integrity.

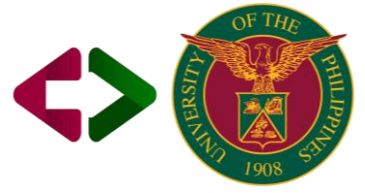
Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty and REPS with completed externally-funded OVCRE-monitored projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished UPLB Protocol Review Form (PRF)	https://ovcre.uplb.edu.ph/downloads/ - UPLB Protocol Review Form (PRF)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the PRF to iacuc.uplb@up.edu.ph.	1.1 Receive and record the document in UPLB IACUC Database. 1.2 Screen and assess the document and include it in the agenda for the following UPLB IACUC meeting.	None	5 days	<i>University Researcher II</i> OVCRE Admin
	1.3 Review the application with the UPLB IACUC and endorse it to the Chancellor.	None	10 days	<i>Committee Chair</i> IACUC
2. Receive the email notification and comply with the requirements, if necessary.	2.1 Return or coordinate with the principal investigator the results of the review with comments or approval letter signed by the Committee Chair.	None	4 hours	<i>Development Management Officer III</i> OVCRE RMS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	15 days and 4 hours	



SERVICES FOR REPS

OVCRE-MAIN.36. REQUEST FOR WORKLOAD CERTIFICATE

This service is to allow the UPLB REPS to secure an official workload certification, which provides a verified record of their workload from previous rating periods, serving as a formal requirement for performance evaluation, promotion, tenure, and other career advancement processes.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via https://bit.ly/ovcre-request-for-cert .	1.1 Send an acknowledgement email to the requesting party. 1.2 Forward the request to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher I</i> OVCRE KMEPSS
	1.3 Prepare the workload certificate. 1.4 Forward the prepared workload certificate to the VCRE for signature.	None	1 day	<i>University Researcher I</i> OVCRE KMEPSS
	1.4 Sign the workload certificate. 1.5 Return the signed workload certificate to the designated staff.	None	1 day	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the signed workload	2.1 Email the signed workload	None	30 minutes	<i>University Researcher I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
certificate via email.	certificate to the requesting party.			OVCRE KMEPSS
TOTAL		None	2 days and 1 hour	

OVCRE-MAIN.37. APPEAL FOR LATE SUBMISSION AND/OR RE-EVALUATION OF REPS SERVICE RECORDS (RSR)

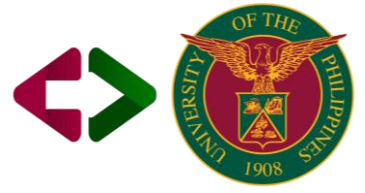
This service is to allow the UPLB REPS to request a re-evaluation of their REPS Service Records (RSR) or to seek authorization for late submission. This process ensures the accuracy of professional credits and accomplishment data, while providing a mechanism for personnel to submit records beyond the prescribed period, provided they have valid justifications and official documentation.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Justification letter signed by the requesting party and endorsed through channels with DocTraxID NOTE: Only the following are valid excuses for late or re-evaluation of REPS Service Records: • Sick or on emergency leave during the date of submission • On travel during the date of submission • Signatories are not present on the date of submission	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the documents to documents_ovcre.uplb@up.edu.ph (cc: extension.ovcre.uplb@up.edu.ph).	1.1 Send an acknowledgement email to the requesting party. 1.2 Forward the request to the designated staff	None	30 minutes	University Researcher / OVCRE KMEPSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for appropriate action.			
	1.3 Initially assess the request and forward to the VCRE for appropriate action.	None	1 day	<i>University Researcher I</i> OVCRE KMEPSS
	1.4 Provide recommendation and sign the request indicating the action (Approved or Disapproved). 1.5 Return the document to the designated staff.	None	1 day and 4 hours	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive the document via email.	2.1 Return the request to the client via email. <i>* The RSR will be evaluated/ re-evaluated upon approval of the request.</i>	None	3 hours and 30 minutes	<i>University Researcher I</i> OVCRE KMEPSS
TOTAL		None	3 days	



KNOWLEDGE MANAGEMENT AND EXTENSION SERVICES

OVCRE-MAIN.38. SIMPLE REQUEST FOR UPLB R&E DATA (VIA GOOGLE FORM)

This service is for internal constituents to request basic Research and Extension (R&E) data. This covers simple data sets that are readily available for export from the UPLB TUKLAS, without the need for complex data processing or specialized analysis.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee, unit, or college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via https://bit.ly/ovcre-data-request .	1.1 Send an acknowledgement email to the requesting party.	None	30 minutes	University Researcher / OVCRE KMEPSS
	1.2 Assess the request and prepare the requested data.	None	2 days	University Researcher / OVCRE KMEPSS
2. Receive the requested data via email.	2.1 Email the requested data to the client.	None	30 minutes	University Researcher / OVCRE KMEPSS
TOTAL		None	2 days and 1 hour	

OVCRE-MAIN.39. COMPLEX REQUEST FOR UPLB R&E DATA (VIA EMAIL)

This service is for stakeholders requiring comprehensive R&E data that necessitates extensive information retrieval, cross-system validation, or specialized data synthesis. This applies to requests involving multi-variable institutional reports or data requiring manual collation from physical archives and multiple digital platforms beyond standard UPLB TUKLAS exports.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee, unit, or college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to ovcre.uplb@up.edu.ph .	1.1 Receive the document. 1.2 Forward the document to the Section Head.	None	30 minutes	<i>University Extension Specialist I</i> OVCRE KMEPSS
	1.3 Assess the request and forward to the designated staff for facilitating.	None	1 day	<i>University Extension Specialist II</i> OVCRE KMEPSS
	1.4 Prepare the requested data.	None	6 days	<i>University Extension Specialist II</i> OVCRE KMEPSS
2. Receive the requested data via email.	2.1 Email the requested data to the client.	None	30 minutes	<i>University Extension Specialist II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE KMEPSS
TOTAL		None	6 days and 1 hour	

OVCRE-MAIN.40. REQUEST FOR TRAINING OR CONDUCT OF ORIENTATION RELATED TO UPLB R&E PROCESSES AND SYSTEMS

This service is for UPLB units, colleges, and personnel seeking specialized technical training and capacity-building programs to enhance proficiency in Research and Extension (R&E) management. This includes facilitated orientations on institutional workflows, compliance requirements, and the utilization of digital platforms such as UPLB TUKLAS, ensuring that university staff are well-equipped to navigate the administrative and technical landscapes of the R&E ecosystem.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee, unit, or college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter with details of the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: ovcre.uplb@up.edu.ph).	1.1 Receive the document and record in UPLB DocTrax. 1.2 Forward the document to the designated staff for appropriate action.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assess the request and forward to the Vice Chancellor for Research and Extension for instructions and/or approval.	None	1 day	<i>University Research Associate /</i> OVCRE KMEPSS
	1.4 Provide recommendations and/or approve the request. 1.5 Return the request to the designated staff.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
2. Receive an email notification regarding further details of the request.	2.1 Prepare the training outline and materials. 2.2 Coordinate with the requesting party regarding further details of the request.	None	3 days	<i>University Research Associate /</i> OVCRE KMEPSS
TOTAL		None	6 days and 30 minutes	

OVCRE-MAIN.41. REQUEST FOR SPEECH, MESSAGES, AND/OR PRESENTATION FROM THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION

This service is for UPLB units or colleges to request official speeches, written messages, or keynote presentations from the Vice Chancellor for Research and Extension (VCRE) for events that highlight UPLB's leadership and innovation in research, extension, and public service.

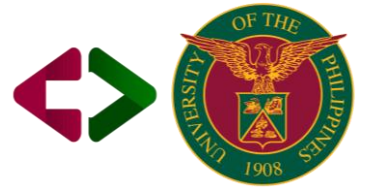
Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB unit or college

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter with details of the request, signed by the requesting party and endorsed through channels with DocTraxID NOTE: The document should be forwarded to OVCRE Main/Annex in UPLB DocTrax.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request letter to documents_ovcre.uplb@up.edu.ph (cc: ovcre.uplb@up.edu.ph).	1.1 Receive the document and record in UPLB DocTrax. 1.2 Forward the document to the Executive Assistant for scheduling.	None	30 minutes	<i>University Researcher II</i> OVCRE Admin
	1.3 Initially assess the request and forward to the Vice Chancellor for Research and Extension for instructions and/or approval.	None	4 hours	<i>Administrative Assistant III</i> OVCRE Admin
	1.3 Provide recommendations and/or approve the request. 1.4 Return the request to the Executive Assistant.	None	2 days	<i>Vice Chancellor for Research and Extension</i> OVCRE
	1.5 Forward the request to KMEPSS for delegation of task. 1.6 Schedule the event in the VCRE's calendar, if necessary.	None	3 hours and 30 minutes	<i>Administrative Assistant III</i> OVCRE Admin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive an email notification regarding the approved request.	2.1 Notify the requesting party of the approved request. 2.2 Prepare the speech/message/presentation.	None	3 days	<i>University Extension Specialist I</i> OVCRE KMEPSS
TOTAL		None	6 days	



UPLB TUKLAS AND UPLB DOCTRAX SERVICES

OVCRE-MAIN.42. REQUEST FOR UPLB TUKLAS ACCOUNT

This service is for UPLB faculty, REPS, and staff to secure authorized access to UPLB TUKLAS.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For Individual Request</i>	
1. Scanned copy of UPLB employee ID (if regular employee) or scanned copy of duly signed contract (if non-UP contractual)	Client
<i>For Group Request</i>	
1. Authorization letter duly signed by the project leader, unit heads, and/or the dean (as necessary)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via https://bit.ly/uplbtu-klas-account-request .	1.1 Send an acknowledgement email to the requesting party. 1.2 Assess the completeness of the required documents and details of the requesting party. 1.3 Add the user in UPLB TUKLAS.	None	1 day	University Research Associate / OVCRE KMEPSS
2. Receive the notification via email.	2.1 Notify the requesting party of the approved request. 2.2 Prepare the speech/message/presentation.	None	4 hours	University Research Associate / OVCRE KMEPSS
TOTAL		None	1 day, 4 hours	

OVCRE-MAIN.43. INQUIRY OR FEEDBACK ON UPLB TUKLAS

This service provides a formal channel for users to seek technical assistance, report system issues, or provide constructive feedback regarding the UPLB TUKLAS platform. This ensures a responsive support system for resolving user concerns and facilitates the iterative improvement of the system's features, performance, and user experience to serve the UPLB research and extension community better.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Screenshot of the issue	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via https://bit.ly/uplbtu-klas-account-request .	1.1 Receive and/or acknowledge the email. 1.2 Assess the feedback or request and carry out appropriate action following the escalation procedure for UPLB TUKLAS technical support.	None	1 day	University Research Associate / OVCRE KMEPSS
2. Coordinate with the UPLB TUKLAS support staff.	2.1 Coordinate with the requesting party for further details or final instructions.	None	1 day	University Research Associate / OVCRE KMEPSS
TOTAL		None	2 days	

OVCRE-MAIN.44. REQUEST FOR UPLB DOCUMENT TRACKING SYSTEM (DOCTRAX) ACCOUNT

This service is for UPLB faculty, REPS, and staff to secure authorized access to UPLB DocTrax.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scanned copy of UPLB employee ID (if regular employee) or scanned copy of duly signed contract (if non-UP contractual)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to doctrax.uplb.edu.ph and log in using UP Mail.				
2. On first log-in, fill out and submit the Registration form.				
3. Email doctrax.uplb@up.edu.ph to notify the UPLB DocTrax admin of the pending registration request. Attach the required documents to the email.	3.1 Receive and acknowledge the email. 3.2 Assess the completeness of the required documents. 3.3 Approve the requesting party's UPLB DocTrax Account.	None	1 day	<i>University Extension Specialist II</i> OVCRE KMEPSS
4. Receive the notification via email.	4.1 Notify the requesting party that their UPLB DocTrax Account has been activated.	None	4 hours	<i>University Extension Specialist II</i> OVCRE KMEPSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	1 day, 4 hours	

OVCRE-MAIN.45. REQUEST TO TRANSFER UNIT IN UPLB DOCTRAX

This service is for UPLB faculty, REPS, and staff to request the transfer to another unit in UPLB DocTrax.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter duly signed by the immediate supervisor	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the request to doctrax.uplb@up.edu.ph.	1.1 Receive and acknowledge the email. 1.2 Assess the completeness of the required documents. 1.3 Update the requesting party's unit in the UPLB DocTrax Account.	None	1 day	<i>University Extension Specialist II</i> OVCRE KMEPSS
2. Receive the notification via email.	2.1 Notify the requesting party that their UPLB DocTrax Account has been transferred.	None	4 hours	<i>University Extension Specialist II</i> OVCRE KMEPSS
TOTAL		None	1 days, 4 hours	

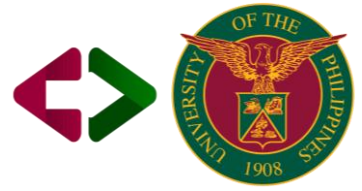
OVCRE-MAIN.46. INQUIRY OR FEEDBACK ON UPLB DOCTRAX

This service provides a formal channel for users to seek technical assistance, report system issues, or provide constructive feedback regarding the UPLB DocTrax.

Office or Division	Office of the Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Screenshot of the issue	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the inquiry to doctrax.uplb@up.edu.ph	1.1 Receive and acknowledge the email. 1.2 Assess the feedback or request and carry out appropriate action following the escalation procedure for UPLB DocTrax technical support.	None	1 day	University Extension Specialist II OVCRE KMEPSS
2. Coordinate with the UPLB DocTrax support staff.	2.1 Coordinate with the requesting party for further details or final instructions.	None	1 day	University Extension Specialist II OVCRE KMEPSS
TOTAL		None	2 days	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
MUSEUM OF NATURAL HISTORY
EXTERNAL SERVICES**

OVCRE-MNH.1. BIOLOGICAL SPECIMEN IDENTIFICATION SERVICES

Researchers, students, and the general public may avail of the Museum's biological identification service so they can be provided with the most basic information on natural history of a specimen. Reasonable fees are charged at rates sufficient to cover the amount of time, material, and expertise invested to meet the service request.

Office or Division	UPLB Museum of Natural History
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Researchers, Private Organizations, General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form for Biological Identification Services	Requesting Party
2. Prior Informed Consent	Barangay Captain/ Mayor's Office/ NCIP
3. Wildlife Gratuitous Permit	DENR Regional Office/ Protected Areas Management Board
4. Permit to Collect from Private Landowner	Private Landowner
5. Reference Photos	Requesting Party
6. Actual Biological Specimen	Requesting Party
7. Other Information	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form for Biological Specimen Identification (via email)	1.1 Evaluate the request for forwarding to appropriate biological section	None	3 minutes	University Extension Specialist II OVCRE-MNH University Extension Associate I OVCRE-MNH
	1.2 Forward to in-charge of collection	None	3 minutes	University Extension Specialist II OVCRE-MNH University Extension Associate I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-MNH
	1.3 Evaluate the specimens for identification	None	30 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.4 Coordinate with client for other requirements (e.g., add'l photos, submission of specimen to MNH building, or other clarifications)	None	2 days	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.5 Process specimen identification	None	5 or 20* days	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.6 Prepare MNH Form 4	None	1 days	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.7 Forward MNH Form 4 to Collection Curator for approval	None	3 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.8 Review and confirm specimen identification	None	5 days	<i>Collection Curator</i>
	1.9 Return MNH Form 4 back to in-	None	5 minutes	<i>Collection Curator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	charge of collection			
	1.10 Forward MNH Form 4 to SCO	None	5 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.11 Assess MNH Form 4 and create Letter of Billing	Depending on the number and type of specimen/s	10 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>
	1.12 Forward MNH Form 4 and Letter of Billing to MNH Director	None	3 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>
	1.13 Approve MNH Form 4 and Letter of Billing	None	1 day	<i>University Researcher II</i> OVCRE-MNH and <i>Director</i> OVCRE-MNH
	1.14 Return MNH Form 4 and Letter of Billing to SCO	None	3 minutes	<i>University Researcher II</i> OVCRE-MNH and <i>Director</i> OVCRE-MNH
	1.15 Send Letter of Billing to client	None	3 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the amount stated in the Letter of Billing	2.1 None			
3. Email a copy of proof of payment to SCO	3.1 Review and verify the proof of payment	None	5 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>
	3.2 Prepare official receipt	None	5 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>
	3.3 Release official receipt and electronic copy of MNH Form 4 to client (via email)	None	3 minutes	<i>Administrative Officer II</i> OVCRE-MNH <i>Special Collecting Officer</i>
TOTAL		Rates depend on the billing statement	15 or 30* working days	

**For bacterial and (micro)fungal cultures, inclusive of subculture, purification, cultural and morphological characterization, and DNA sequencing and analyses.*

OVCRE-MNH.2. SCIENTIFIC NAME VERIFICATION SERVICES

The Museum exclusively offers scientific name verification services to UPLB (graduate and sometimes, undergraduate) students making their thesis and dissertation outlines and writing their manuscripts for submission to their respective academic advisory committees and the UPLB Graduate School. Scientific name verification services by the Museum involve the commenting of the Curators on the proper or improper use of scientific name(s) in the student's thesis title or text. All manuscripts are required to undergo this procedure before approval by the Dean of the school or college.

Office or Division	UPLB Museum of Natural History
Classification	Complex
Type of Transaction	G2G - Government to Government

Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form for Scientific Name Verification Service	Requesting Party
2. First Page of Manuscript	Requesting Party
3. Approval Form for Thesis/Dissertation Title	UPLB Graduate School
4. Other Information	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form for Scientific Name Verification Service (via email)	1.1 Evaluate the request for forwarding to appropriate collection/section	None	3 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
	1.2 Forward to in-charge of collection	None	3 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
	1.3 Evaluate the request	None	15 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.4 Coordinate with client for other information needed	None	30 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Verify scientific name using database	None	30 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	1.6 Prepare MNH Form 5	None	30 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	1.7 Forward MNH Form 5 to collection curator for approval	None	3 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	1.8 Review and confirm scientific name	None	5 days	Collection Curator
	1.9 Return MNH Form 5 back to collection in-charge	None	5 minutes	Collection Curator
	1.10 Forward MNH Form 5 to MNH Director	None	5 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	1.11 Review and approve MNH Form 5	None	1 day	University Researcher II OVCRE-MNH and Director OVCRE-MNH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.12 Return MNH Form 5 to collection in-charge	None	5 minutes	<i>University Researcher II</i> OVCRE-MNH <i>and</i> <i>Director</i> OVCRE-MNH
	1.13 Forward MNH Form 5 to Frontline Services	None	3 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.14 Finalize MNH Form 5	None	5 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
	1.15 Release MNH Form 5 to Client (via email)	None	3 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
TOTAL		None	7 days	

OVCRE-MNH.3. REQUEST FOR ACCESS TO COLLECTIONS

The Museum can provide access to its research collections to students, scientists, and researchers, subject to some conditions and guidelines.

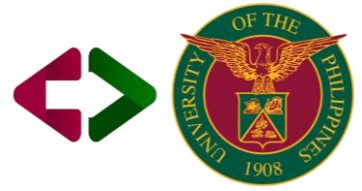
Office or Division	UPLB Museum of Natural History
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Researchers, Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form for Access to Collections	Requesting Party
2. Request Letter with Endorsement	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter with Endorsement (via email)	1.1 Evaluate the request for forwarding to appropriate biological section	None	3 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
	1.2 Forward to MNH Section In-charge, Collections Manager, and MNH Director	None	3 minutes	<i>University Extension Specialist II</i> OVCRE-MNH <i>University Extension Associate I</i> OVCRE-MNH
	1.3 Evaluate the request	None	1 day	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.4 Coordinate with client for other information needed (e.g., schedule of visit, availability of staff and specimen/s, or other concerns)	None	4 hours	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
	1.5 Email MNH Form 15 to Client for completion	None	5 minutes	<i>University Researcher I</i> OVCRE-MNH <i>University Researcher II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-MNH
2. Fill out and submit MNH Form 15 to Section In-Charge	2.1 Evaluate and approve MNH Form 15 (1st signatory)	None	5 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	2.2 Forward MNH Form 15 to Collections Manager	None	3 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
	2.3 Review and approve MNH Form 15 (2nd signatory)	None	30 minutes	University Researcher I OVCRE-MNH
	2.4 Forward MNH Form 15 to MNH Director	None	3 minutes	University Researcher I OVCRE-MNH
	2.5 Approve MNH Form 15 (3rd signatory)	None	1 day	University Researcher II OVCRE-MNH and Director OVCRE-MNH
	2.6 Return MNH Form 15 to Section In-Charge	None	5 minutes	University Researcher II OVCRE-MNH and Director OVCRE-MNH
	2.7 Release approved MNH Form 15 to Client	None	5 minutes	University Researcher I OVCRE-MNH University Researcher II OVCRE-MNH
3. Go to the collection room	3.1 Assist the Client in	None	Depending on the requested	University Researcher I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and access the requested specimens	accessing the specimens		duration of access	OVCRE-MNH <i>University Researcher II</i> OVCRE-MNH
TOTAL		None	Depending on the requested duration of access	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
NATIONAL INSTITUTE OF MOLECULAR
BIOLOGY AND BIOTECHNOLOGY
EXTERNAL SERVICES**

OVCRE-BIOTECH.1. ANALYTICAL SERVICES

The Central Analytical Services Laboratory (CASL) is an ISO/IEC 17025:2005 accredited laboratory which performs routine chemical analyses, tests, modifies and standardizes analytical methods for applications to specific samples and develops new analytical techniques.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre-analysis Consultation Form	Central Analytical Service Laboratory (CASL)
Central Analytical Service Laboratory Request Form	Central Analytical Service Laboratory (CASL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Inquiry about chemical analyses and services (in-person, via email, or via call 0927-621-8933 casl.biotech.uplb@gmail.com)	1. Assess customer requirements and provide advice, timetable and price list of chemical analyses and services	None	45 minutes	<i>Laboratory Technician III</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH
2. Submit samples and filled out form	2.1. Accept the samples and assess the actual cost of services 2.2. Agree on the completion of services, prepare and forward bill to Sales office	None	1 hour	<i>Laboratory Technician III</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Partial or full payment of service fee	3.1. Accept payment and issue official Receipt	<i>Rates depend on the type of analysis*</i>	15 days**	<i>Administrative Officer III</i> OVCRE-BIOTECH
	3.2. Prepare and analyze sample/s	None	30 working days	<i>University Researcher II</i> OVCRE-BIOTECH
	3.3. Prepare the report and notify client	None	5 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
4. Settle full service fee	4. Accept payment and issue official Receipt	None	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Accept result and confer with Central Analytical Service Laboratory staff for post-analysis and feedback	5. Release result to client; post-analysis consultation (if applicable)	None	10 minutes	<i>Laboratory Technician III</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH
TOTAL		Rates depend on the type of analysis* See Table of Fees	45 days, 2 hours, 5 minutes	

**Total processing time varies depending on the load of the laboratory; deadline of result shall be agreed upon with customer (first come first served basis) except when the samples and parameters require immediate analysis time*

TABLE OF FEES			
*Proximate Analysis (Complete)	Test or Procedure	Sample Size	Fee (₱)
	Sample Preparation (drying/grinding)	250-500 g (fresh)	630.00
	Moisture	10g / 250-500 mL	390.00
	Ash	10g / 250-500 mL	470.00
	Crude Fat (Soxtec)	5 g	1,030.00
	Crude Fiber	5 g	1,030.00
	Crude Protein	5g /10 mL	760.00
Sugar Analysis	Sugar Extraction		630.00
	Reducing Sugars (DNS Method)	5g /10 mL	880.00
	Total Sugars (Phenol-Sulfuric Method)	5g /10 mL	880.00
Mineral Analysis	Sample Preparation at 550°C	20g / 250-500 mL	630.00
	Total Phosphorus (Colorimetric)	20g / 250-500 mL	720.00
	Minerals: Ca, Mg, Na, K, Mn (AAS)	20g / 250-500 mL	790.00 per mineral
	Sample Preparation at 450°C	50g / 250-500 mL	630.00
	Minerals/Heavy Metals: Cu, Fe, Zn, Cr, Ni, Co, Pb, Cd (AAS)	50g / 250-500 mL	790.00 per mineral/ heavy metal
	Titrateable Acidity	20g / 50-100 mL	400.00
	% Salts (as NaCl)	10 g	840.00
Fats and Oil	Free Fatty Acid	50 g / 50 mL	630.00
	Free Fatty Acid Profile (GC)	5 g / 5 mL	4,790.00

TABLE OF FEES			
Alcohol Analysis	Ethanol	10 mL	550.00
	Methanol	10 mL	1,170.00
Compositional Analysis	Moisture	5-10 g	350.00
	Ash	5-10 g	430.00
	Extractives	30-50 g (dried, ground and sieved)	2,662.00
	Holocellulose	4 g	1,997.00
	Hemicellulose and/or α -Cellulose	4 g	2,662.00
	Acid Soluble Lignin	2 g	1,441.00
	Acid Insoluble Lignin	2 g	1,441.00
Soil Analysis	Sample Preparation (Homogenization)	10 g	150.00
	Moisture	20 g	400.00
	pH (in water)	20 g	150.00
	Total Kjeldahl Nitrogen	20 g	760.00
	Sample Preparation (Extraction)	20 g	630.00
	Exchangeable Cations: Ca, Mg, Na, K (AAS)	20 g	790.00 per mineral
	Micronutrients: Fe, Cu, Mn, Zn (AAS)	20 g	790.00 per mineral/ heavy metal
Fertilizer Analysis	Nitrogen (N)	5 g / 1-2 mL	760.00
	Sample Preparation at 550°C	20 g / 250-500 mL	630.00
	Phosphorus (P)	20 g / 250-500 mL	720.00

TABLE OF FEES			
	Potassium (K)	20 g / 250-500 mL	653.00
	Minerals: Ca, Mg, Na, K, Mn (AAS)	20 g / 250-500 mL	790.00 per mineral
	Sample Preparation at 450°C	50 g / 250-500 mL	630.00
	Minerals/Heavy Metals: Cu, Fe, Zn, Cr, Ni, Co, Pb, Cd (AAS)	50 g / 250-500 mL	790.00 per mineral/ heavy metal
Water Analysis	pH	50 mL	150.00
	Absorbance	50 mL	210.00
	Color	50 mL	1,090.00
	Conductivity	50 mL	170.00
	COD	50 mL	2,120.00
	Total Solids	1 L	590.00
	TSS	250 mL	660.00
	Oil and Grease	2.5 L	660.00
	Ammonium-N	50 mL	1,040.00
	Nitrate-N	50 mL	1,050.00
	Orthophosphates	100 mL	790.00
	Total P	100 mL	1,410.00
	Hardness	100 mL	760.00
	Alkalinity	100 mL	570.00
	Acidity	50 mL	570.00
	Turbidity	50 mL	180.00
	Chlorides	250 mL	970.00
	Sample Preparation	2 L	810.00
	Minerals/Heavy Metals:	2 L	790.00 per

TABLE OF FEES			
	Ca, Mg, Na, K, Mn, Cu, Fe, Zn, Pb, Cd (AAS)		mineral/ heavy metal
Phytochemical Screening Analysis	Sample extraction	25 g (dried, ground, and sieved)	550.00
	Qualitative Phytochemical Screening Detection of Carbohydrates Detection of Glycosides Detection of Phytosterols Detection of Terpenoids Detection of Proteins and Amino Acids Detection of Gums and Mucilages Detection of Alkaloids	25 g / 25-50 mL	1,650.00
	Quantitative Phytochemical Screening		
	Total Phenolic Content	25 g / 25-50 mL	1,150.00
	Total Tannin Content	25 g / 25-50 mL	1,150.00
	Total Flavonoid Content	25 g / 25-50 mL	1,150.00
	Total Saponin Content	25 g / 25-50 mL	1,013.00
	DPPH Assay	25 g / 25-50 mL	1,250.00
	FRAP Assay	25 g / 25-50 mL	1,250.00

OVCRE-BIOTECH.2. ELECTRON MICROSCOPY

Electron Microscopy Service Laboratory (EMSL) houses both the transmission electron microscope (TEM Hitachi H-300) and the scanning electron microscope (SEM Hitachi S-510). The EMSL supports research on ultrastructure analysis (especially for biological specimens) vital in the pursuit of basic knowledge and understanding of the different biological, physical and chemical processes.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical

Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	School/Private or Government agency
Electron Microscopy Service Laboratory Form 1	Electron Microscopy Service Laboratory (EMSL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on electron microscopy services and analysis (in-person, via email, or via call)	1. Evaluate request, provide EMSL Request Forms 1 and 2, cost estimate and schedule of service	None	30 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
2. Submit samples on agreed schedule together with the required documents	2. Receive/reject sample, filled-up forms and other pertinent documents	None	30 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician II</i> OVCRE-BIOTECH
3. Agree on payment required and schedule of completion of service needed	3. Agree on completion of services to be provided to client(s); prepare and forward bill to Sales office/Special Collecting Officer	None	20 minutes	<i>University Researcher II</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay partial payment to the Sales Office	4.1. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III OVCRE-BIOTECH</i>
	4.2. Prepare and analyze sample/s	None	15 days*	<i>University Researcher II OVCRE-BIOTECH Laboratory Technician II OVCRE-BIOTECH</i>
	4.3 Prepare the report and notify client	None	45 minutes	<i>University Researcher II OVCRE-BIOTECH</i>
5. Pay in full the remaining balance to the Sales Office	5. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III OVCRE-BIOTECH</i>
6. Accept and confer result with Electron Microscopy Service Laboratory staff for consultation	6. Release result to client; post analysis consultation (if applicable)	None	15 minutes	<i>University Researcher II OVCRE-BIOTECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>Rates depend on the service See Table of fees</i>	15 days, 2 hours, 40 minutes*	
	TOTAL			

TABLE OF FEES	
*Complete Sample Processing for Scanning Electron Microscopy (SEM):	Php11,000.00/ batch of 3 samples (excluding imaging/viewing fee)
Ion Coating for Non-Conducting/Biological Specimen	Php730.00 per run (max of 5 samples per run)
Complete Sample Processing for Transmission Electron Microscopy (SEM):	Php16,500 per sample
Energy Dispersive X-ray Analysis	Php5,500 per sample
Light Photomicrography	Php1,250 per hour, max of 5 images per sample
Imaging/Viewing (SEM)	Php3,850 per sample (max of 3 images)

*15 working days or depending on the load of the laboratory; Deadline of results shall be agreed upon with the customer/s

OVCRE-BIOTECH.3. ANTIOXIDANT ASSAY

The antioxidant assay service evaluates a sample's capability to exhibit antioxidant properties of plant extracts and food.

Office or Division	Functional Foods and Bioactives Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of interest	Requesting party
Research Proposal/Abstract	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person foodlab1.uplbbiotech@gmail.com	1.1. Receive and acknowledge the inquiry	None	1 day	University Researcher II OVCRE-BIOTECH
	1.2. Review the request and clarify the client's needs	None	3 days	
	1.3. If the request is feasible, then provide the client form, terms and conditions, timetable and price list of antioxidant analyses and services. Otherwise, respectfully decline	None		
2. Submit client form and agree to the terms and conditions	2.1. Clarify client form via phone call	None	3 days	University Researcher II OVCRE-BIOTECH
	2.2. Accept client form	None		
	2.3. Discuss the details of sample/s' submission	None		
3. Submit the sample/s via courier or in person and agree on	3.1. Accept sample/s	None	15 minutes	University Researcher II OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
timetable of service needed via online or in site				<i>Laboratory Technician III</i> OVCRE-BIOTECH
	3.2. Analyze sample/s and inform client upon completion	None	10 days	<i>University Researcher II</i> OVCRE-BIOTECH
4. Settle full service fee upon completion via bank transfer or cash <i>*Before proceeding, read the terms and conditions</i> <i>*Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	<i>*Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	5.2 Administer client satisfaction survey	None		<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician III</i> OVCRE-BIOTECH
TOTAL		<i>*Rate depends on the service,</i>	14 days and 35 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>see table of fees</i>		

TABLE OF FEES		
*Antioxidant Analysis Type	Type	Fee (P)
DPPH Inhibition	3 intra-assay replicates	₱2,000.00
	ascorbic acid comparison and with 3 intra-assay replicates	₱2,700.00
ABTS Inhibition	3 intra-assay replicates	₱2,340.00
	ascorbic acid comparison and with 3 intra-assay replicates	₱3,830.00
Copper Reduction and Capacity	3 intra-assay replicates	₱2,260.00
	ascorbic acid comparison and with 3 intra-assay replicates	₱3,260.00

OVCRE-BIOTECH.4. ENZYME ACTIVITY ASSAY

This service provides the measurement of activities of Alpha-amylase, Cellulase, Xylanase, Protease, and Lipase enzymes. It supports research and developments by helping clients such as feed manufacturers and extract producers, enhance product performance and quality.

Office or Division	Enzyme Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Enzyme Lab, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Enzyme Lab, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>enzymelab.uplb@up.edu.ph</i>	1.1. Receive and acknowledge inquiry	None	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Request for Analysis Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	2.1 Receive the request for analysis form, terms of reference, and non-disclosure agreement and settle the quotation with the finance office	None	3 days	<i>University Researcher II</i> OVCRE-BIOTECH
	2.2 Schedule the submission of sample/s	None	3 days	
3. Submit the sample/s via courier or in person	3. Receive the samples	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
4.1 Pay 50% partial or full payment via landbank or cash payment deposit <i>*Make sure to get</i>	4.1 Receive the payment	None	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	4.2 Analyze			<i>University</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>the official receipt or secure proof of payment</i>	samples	None	20 days	<i>Researcher II</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
	4.3 Process the certificate of analysis and inform the client upon completion	None	1 day	<i>Project Technical Assistant V</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH
5. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	5. Accept payment and issue official receipt	<i>Depends on the enzyme type**</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
6. Send the official receipt to the laboratory	6.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
	6.2. Administer client satisfaction survey			
TOTAL		<i>*Rates depends on the enzyme type, see table of fees</i>	34 days and 45 minutes	

TABLE OF FEES		
	Type	Fee (₱)
Costs of enzyme activity assay	Alpha-amylase	₱3,200.00 per sample
	Cellulase, Xylanase, Protease, Lipase enzymes	₱3,500.00 per sample

OVCRE-BIOTECH.5. DETECTION OF MYCOTOXINS USING ELIS

Detection of mycotoxins using ELISA is a laboratory test that identifies and measures toxic compounds from molds in food or agricultural samples through a color-changing antibody reaction.

Office or Division	National Immunological Testing Laboratory (NITL)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	National Immunological Testing Laboratory (NITL)
Closed/sealed package of the sample/s	From the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person (insert email)	1. Receive and acknowledge receipt	None	1 day	Laboratory Technician II OVCRE-BIOTECH
2. Provide the needed information of the agency	2. Clarify the amount samples and finalize the client's request/s	None		Laboratory Technician II OVCRE-BIOTECH
3. Submit sample/s via in-person or courier <i>Sample/s' packaging must be closed or sealed package</i>	3.1. Receive sample/s	None	15 minutes	University Researcher II OVCRE-BIOTECH
	3.2. Analyze and process the sample/s	None	3 days	University Researcher II OVCRE-BIOTECH University Researcher I OVCRE-BIOTECH
	3.3. Finalize the result/s	None	1 day	University Researcher II OVCRE-BIOTECH
	3.4. Prepare the report for stamping and signature of authorized personnel	None		Administrative Aide III OVCRE-BIOTECH University Researcher II OVCRE-BIOTECH Director OVCRE-BIOTECH
	3.5. Inform the			University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client upon completion for pick up	None	1 day	<i>Researcher II</i> OVCRE-BIOTECH
4. Settle the full service fee *Make sure to get the official receipt or secure proof of payment	4. Accept payment and administer post-service evaluation form	₱1,250.00 per sample	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge the receipt and release the certificate of analysis	None	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>University Researcher II</i> OVCRE-BIOTECH
TOTAL		₱1,250.00 per sample	6 days and 35 minutes	

OVCRE-BIOTECH.6. DETECTION OF PLANT PATHOGENS USING POLYMERASE CHAIN REACTION (PCR)

Detection of plant pathogens using PCR is a laboratory method that identifies specific disease-causing organisms in plant samples by amplifying their DNA for accurate and early diagnosis.

Office or Division	National Immunological Testing Laboratory (NITL)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	National Immunological Testing Laboratory (NITL)

Closed/sealed package of the sample/s	From the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person: (insert email)	1. Receive and acknowledge receipt	None	1 day	Laboratory Technician II OVCRE-BIOTECH
2. Provide the needed information of the agency	2. Clarify the amount samples and finalize the client's request/s	None		Laboratory Technician II OVCRE-BIOTECH
3. Submit sample/s via in-person or courier <i>*Sample/s' packaging must be closed or sealed package</i>	3.1. Receive sample/s	None	15 minutes	University Researcher II OVCRE-BIOTECH
	3.2. Analyze and process the sample/s	None	3 days	University Researcher II OVCRE-BIOTECH University Researcher I OVCRE-BIOTECH
	3.3. Finalize the result/s	None	1 day	University Researcher II OVCRE-BIOTECH
	3.4. Prepare the report for stamping and signature of authorized personnel	None		Administrative Aide III OVCRE-BIOTECH University Researcher II OVCRE-BIOTECH Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-BIOTECH
	3.5. Inform the client upon completion for pick up	None	1 day	University Researcher II OVCRE-BIOTECH
4. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	₱2,000.00 per sample	10 minutes	Administrative Officer III OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge the receipt and release the certificate of analysis	None	10 minutes	University Researcher II OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			
TOTAL		₱2,000.00 per sample	6 working days and 35 minutes	

OVCRE-BIOTECH.7. ANALYSIS OF SAMPLES USING 16S rRNA GENE PCR

The UPLB-BIOTECH offers analysis of samples using 16S rRNA gene PCR to identify selected microbial species in food, feed, water, and other samples.

Office or Division	Molecular Genetics Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program (BFFSPP)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Request for Analysis Form	Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>mmperez1@up.edu.ph</i> <i>embosito@up.edu.ph</i>	1.1. Receive and acknowledge the inquiry	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH
	1.2. Review request and provide advice, timetable, and price quotation of sample analysis and schedule the submission of sample/s		2 days	<i>University Researcher III</i> OVCRE-BIOTECH
2. Submit the sample/s via courier or in person <i>*Sample/s must be in pure culture form or, if possible, provided as a PCR template (i.e. DNA)</i>	2.1. Accept the sample/s	None	15 minutes	<i>University Researcher I</i> OVCRE-BIOTECH
	2.2. Analyze the sample/s		5 days	<i>University Researcher I</i> OVCRE-BIOTECH
	2.3 Process the certificate of analysis and inform the client upon completion	None	2 days	<i>University Researcher I</i> OVCRE-BIOTECH
3. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	3. Accept payment and issue official receipt	₱700.00	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
4. Send the official receipt to the laboratory	4.1. Acknowledge receipt and release the certificate of	None	15 minutes	<i>University Researcher I</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	analysis			BIOTECH
	4.2 Administer client satisfaction survey			
TOTAL		₱700.00	10 days and 40 minutes	

OVCRE-BIOTECH.8. DETECTION OF *SALMONELLA*, *E. COLI*, & *S. AUREUS* USING DNA AMPLIFICATION SYSTEM (DAS™)

The DNA Amplification System (DAS™) are rapid kits that utilize Polymerase Chain Reaction (PCR) technology for the detection of bacterial pathogens in food, feed, and water samples.

Office or Division	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program (BFFSP)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form/Client Form	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email or in person <i>For E. coli and S. aureus:</i> <i>mmperez1@up.ed</i>	1.1 Receive and acknowledge the inquiry	None	2 days	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> <i>OVCRE-BIOTECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>u.ph</i> <i>embosito@up.edu.ph</i> <i>For Salmonella:</i> <i>foodlab1@up.edu.ph</i>				<i>University Researcher I</i> <i>OVCRE-BIOTECH</i> <i>For Salmonella:</i> <i>University Researcher II</i> <i>OVCRE-BIOTECH</i>
	1.2. Review the request and clarify the client's needs; provide advice, timetable, price quotation, and sample requirements	None	3 days	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> <i>OVCRE-BIOTECH</i> <i>University Researcher I</i> <i>OVCRE-BIOTECH</i>
	1.3. Issue request for analysis form, terms of reference, and non-disclosure agreement	None		<i>For Salmonella:</i> <i>University Researcher II</i> <i>OVCRE-BIOTECH</i>
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement <i>*Clients shall indicate in the Request for Analysis Form whether the sample will be returned or discarded after the analysis</i>	2. Receive the request for analysis form, terms of reference, and non-disclosure agreement and schedule the submission for sample/s	None	1 day	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> <i>OVCRE-BIOTECH</i> <i>University Researcher I</i> <i>OVCRE-BIOTECH</i> <i>For Salmonella:</i> <i>University Researcher II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-BIOTECH
3. Submit the sample/s via courier or in person	3.1. Accept the sample/s	None	15 minutes	<i>For E. coli & S. aureus:</i> University Researcher III OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-BIOTECH <i>For Salmonella:</i> University Researcher II OVCRE-BIOTECH <i>Laboratory Technician III)</i> OVCRE-BIOTECH
	3.2. Analyze the sample/s	None	3 days	
	3.3 Prepare and process the certificate of analysis and inform the client upon completion	None	2 days	
4. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	<i>depends on the type of pathogens**</i>	10 minutes	Administrative Officer III OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>For E. coli & S. aureus:</i> University Researcher III OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>For Salmonella:</i> University Researcher II OVCRE- BIOTECH
TOTAL		<i>Rates depends on the type of pathogen, see table of fees</i>	11 days and 35 minutes	

TABLE OF FEES		
Costs of analysis	Type of Pathogen	Fee (PhP)
	<i>Salmonella</i>	₱1,800.00 per sample
	<i>E. coli</i>	₱1,270.00 per sample
	<i>S. aureus</i>	₱1,400.00 per sample

OVCRE-BIOTECH.9. MYCORRHIZAL ANALYTICAL SERVICES

This service is offered primarily to test the quality of biofertilizers and biostimulants. This can also be used for research purposes.

Office or Division	Vesicular Arbuscular Mycorrhiza Laboratory, Biotechnology for Agriculture and Forestry Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Vesicular Arbuscular Mycorrhiza Laboratory,
Terms of Reference	Vesicular Arbuscular Mycorrhiza Laboratory,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person ranepomuceno@up.edu.ph jmmangaban@up.edu.ph	1.1. Receive and acknowledge the inquiry	None	1 day	University Research Associate OVCRE-BIOTECH
	1.2. Review the feasibility of the service	None	3 days	University Researcher III OVCRE-BIOTECH
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	Review the analysis form and terms of reference; and schedule the submission of sample/s	None	1 day	University Research Associate I OVCRE-BIOTECH
3. Submit the sample/s via courier or in person	3.1 Accept samples	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
	3.2 Analyze sample/s	None	15 days	University Researcher III OVCRE-BIOTECH University Research Associate I OVCRE-BIOTECH
	3.3 Process the certificate of analysis and inform the client upon completion	None	1 day	University Researcher III OVCRE-BIOTECH University Research Associate I OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
4. Settle the full service fee <i>Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	<i>Rate depends on the service. Please see the table below.</i>	10 minutes	<i>Administrative Officer III</i>
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Laboratory Technician II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			
TOTAL		<i>Rates depends on the applicable fees, see table of fees</i>	21 working days and 35 minutes	

TABLE OF FEES	
Item/service	Rate (₱)
Mycorrhizal Spore Count	1,815.00
Mycorrhizal Infective Propagules Analysis by Most Probable Number (MPN) method	12,100.00
Root colonization analysis by Mean Infection Percentage (MIP) Method	2,057.00
Mycorrhizal Genus-level Identification (Morphological)	2,420.00
Isolation of Mycorrhizal Spores by Wet Sieving and Decanting Method or by Sucrose Gradient Centrifugation	1,815.00

OVCRE-BIOTECH.10. ANTIMICROBIAL ACTIVITY ASSAY (MODIFIED KIRBY BAUER TEST)

The Antimicrobial Activity Assay Service, under the Biotechnology for Food, Feeds, and Specialty Products Program (BFFSP), involves evaluating the ability of samples (e.g. drugs, plant and microbial extracts, or chemical compounds) to inhibit or kill microorganisms, mainly bacteria and fungi.

Office or Division	Enzyme Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Enzyme Lab, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Enzyme Lab, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>enzymelab.uplb@u p.edu.ph</i>	1.1. Receive and acknowledge the inquiry	None	1 day	<i>University Researcher I OVCRE- BIOTECH Project Technical Assistant V OVCRE- BIOTECH</i>
	1.2. Review the service feasibility, including availability of working microorganism cultures and biosafety classification	None	3 days	<i>University Researcher I OVCRE- BIOTECH Project Technical Assistant V OVCRE- BIOTECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. If the sample meets the Biosafety Level 2 (BSL-2) classification and the required microbial culture is available, a request for an analysis form will be issued. Otherwise, it cannot be accommodated			<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	2. Review the analysis form, terms of reference, and non-disclosure agreement and schedule the submission of sample/s	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
3. Submit the sample/s via courier or in person	3.1. Accept sample/s	None	15 minutes	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
	3.2 Analyze sample/s	None	15 days if tested against bacteria 20 days if tested against fungi	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
	3.3 Process the certificate of analysis and inform the client upon completion	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
4. Settle the full service fee <i>Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	₱2,135.00 (per sample per microorganism)	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher I</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>Project Technical Assistant V</i> OVCRE-BIOTECH
TOTAL		₱2,135.00 (per sample per microorganism)	26 working days and 35 minutes	

OVCRE-BIOTECH.11. REQUEST AND ACQUISITION OF MICROBIAL CULTURES

The Philippine National Collection of Microorganism (PNCM) is an ISO/IEC 17025:2017 accredited laboratory that serves as the national repository of microbial strains in the country. It offers microbiological analyses, identification of isolates and preservation of cultures.

Office or Division	Philippine National Collection of Microorganism (PNCM)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request to BIOTECH Director	Philippine National Collection of Microorganisms
FS-17 Material Transfer Agreement Form	Philippine National Collection of Microorganisms
FS-19 End Use Certificate	Philippine National Collection of Microorganisms
Valid or Government Issued IDs (i.e. School/Company ID, Passport, SSS/GSIS, Professional License (PRC), Driver's License)	Philippine National Collection of Microorganisms
Full Payment for Requested Microbial Cultures	Philippine National Collection of Microorganisms

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to the PNCM official email: pncm.uplb@up.edu.ph (Required for Online and On-Site Clients)	1. Evaluate requests and notify clients regarding the availability and restriction of culture/s. Advise clients to seek consent from depositors of restricted cultures	None	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-BIOTECH
2. Submit a request letter addressed to the BIOTECH Director and fill-out the Material Transfer Agreement Form and End-use certificate (include a Depositor's Consent for restricted culture/s only) (Online or On-Site)	2. Assist clients in filling-up the form	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Send all requirements in one PDF to the PNCM official email: pncm.uplb@up.edu.ph (Online)	3. Evaluate request, prepare FS-9 Statement of Account (Cultures) then forward to client.	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
4. Settle full charges for the culture/s requested and wait for the approval of request (Online or On-Site)	4.1. Receive full payment and issue official Receipt to client	<i>Rate depends on the culture** See Table of Fees</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	4.2. Approval of request	None	1 day	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Associate I</i> OVCRE-BIOTECH
	4.3. Prepare the requested culture	None	20 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
5. Pick-up cultures or receive through courier	5. Release culture	<i>Rate depends on the courier service</i>	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Associate / OVCRE-BIOTECH
TOTAL		<i>Rate depends on the courier service</i>	25 days, 35 minutes	

TABLE OF FEES			
**Sale of Microbial Cultures (subject to availability of stocks)	Type	Non-Commercial Rate	Commercial Rate
	Aerobic Bacteria (in agar slant)	₱630.00	₱1,120.00
	Anaerobic Bacteria (in agar slant)	₱1,110.00	₱1,890.00
	Yeast (in agar slant)	₱630.00	₱1,120.00
	Multicellular Fungi (in agar slant)	₱630.00	₱1,120.00

OVCRE-BIOTECH.12. MICROBIAL SERVICES

The Philippine National Collection of Microorganism (PNCM) is an ISO/IEC 17025:2017 accredited laboratory that serves as the national repository of microbial strains in the country. It offers microbiological analyses, identification of isolates and preservation of cultures.

Office or Division	Philippine National Collection of Microorganism (PNCM)
Classification	Highly Technical

Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FS-1 Service Request Form	Philippine National Collection of Microorganisms
Partial Payment (50%) or Full Payment for Requested Microbiological Service	Philippine National Collection of Microorganisms

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to the PNCM official email: pncm.uplb@up.edu.ph (Required for Online and On-Site Clients)	1. Assess customer requirements and provide advice, timetable and price list of microbial analyses and services	None	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
2. Submit samples (on-site or via courier), fill out Philippine National Collection of Microorganisms (PNCM) FS-1 Service Request Form and agree on timetable of service needed (Online or On-Site)	2.1. Accept the samples and assess actual cost of services	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
	2.2. Agree on completion of services; prepare statement of account (included in FS-1) and forward to the Sales office	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
3. Pay partial or full service fee for sample analysis (Online or On-Site Payment)	3.1. Receive partial or full payment	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Prepare and analyze sample/s	None	6 weeks	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
	3.3.Prepare the report and notify client	None	2 days	<i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
4. Pay full fees for the service requested (Online or On-Site Payment)	4. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Get result and confer with Philippine National Collection of Microorganisms staff for post analysis and feedback (Online or On-Site)	5. Release result to client; post-analysis consultation (if applicable)	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
TOTAL		<i>Rates depends on the applicable fees, see table of fees</i>	7 weeks	

TABLE OF FEES			
Type of Service	Description	Non-Commercial Rate	Commercial Rate
Microbial Detection and Counts for Other Samples/Matrices	Aerobic Plate Count	1,500.00	2,060.00
	Bacterial Count	1,500.00	2,060.00
	Yeast and Mold Count (Fungal Count)	1,500.00	2,300.00
	Detection and Count of Total Coliforms	1,780.00	2,900.00
	Detection of <i>Salmonella</i> spp.	2,160.00	3,220.00
	Detection and Count of <i>Bacillus subtilis</i>	2,380.00	3,220.00

	Detection and Count of <i>Trichoderma</i> spp.	2,160.00	3,223.00
	Detection and Count of Putative Nitrogen-fixing Bacteria	2,380.00	3,220.00
Efficacy of Biocides	Quantitative Suspension Test for the Evaluation of Bactericidal Activity	6,380.00	7,990.00
	Antimicrobial Cylinder Cup Plate Assay (modified Kirby-Bauer method) (per 1 test organism, per sample)	2,590.000	3,870.00
Culture Safety Deposit	Culture safety deposit (per culture) (inclusive of authentication)	12,600.000	18,150.00
	Maintenance Fee (paid annually a year after initial deposit)	1,500.00	2,060.00
Lyophilization of Cultures	Aerobic cultures (per 5 ampoules)	2,940.00	2,940.00
	Bulk L-drying (per day)	2,770.00	2,770.00
Foods	Aerobic Plate Count	1,500.00	2,060.00
	Yeast and Mold Count (Fungal Count)	1,500.00	2,300.00
	Detection and Count of Lactic Acid Bacteria	1,780	2400
	Detection and Count of Total Coliforms	1,780	2400
Waters (<i>Potable waters; Non-potable waters sewage; Effluents and trade waters; Environmental waters; Source water</i>)	Heterotrophic Plate Count (HPC)	1,230	1,700
	Detection of Total Coliforms	1,100	1,650
Microbial Cultures (Bacteria and Yeast)	Characterization (Cultural, Morphological, and Biochemical)	5,170.00	6,500.00
Biological	Detection and Count of	2,160.00	3,223.00

Products (Biofertilizers, biopesticides, and others)	Trichoderma spp.		

OVCRE-BIOTECH.13. OIL AND FATS ANALYSIS

This service involves the laboratory determination of oil and fat content in food, feed, agricultural, and biological samples using standard analytical methods. Results support quality assessment, research, product development, and regulatory compliance.

Office or Division	Oil and Fats Laboratory Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Service Request Form	Oil and Fats Laboratory
Terms of Reference	Oil and Fats Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email: fsplbiotech.uplb@up.edu.ph	1.1. Receive and acknowledge inquiry	None	1 day	University Researcher II OVCRE- BIOTECH University Research Associate II OVCRE- BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Client Service Request Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Fill out the Client Service Request Form and Terms of Reference	2.1. Evaluate the request forms	None	15 minutes	University Researcher II OVCRE-BIOTECH
	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	University Research Associate II OVCRE-BIOTECH
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
	3.2. Analyze the samples	None	15 days	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
	3.3. Prepare the report and notify client	None	15 minutes	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
4. Pay full fees for	4. Accept payment	Rate	10 minutes	Administrative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the service requested (Online or On-Site Payment)	and issue official Receipt	<i>depends on the service</i>		<i>Officer III</i>
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II OVCRE-BIOTECH</i>
	5.2. Administer client satisfaction survey			<i>University Research Associate II OVCRE-BIOTECH</i>
TOTAL		<i>Rate depends on the service; Please see table below</i>	20 days, 1 hour, 35 minutes	

TABLE OF FEES		
Service Offered	Cost Per Sample (₱)	
	Rate for Students and BIOTECH Staff	Regular Rate
Fatty Acid Profiling (GCMS)	₱3,000.00	₱4,500.00
Short Chain Fatty Acid Profiling (GCMS)	₱2,500.00	₱3,750.00
Oil Extraction		
<i>Sample preparation (drying <5 kg) Additional for every 1kg</i>	₱350.00 ₱100.00	₱525.00 ₱150.00
<i>Sample weight (< 1kg dry), per sample</i>	₱1,000.00	₱1,500.00

Sample weight (> 1kg dry), per kg Additional for every 100g sample	₱1,500.00 ₱150.00	₱2,250.00 ₱225.00

OVCRE-BIOTECH.14. FOOD AND FEED ANALYSIS

This service provides laboratory testing of food and feed samples to determine their nutritional composition, quality, and safety using standard analytical methods, in support of research, product development, quality control, and regulatory compliance.

Office or Division	Feeds and Specialty Products Program Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Service Request Form	Oil and Fats Laboratory
Terms of Reference	Oil and Fats Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email: fsplbiotech.uplb@up.edu.ph	1.1. Receive and acknowledge inquiry	None	1 day	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Client Service Request Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	
2.Fill out the Client	2.1. Evaluate the	None	15 minutes	University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Service Request Form and Terms of Reference	request forms			<i>Researcher II</i> OVCRE-BIOTECH
	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	<i>University Research Associate II</i> OVCRE-BIOTECH
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.2. Analyze the samples	None	15 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.3. Prepare the report and notify client	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
4. Pay full fees for the service requested (Online	4. Accept payment and issue official Receipt	<i>Rate depends on the</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or On-Site Payment)		<i>service</i>		BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>University Research Associate II</i> OVCRE-BIOTECH
TOTAL		<i>Rate depends on the service; Please see table below</i>	22 days, 1 hour, 35 minutes	

TABLE OF FEES		
Service Offered	Cost Per Sample (₱)	
	Rate for Students and BIOTECH Staff	Regular Rate
Non-protein Nitrogen	₱450.00	₱650.00
Amino Acid Profiling (HPLC)	₱10,000.00	₱15,000.00
Monosaccharide Profiling (GCMS)	₱3,500.00	₱4,750.00
Targeted Metabolite Profiling (GCMS)	₱4,000.00	₱6,000.00
Phenolic Acid Profiling (HPLC)	₱2,500.00	₱3,750.00

OVCRE-BIOTECH.15. SPECIALIZED OR NON-ROUTINE ANALYTICAL SERVICES

Specialized or Non-Routine Analytical Services refer to analytical tests and procedures that are not part of the Institute's regular or standard service offerings and require customized methods, advanced instrumentation, or specialized technical expertise. These services are conducted upon request to address unique research, development, diagnostic, or validation needs and may involve method development, optimization, or adaptation beyond established protocols. Requests for such services are subject to technical evaluation, availability of facilities and personnel, applicable fees, and prior approval by the Institute.

Office or Division	Technical Services Program
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Indicating the test needed, the samples to be tested, and the purpose of the test/service	From the Client
Research Protocol, if applicable	From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to BIOTECH in person or via email: biotech.uplb@up.edu.ph	1.1. Receive the request and send the request to appropriate laboratory	None	1 day	<i>Administrative Aide VI</i> OVCRE-BIOTECH
	1.2. Reviews the request and determine if the requested service can be provided	None	3 days	<i>Depends on the laboratory</i>
	1.3. If accepted, send the forms to the client for filling out and submission	None	15 minutes	<i>Administrative Aide VI</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. If rejected, send a letter of non-acceptance to the client and indicate the reason.	None	15 minutes	<i>Administrative Aide VI OVCRE-BIOTECH</i>
2.Fill out the Request Form and Terms of Reference	2.1. Evaluate the request forms	None	15 minutes	<i>Depends on the laboratory</i>
	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	<i>Depends on the laboratory</i>
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	<i>Depends on the laboratory</i>
	3.2. Analyze the samples	None	15 days	<i>Depends on the laboratory</i>
	3.3. Prepare the report and notify client	None	15 minutes	<i>Depends on the laboratory</i>
4. Pay full fees for the service requested (Online or On-Site Payment)	4. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III OVCRE-BIOTECH</i>
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Depends on the laboratory</i>
	5.2. Administer client satisfaction survey			
TOTAL		<i>Rate depends on the service</i>	20 days, 1 hour, 35 minutes	

OVCRE-BIOTECH.16. CONTRACT RESEARCH ON SERVICE AGREEMENT FOR SERVICE LABORATORIES

Service catered to students and researchers from different academic institutions, or clients from private sector and other government agencies.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of interest	Requesting party
Research Proposal/Abstract	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Interest to the BIOTECH Director for Contract Research or Service Agreement (<i>hard copy or soft copy sent to biotech.uplb@up.edu.ph</i>)	1. Reply to prospective clients and schedule a discussion meeting	None	10 minutes	<i>Administrative Assistant II OVCRE-BIOTECH</i>
2. Discuss with particular laboratory the request and terms of reference	2.1. Discussion with prospective client	None	2 hours	<i>Project Leaders and Staff of Service Laboratories</i>
	2.2. Prepare Draft Capsule Proposal including Budget and Terms of Reference and submit to prospective clients	None	3 days	<i>Project Leaders and Staff of Service Laboratories</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Review Capsule Proposal and Terms of Reference	3. Finalize project proposal	None	Variable	<i>Project Leaders and Staff of Service Laboratories</i>
4. Submit the approved Capsule Proposal and Terms of Reference	4. Prepare Draft of the Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	None	1 day	<i>Administrative Officer IV OVCRE-BIOTECH</i> <i>Project Leaders and Staff of Service Laboratories</i>
5. Review and approve Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	5. Sign Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	None	1 day	<i>Director OVCRE-BIOTECH or UPLBFI Executive Director</i>
6. Release of project funds	6.1. Implement the project	None	Agreed project duration	<i>Project Leaders and Staff of Service Laboratories</i>
	6.2. Release Draft of Technical Report to client	None	10 days after end of experiments and analyses	<i>Project Leaders and Staff of Service Laboratories</i>
TOTAL		None	Agreed project duration*	

*Total processing time varies depending on the agreed project duration

OVCRE-BIOTECH.17. USAGE OF PILOT PLANT EQUIPMENT

The Fermentation Engineering and Services Laboratory (FESL) operates and maintains the BIOTECH Pilot Plant equipment and facilities. FESL converts the biotechnologies developed in laboratories into commercial and viable scale by providing engineering and technical support to BIOTECH research groups and other interested clients.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Students, Government agency, Private company
Fermentation Engineering Services Laboratory Equipment Reservation Form	Fermentation Engineering Services Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Use of Equipment from client	1. Evaluate request and provide cost estimate of service; check Equipment Availability and provide client with schedule of service	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
2. Agree with the cost and timetable of service	2. Approve Request/Reservation; prepare billing statement	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
3. Pay in full or at least 50% of total cost at BIOTECH Sales Office	3. Accept payment and issue official Receipt	Rate depends on the service	10 minutes	Administrative Officer III OVCRE-BIOTECH
4. Submit the materials for processing	4.1. Process the materials; Operate the	None	variable*	Laboratory Technician II OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	equipment			BIOTECH
	4.2. Prepare the technical report and notify client	None	45 minutes	University Researcher II OVCRE-BIOTECH
5. Pay remaining balance at BIOTECH Sales Office	5. Accept payment and issue official Receipt	Rate depends on the service**	10 minutes	Administrative Officer III OVCRE-BIOTECH
Accept the completion of service	6. Release processed materials and technical report to client	None	10 minutes	Laboratory Technician II OVCRE-BIOTECH
TOTAL		Rate depends on the service; Please see table below	Processing time may vary depending on the specific circumstances of each request*	

TABLE OF FEES		
**Equipment	First 2 Hours (₱)	Succeeding Hours (₱)
Blender	650.00	40.00
Neutralization Mixer	640.00	30.00
Steam Sterilizer	1,910.00	50.00
Hammer Mill	650.00	40.00

OVCRE-BIOTECH.18. SALE OF BIOTECH PRODUCTS FOR WALK-IN CLIENTS

BIOTECH has developed 47 products such as biofertilizers, microbial-based enzymes, animal probiotics, animal vaccines, microbial pesticides and various diagnostic kits and provided services that contribute significantly to instruction, research, training/extension, resource generation, and public service programs for the university and national development.

Office or Division	Administrative Services Unit

Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIOTECH Order Slip Form	BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up BIOTECH order slip from the purchase of products needed	1.1. Provide the client with order slip	None	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	1.2. Serve products needed by the client and receive payment	None	15 minutes*	<i>Administrative Officer III</i> OVCRE-BIOTECH
2. Pay necessary fees to the Special Collecting Officer	2. Provide official Receipt to the client(s)	<i>Rate depends on the product**</i>	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
TOTAL		<i>Rate depends on the product**</i>	25 minutes	

*for available stock

*for bulk order, to be arranged

**on hold

OVCRE-BIOTECH.19. REQUEST FOR VISIT OR TOUR AT BIOTECH

BIOTECH has several laboratories and facilities that can be visited for educational or research purposes. BIOTECH also accommodates field trips, and tours to discuss its technologies and researches.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex
Type of Transaction	G2C - Government to Citizen

Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party
Filling out of BIOTECH Visitors Booking Form	National Institute of Molecular Biology and Biotechnology Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the BIOTECH Visitors Booking Form (bit.ly/BIOTECH-VBF) and attach the request letter	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability of concerned office/staff, recommends action to the BIOTECH Director	None	3 days	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is accepted or not	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.4. If accepted, arrange the visit	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	3 days, 45 minutes	

OVCRE-BIOTECH.20. REQUEST FOR TRAINING, DEMONSTRATION, OR LECTURE

BIOTECH provides trainings, demonstrations, and lectures to different stakeholders and audiences.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex

Type of Transaction	G2C - Government to Citizen
Who may Avail	Researchers and faculty members from other Institutions; Students; clients from the private sector and other government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to BIOTECH through extension.biotech.uplb@up.edu.ph	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability of concerned office/staff, recommends action to the BIOTECH Director	None	3 days	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management Officer III</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is accepted or not	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.4. If accepted, arrange the training	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Officer III</i> OVCRE-BIOTECH
2. Pay necessary fees to the Special Collecting Officer	2. Provide official Receipt to the client(s)	<i>Rate depends on the activity**</i>	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
3. Send Receipt to the Concerned Office	3. Schedule the Training, Demonstration, or Lecture	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management Officer III</i> OVCRE-BIOTECH
TOTAL		<i>Rate depends on the activity**</i>	3 days, 65 minutes	

**rates are not yet determined

OVCRE-BIOTECH.21. REQUEST FOR INTERNSHIP

BIOTECH accommodates interns or on-the-job trainees from different schools and other UPLB units.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty members from other educational institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum of Understanding between UPLB and the institution (for non-UPLB)	office for Institutional Development in Higher Education (UPLB-OIDHE)
Medical Certificate, Parental Consent (for High School interns only), Insurance Policy, and Certificate of Good Moral Character	Requesting party
Internship Agreement Form	Technology Transfer and Business Development Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload request letter and fill out the Google Form: bit.ly/BIOTECH-Internship-Request	1.1. Receive and acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of concerned researcher	None	7 days	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.3. Communicate to the client if the students can be accommodated	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
2. If can be accommodated, submits the BIOTECH Internship Form C: List of Interns, Copies of Medical Certificate, Parental Consent (for High School interns only), Insurance Policy, and Certificate of Good Moral Character	2.1 If documents are complete, endorse it for Director's approval with the researcher's Internship Plan	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
3. If accepted, submits the Internship Agreement Form (for non-UPLB)	3.1. Receive, review the forms; recommend action to the BIOTECH Director	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Notarize the Internship Agreement Form	4.1. Receive the notarized form and give next instructions.	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	7 days, 2 hours	

OVCRE-BIOTECH.22. REQUEST FOR RESEARCH ASSISTANCE (RESEARCH CONSULTATION)

BIOTECH accommodates consultations on undergraduate and high school research.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty Members and officials from other Higher Education Institutions and Senior High Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	<i>From the Client</i>
Approved Research Proposal or Concept Note	<i>From the Client</i>
Research Assistance Form A (Research Consultation)	Technology Transfer and Business Development Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Form: https://bit.ly/BIOTECHConsultationRequests	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of researcher	None	7 days	<i>University Extension Specialist I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Communicate to the client the decision if the request is recommended for approval or not	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH
2. Fill up the Research Assistance Form A (Research Consultation).	2. Receive the form and Coordinate the schedule of the consultation	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	7 days,1 hour	

OVCRE-BIOTECH.23. REQUEST FOR RESEARCH ASSISTANCE (STUDENT ADVISING OR MENTORSHIP)

BIOTECH accommodates thesis students from other institutions who are looking for advisers or mentors.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty Members and officials from other Higher Education Institutions and Senior High Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Addressed to the Chancellor, signed by the School/University Officials. The letter shall contain: 1. Full name of the selected BIOTECH expert to be engaged as adviser/co-adviser; 2. Purpose and scope of the work and entitlements of the affiliate BIOTECH expert; and 3. Duration of appointment.	<i>From the Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to BIOTECH through biotech.uplb@up.edu.ph	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Aide VI</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of researcher	None	7 days	<i>University Extension Specialist III</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is recommended for approval or not. If approved, the letter will be endorsed to the Office of the Chancellor, through channels. If not, the letter shall be returned to the client. Once the Chancellor approves the request, it will be returned to the client.	None	15 minutes	<i>University Extension Specialist III</i> OVCRE-BIOTECH
2. Process the appointment papers of the BIOTECH staff as adviser/co-adviser or affiliate staff. (Appointment paper/s of	2. Receive the appointment papers and refer it to the concerned BIOTECH staff.	None	30 minutes	<i>Administrative Aide VI</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BIOTECH staff as adviser/co-adviser to be processed and provided by client.)				
TOTAL		None	7 days, 1 hour	

OVCRE-BIOTECH.24. REQUEST FOR RESEARCH ASSISTANCE (CONDUCT OF RESEARCH ACTIVITIES AT BIOTECH)

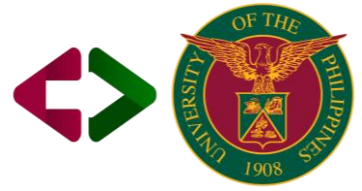
BIOTECH accommodates thesis/research students from other institutions who intend to conduct research activities at BIOTECH.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty Members and officials from other Higher Education Institutions and Senior High Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Addressed to the Chancellor, signed by the School/University Officials. The letter shall contain: 1. Full name of the selected BIOTECH expert; 2. Purpose and scope of the work and entitlements of the affiliate BIOTECH expert; and 3. Duration of appointment.	Requesting party
Copy of the approved research proposal	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter through the google form:	1.1. Receive the request, acknowledge	None	15 minutes	<i>Administrative Aide IV OVCRE-</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://bit.ly/BIOTEC HConductOfResearch	receipt			BIOTECH
	1.2. Review the request, check the availability and get the conforme of researcher	None	7 days	University Extension Specialist III OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is recommended for approval or not.	None	15 minutes	University Extension Specialist III OVCRE-BIOTECH
2. Fill out and sign the Research Assistance Form B (Conduct of Research Activities in BIOTECH).	2.Facilitate the signing of the Research Assistance Form B (Conduct of Research Activities in BIOTECH) in BIOTECH	None	2 days	Administrative Aide IV OVCRE-BIOTECH
3. Notarize the Research Assistance Form B (Conduct of Research Activities in BIOTECH) and send it back to BIOTECH	3.1. Receive the Duly signed and Notarized Research Assistance Form B.	None	15 minutes	Administrative Aide IV OVCRE-BIOTECH
	3.2. Schedules Orientation prior to deployment and start of work.	None	1 day	Administrative Aide IV OVCRE-BIOTECH
TOTAL		None	10 days and 45 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
NATIONAL INSTITUTE OF MOLECULAR
BIOLOGY AND BIOTECHNOLOGY
INTERNAL SERVICES**

OVCRE-BIOTECH.25. ANALYTICAL SERVICES

The Central Analytical Services Laboratory (CASL) is an ISO/IEC 17025:2005 accredited laboratory which performs routine chemical analyses, tests, modifies and standardizes analytical methods for applications to specific samples and develops new analytical techniques.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers and faculty members from UPLB and other Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre-analysis Consultation Form	Central Analytical Service Laboratory (CASL)
Central Analytical Service Laboratory Request Form	Central Analytical Service Laboratory (CASL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Inquiry about chemical analyses and services (in-person, via email, or via call 0927-621-8933 casl.biotech.uplb@gmail.com)	1. Assess customer requirements and provide advice, timetable and price list of chemical analyses and services	None	45 minutes	<i>Laboratory Technician III</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH
2. Submit samples and filled out form	2.1. Accept the samples and assess the actual cost of services 2.2. Agree on the completion of services, prepare and forward bill to Sales office	None	1 hour	<i>Laboratory Technician III</i> OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Partial or full payment of service fee	3.1. Accept payment and issue official Receipt	<i>Rates depend on the type of analysis*</i>	15 days**	<i>Administrative Officer III OVCRE-BIOTECH</i>
	3.2. Prepare and analyze sample/s	None	30 working days	<i>University Researcher II OVCRE-BIOTECH</i>
	3.3. Prepare the report and notify client	None	5 minutes	<i>University Researcher II OVCRE-BIOTECH</i>
4. Settle full service fee	4. Accept payment and issue official Receipt	None	5 minutes	<i>Administrative Officer III OVCRE-BIOTECH</i>
5. Accept result and confer with Central Analytical Service Laboratory staff for post-analysis and feedback	5. Release result to client; post-analysis consultation (if applicable)	None	10 minutes	<i>Laboratory Technician III OVCRE-BIOTECH University Researcher II OVCRE-BIOTECH</i>
TOTAL		Rates depend on the type of analysis* See Table of Fees	45 days, 2 hours, 5 minutes	

**Total processing time varies depending on the load of the laboratory; deadline of result shall be agreed upon with customer (first come first served basis) except when the samples and parameters require immediate analysis time*

TABLE OF FEES			
*Proximate Analysis (Complete)	Test or Procedure	Sample Size	Fee (₱)
	Sample Preparation (drying/grinding)	250-500 g (fresh)	630.00
	Moisture	10g / 250-500 mL	390.00
	Ash	10g / 250-500 mL	470.00
	Crude Fat (Soxtec)	5 g	1,030.00
	Crude Fiber	5 g	1,030.00
	Crude Protein	5g /10 mL	760.00
Sugar Analysis	Sugar Extraction		630.00
	Reducing Sugars (DNS Method)	5g /10 mL	880.00
	Total Sugars (Phenol-Sulfuric Method)	5g /10 mL	880.00
Mineral Analysis	Sample Preparation at 550°C	20g / 250-500 mL	630.00
	Total Phosphorus (Colorimetric)	20g / 250-500 mL	720.00
	Minerals: Ca, Mg, Na, K, Mn (AAS)	20g / 250-500 mL	790.00 per mineral
	Sample Preparation at 450°C	50g / 250-500 mL	630.00
	Minerals/Heavy Metals: Cu, Fe, Zn, Cr, Ni, Co, Pb, Cd (AAS)	50g / 250-500 mL	790.00 per mineral/ heavy metal
	Titrateable Acidity	20g / 50-100 mL	400.00
	% Salts (as NaCl)	10 g	840.00
Fats and Oil	Free Fatty Acid	50 g / 50 mL	630.00
	Free Fatty Acid Profile (GC)	5 g / 5 mL	4,790.00

Alcohol Analysis	Ethanol	10 mL	550.00
	Methanol	10 mL	1,170.00
Compositional Analysis	Moisture	5-10 g	350.00
	Ash	5-10 g	430.00
	Extractives	30-50 g (dried, ground and sieved)	2,662.00
	Holocellulose	4 g	1,997.00
	Hemicellulose and/or α -Cellulose	4 g	2,662.00
	Acid Soluble Lignin	2 g	1,441.00
	Acid Insoluble Lignin	2 g	1,441.00
Soil Analysis	Sample Preparation (Homogenization)	10 g	150.00
	Moisture	20 g	400.00
	pH (in water)	20 g	150.00
	Total Kjeldahl Nitrogen	20 g	760.00
	Sample Preparation (Extraction)	20 g	630.00
	Exchangeable Cations: Ca, Mg, Na, K (AAS)	20 g	790.00 per mineral
	Micronutrients: Fe, Cu, Mn, Zn (AAS)	20 g	790.00 per mineral/ heavy metal
Fertilizer Analysis	Nitrogen (N)	5 g / 1-2 mL	760.00
	Sample Preparation at 550°C	20 g / 250-500 mL	630.00
	Phosphorus (P)	20 g / 250-500 mL	720.00
	Potassium (K)	20 g / 250-500 mL	653.00

	Minerals: Ca, Mg, Na, K, Mn (AAS)	20 g / 250-500 mL	790.00 per mineral
	Sample Preparation at 450°C	50 g / 250-500 mL	630.00
	Minerals/Heavy Metals: Cu, Fe, Zn, Cr, Ni, Co, Pb, Cd (AAS)	50 g / 250-500 mL	790.00 per mineral/ heavy metal
Water Analysis	pH	50 mL	150.00
	Absorbance	50 mL	210.00
	Color	50 mL	1,090.00
	Conductivity	50 mL	170.00
	COD	50 mL	2,120.00
	Total Solids	1 L	590.00
	TSS	250 mL	660.00
	Oil and Grease	2.5 L	660.00
	Ammonium-N	50 mL	1,040.00
	Nitrate-N	50 mL	1,050.00
	Orthophosphates	100 mL	790.00
	Total P	100 mL	1,410.00
	Hardness	100 mL	760.00
	Alkalinity	100 mL	570.00
	Acidity	50 mL	570.00
	Turbidity	50 mL	180.00
	Chlorides	250 mL	970.00
	Sample Preparation	2 L	810.00
	Minerals/Heavy Metals: Ca, Mg, Na, K, Mn, Cu, Fe, Zn, Pb, Cd (AAS)	2 L	790.00 per mineral/ heavy metal
Phytochemical Screening	Sample extraction	25 g (dried, ground, and	550.00

Analysis		sieved)	
	Qualitative Phytochemical Screening Detection of Carbohydrates Detection of Glycosides Detection of Phytosterols Detection of Terpenoids Detection of Proteins and Amino Acids Detection of Gums and Mucilages Detection of Alkaloids	25 g / 25-50 mL	1,650.00
	Quantitative Phytochemical Screening		
	Total Phenolic Content	25 g / 25-50 mL	1,150.00
	Total Tannin Content	25 g / 25-50 mL	1,150.00
	Total Flavonoid Content	25 g / 25-50 mL	1,150.00
	Total Saponin Content	25 g / 25-50 mL	1,013.00
	DPPH Assay	25 g / 25-50 mL	1,250.00
	FRAP Assay	25 g / 25-50 mL	1,250.00

OVCRE-BIOTECH.26. ELECTRON MICROSCOPY

Electron Microscopy Service Laboratory (EMSL) houses both the transmission electron microscope (TEM Hitachi H-300) and the scanning electron microscope (SEM Hitachi S-510). The EMSL supports research on ultrastructure analysis (especially for biological specimens) vital in the pursuit of basic knowledge and understanding of the different biological, physical and chemical processes.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	School/Private or Government agency

Electron Microscopy Service Laboratory Form 1	Electron Microscopy Service Laboratory (EMSL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on electron microscopy services and analysis (in-person, via email, or via call)	1. Evaluate request, provide EMSL Request Forms 1 and 2, cost estimate and schedule of service	None	30 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
2. Submit samples on agreed schedule together with the required documents	2. Receive/reject sample, filled-up forms and other pertinent documents	None	30 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician II</i> OVCRE-BIOTECH
3. Agree on payment required and schedule of completion of service needed	3. Agree on completion of services to be provided to client(s); prepare and forward bill to Sales office/Special Collecting Officer	None	20 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
4. Pay partial payment to the Sales Office	4.1. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	4.2. Prepare and analyze sample/s	None	15 days*	<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-BIOTECH
	4.3 Prepare the report and notify client	None	45 minutes	University Researcher II OVCRE-BIOTECH
5. Pay in full the remaining balance to the Sales Office	5. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	Administrative Officer III OVCRE-BIOTECH
6. Accept and confer result with Electron Microscopy Service Laboratory staff for consultation	6. Release result to client; post analysis consultation (if applicable)	None	15 minutes	University Researcher II OVCRE-BIOTECH
TOTAL		<i>Rates depend on the service See Table of fees</i>	15 days, 2 hours, 40 minutes*	

TABLE OF FEES	
*Complete Sample Processing for Scanning Electron Microscopy (SEM):	Php11,000.00/ batch of 3 samples (excluding imaging/viewing fee)

Ion Coating for Non-Conducting/Biological Specimen	Php730.00 per run (max of 5 samples per run)
Complete Sample Processing for Transmission Electron Microscopy (SEM):	Php16,500 per sample
Energy Dispersive X-ray Analysis	Php5,500 per sample
Light Photomicrography	Php1,250 per hour, max of 5 images per sample
Imaging/Viewing (SEM)	Php3,850 per sample (max of 3 images)

*15 working days or depending on the load of the laboratory; Deadline of results shall be agreed upon with the customer/s

OVCRE-BIOTECH.27. ANTIOXIDANT ASSAY

The antioxidant assay service evaluates a sample's capability to exhibit antioxidant properties of plant extracts and food.

Office or Division	Functional Foods and Bioactives Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers and faculty members from UPLB and other Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of interest	Requesting party
Research Proposal/Abstract	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person	1.1. Receive and acknowledge the inquiry	None	1 day	University Researcher II OVCRE-
foodlab1.uplbbiotec h@gmail.com	1.2. Review the request and clarify the client's needs	None	3 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. If the request is feasible, then provide the client form, terms and conditions, timetable and price list of antioxidant analyses and services. Otherwise, respectfully decline	None		BIOTECH
2. Submit client form and agree to the terms and conditions	2.1. Clarify client form via phone call	None	3 days	<i>University Researcher II</i> OVCRE-BIOTECH
	2.2. Accept client form	None		
	2.3. Discuss the details of sample/s' submission	None		
3. Submit the sample/s via courier or in person and agree on timetable of service needed via online or in site	3.1. Accept sample/s	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician III</i> OVCRE-BIOTECH
	3.2. Analyze sample/s and inform client upon completion	None	10 days	<i>University Researcher II</i> OVCRE-BIOTECH
4. Settle full service fee upon completion via	4. Accept payment and issue official receipt	*Rate		<i>Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
bank transfer or cash <i>*Before proceeding, read the terms and conditions</i> <i>*Make sure to get the official receipt or secure proof of payment</i>		<i>depends on the service</i>	10 minutes	<i>Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	5.2 Administer client satisfaction survey	None		<i>University Researcher II</i> OVCRE-BIOTECH <i>Laboratory Technician III</i> OVCRE-BIOTECH
TOTAL		<i>*Rate depends on the service, see table of fees</i>	14 days and 35 minutes	

TABLE OF FEES		
*Antioxidant Analysis Type	Type	Fee (P)
DPPH Inhibition	3 intra-assay replicates	₱2,000.00
	ascorbic acid comparison and with 3 intra-assay replicates	₱2,700.00
ABTS Inhibition	3 intra-assay replicates	₱2,340.00
	ascorbic acid comparison and with 3 intra-assay	₱3,830.00

	replicates	
Copper Reduction and Capacity	3 intra-assay replicates	₱2,260.00
	ascorbic acid comparison and with 3 intra-assay replicates	₱3,260.00

OVCRE-BIOTECH.28. ENZYME ACTIVITY ASSAY

This service provides the measurement of activities of Alpha-amylase, Cellulase, Xylanase, Protease, and Lipase enzymes. It supports research and developments by helping clients such as feed manufacturers and extract producers, enhance product performance and quality.

Office or Division	Enzyme Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers and faculty members from UPLB and other Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Enzyme Lab, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Enzyme Lab, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>enzymelab.uplb@up.edu.ph</i>	1.1. Receive and acknowledge inquiry	None	2 days	University Researcher II OVCRE-BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Request for			University Researcher I OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Analysis Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	2.1 Receive the request for analysis form, terms of reference, and non-disclosure agreement and settle the quotation with the finance office	None	3 days	University Researcher II OVCRE-BIOTECH
	2.2 Schedule the submission of sample/s	None	3 days	
3. Submit the sample/s via courier or in person	3. Receive the samples	None	15 minutes	University Researcher II OVCRE-BIOTECH
4.1 Pay 50% partial or full payment via landbank or cash payment deposit <i>*Make sure to get the official receipt or secure proof of payment</i>	4.1 Receive the payment	None	10 minutes	Administrative Officer III OVCRE-BIOTECH
	4.2 Analyze samples	None	20 days	University Researcher II OVCRE-BIOTECH Project Technical Assistant V OVCRE-BIOTECH
	4.3 Process the certificate of analysis and inform	None	1 day	Project Technical Assistant V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the client upon completion			OVCRE-BIOTECH <i>University Researcher II</i> OVCRE-BIOTECH
5. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	5. Accept payment and issue official receipt	<i>Depends on the enzyme type**</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
6. Send the official receipt to the laboratory	6.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
	6.2. Administer client satisfaction survey			
TOTAL		<i>*Rates depends on the enzyme type, see table of fees</i>	34 days and 45 minutes	

TABLE OF FEES		
Costs of enzyme activity assay	Type	Fee (₱)
	Alpha-amylase	₱3,200.00 per sample
	Cellulase, Xylanase, Protease, Lipase enzymes	₱3,500.00 per sample

OVCRE-BIOTECH.29. DETECTION OF MYCOTOXINS USING ELIS

Detection of mycotoxins using ELISA is a laboratory test that identifies and measures toxic compounds from molds in food or agricultural samples through a color-changing antibody reaction.

Office or Division	National Immunological Testing Laboratory (NITL)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	National Immunological Testing Laboratory (NITL)
Closed/sealed package of the sample/s	From the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person (insert email)	1. Receive and acknowledge receipt	None	1 day	Laboratory Technician II OVCRE-BIOTECH
2. Provide the needed information of the agency	2. Clarify the amount samples and finalize the client's request/s	None		Laboratory Technician II OVCRE-BIOTECH
3. Submit sample/s via in-person or courier <i>Sample/s' packaging must be closed or sealed package</i>	3.1. Receive sample/s	None	15 minutes	University Researcher II OVCRE-BIOTECH
	3.2. Analyze and process the sample/s	None	3 days	University Researcher II OVCRE-BIOTECH University Researcher I OVCRE-BIOTECH
	3.3. Finalize the result/s	None	1 day	University Researcher II OVCRE-BIOTECH
	3.4. Prepare the report for stamping and signature of authorized personnel	None		Administrative Aide III OVCRE-BIOTECH University Researcher II OVCRE-BIOTECH Director OVCRE-BIOTECH
	3.5. Inform the			University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client upon completion for pick up	None	1 day	<i>Researcher II</i> OVCRE-BIOTECH
4. Settle the full service fee *Make sure to get the official receipt or secure proof of payment	4. Accept payment and administer post-service evaluation form	₱1,250.00 per sample	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge the receipt and release the certificate of analysis	None	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>University Researcher II</i> OVCRE-BIOTECH
TOTAL		₱1,250.00 per sample	6 days and 35 minutes	

OVCRE-BIOTECH.30. DETECTION OF PLANT PATHOGENS USING POLYMERASE CHAIN REACTION (PCR)

Detection of plant pathogens using PCR is a laboratory method that identifies specific disease-causing organisms in plant samples by amplifying their DNA for accurate and early diagnosis.

Office or Division	National Immunological Testing Laboratory (NITL)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	National Immunological Testing Laboratory (NITL)
Closed/sealed package of the sample/s	From the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person: (insert email)	1. Receive and acknowledge receipt	None	1 day	Laboratory Technician II OVCRE-BIOTECH
2. Provide the needed information of the agency	2. Clarify the amount samples and finalize the client's request/s	None		Laboratory Technician II OVCRE-BIOTECH
3. Submit sample/s via in-person or courier <i>*Sample/s' packaging must be closed or sealed package</i>	3.1. Receive sample/s	None	15 minutes	University Researcher II OVCRE-BIOTECH
	3.2. Analyze and process the sample/s	None	3 days	University Researcher II OVCRE-BIOTECH University Researcher I OVCRE-BIOTECH
	3.3. Finalize the result/s	None	1 day	University Researcher II OVCRE-BIOTECH
	3.4. Prepare the report for stamping and signature of authorized personnel	None		Administrative Aide III OVCRE-BIOTECH University Researcher II OVCRE-BIOTECH Director OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
	3.5. Inform the client upon completion for pick up	None	1 day	<i>University Researcher II</i> OVCRE-BIOTECH
4. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	₱2,000.00 per sample	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge the receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			
TOTAL		₱2,000.00 per sample	6 working days and 35 minutes	

OVCRE-BIOTECH.31. ANALYSIS OF SAMPLES USING 16S rRNA GENE PCR

The UPLB-BIOTECH offers analysis of samples using 16S rRNA gene PCR to identify selected microbial species in food, feed, water, and other samples.

Office or Division	Molecular Genetics Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program (BFFSPP)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH

Terms of Reference and Non-Disclosure Agreement	Molecular Genetics Laboratory, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>mmperez1@up.edu.ph</i> <i>embosito@up.edu.ph</i>	1.1. Receive and acknowledge the inquiry	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH
	1.2. Review request and provide advice, timetable, and price quotation of sample analysis and schedule the submission of sample/s		2 days	<i>University Researcher III</i> OVCRE-BIOTECH
2. Submit the sample/s via courier or in person <i>*Sample/s must be in pure culture form or, if possible, provided as a PCR template (i.e. DNA)</i>	2.1. Accept the sample/s	None	15 minutes	<i>University Researcher I</i> OVCRE-BIOTECH
	2.2. Analyze the sample/s		5 days	<i>University Researcher I</i> OVCRE-BIOTECH
	2.3 Process the certificate of analysis and inform the client upon completion	None	2 days	<i>University Researcher I</i> OVCRE-BIOTECH
3. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	3. Accept payment and issue official receipt	₱700.00	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
4. Send the official receipt to the laboratory	4.1. Acknowledge receipt and release the certificate of analysis	None	15 minutes	<i>University Researcher I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Administer client satisfaction survey			
TOTAL		₱700.00	10 days and 40 minutes	

OVCRE-BIOTECH.32. DETECTION OF *SALMONELLA*, *E. COLI*, & *S. AUREUS* USING DNA AMPLIFICATION SYSTEM (DAS™)

The DNA Amplification System (DAS™) are rapid kits that utilize Polymerase Chain Reaction (PCR) technology for the detection of bacterial pathogens in food, feed, and water samples.

Office or Division	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program (BFFSP)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form/Client Form	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, BFFSP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Functional Foods and Bioactives Laboratory and Molecular Genetics Laboratory, BFFSP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email or in person <i>For E. coli and S. aureus:</i> <i>mmperez1@up.edu.ph</i> <i>embosito@up.edu.ph</i>	1.1 Receive and acknowledge the inquiry	None	2 days	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For Salmonella:</i> <i>foodlab1@up.edu.ph</i>				BIOTECH <i>For Salmonella:</i> <i>University Researcher II</i> OVCRE-BIOTECH
	1.2. Review the request and clarify the client's needs; provide advice, timetable, price quotation, and sample requirements	None	3 days	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-BIOTECH
	1.3. Issue request for analysis form, terms of reference, and non-disclosure agreement	None		<i>For Salmonella:</i> <i>University Researcher II</i> OVCRE-BIOTECH
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement <i>*Clients shall indicate in the Request for Analysis Form whether the sample will be returned or discarded after the analysis</i>	2. Receive the request for analysis form, terms of reference, and non-disclosure agreement and schedule the submission for sample/s	None	1 day	<i>For E. coli & S. aureus:</i> <i>University Researcher III</i> OVCRE-BIOTECH <i>University Researcher I</i> OVCRE-BIOTECH <i>For Salmonella:</i> <i>University Researcher II</i> OVCRE-BIOTECH
3. Submit the	3.1. Accept the	None		<i>For E. coli & S.</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
sample/s via courier or in person	sample/s		15 minutes	<i>aureus:</i> University Researcher III OVCRE-BIOTECH
	3.2. Analyze the sample/s	None	3 days	University Researcher I OVCRE-BIOTECH
	3.3 Prepare and process the certificate of analysis and inform the client upon completion	None	2 days	<i>For Salmonella:</i> University Researcher II OVCRE-BIOTECH Laboratory Technician III) OVCRE-BIOTECH
4. Settle the full service fee <i>*Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	<i>depends on the type of pathogen s**</i>	10 minutes	Administrative Officer III OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>For E. coli & S. aureus:</i> University Researcher III OVCRE-BIOTECH
	5.2. Administer client satisfaction survey	None		University Researcher I OVCRE-BIOTECH <i>For Salmonella:</i> University Researcher II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-BIOTECH
	TOTAL	<i>Rates depends on the type of pathogen, see table of fees</i>	11 days and 35 minutes	

TABLE OF FEES		
Costs of analysis	Type of Pathogen	Fee (PhP)
	<i>Salmonella</i>	₱1,800.00 per sample
	<i>E. coli</i>	₱1,270.00 per sample
	<i>S. aureus</i>	₱1,400.00 per sample

OVCRE-BIOTECH.33. MYCORRHIZAL ANALYTICAL SERVICES

This service is offered primarily to test the quality of biofertilizers and biostimulants. This can also be used for research purposes.

Office or Division	Vesicular Arbuscular Mycorrhiza Laboratory, Biotechnology for Agriculture and Forestry Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Vesicular Arbuscular Mycorrhiza Laboratory,
Terms of Reference	Vesicular Arbuscular Mycorrhiza Laboratory,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person	1.1. Receive and acknowledge the inquiry	None		<i>University Research Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ranepomuceno@up.edu.ph jmmangaban@up.edu.ph			1 day	OVCRE-BIOTECH
	1.2. Review the feasibility of the service	None	3 days	University Researcher III OVCRE-BIOTECH
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	Review the analysis form and terms of reference; and schedule the submission of sample/s	None	1 day	University Research Associate I OVCRE-BIOTECH
3. Submit the sample/s via courier or in person	3.1 Accept samples	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
	3.2 Analyze sample/s	None	15 days	University Researcher III OVCRE-BIOTECH University Research Associate I OVCRE-BIOTECH
	3.3 Process the certificate of analysis and inform the client upon completion	None	1 day	University Researcher III OVCRE-BIOTECH University Research Associate I OVCRE-BIOTECH
4. Settle the full service fee	4. Accept payment and issue official	Rate depends	10 minutes	Administrative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Make sure to get the official receipt or secure proof of payment</i>	receipt	<i>on the service. Please see the table below.</i>		<i>Officer III</i>
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Laboratory Technician II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			
TOTAL		<i>Rates depends on the applicable fees, see table of fees</i>	21 working days and 35 minutes	

TABLE OF FEES	
Item/service	Rate (₱)
Mycorrhizal Spore Count	1,815.00
Mycorrhizal Infective Propagules Analysis by Most Probable Number (MPN) method	12,100.00
Root colonization analysis by Mean Infection Percentage (MIP) Method	2,057.00
Mycorrhizal Genus-level Identification (Morphological)	2,420.00
Isolation of Mycorrhizal Spores by Wet Sieving and Decanting Method or by Sucrose Gradient Centrifugation	1,815.00

OVCRE-BIOTECH.34. ANTIMICROBIAL ACTIVITY ASSAY (MODIFIED KIRBY BAUER TEST)

The Antimicrobial Activity Assay Service, under the Biotechnology for Food, Feeds, and Specialty Products Program (BFFSP), involves evaluating the ability of samples (e.g. drugs,

plant and microbial extracts, or chemical compounds) to inhibit or kill microorganisms, mainly bacteria and fungi.

Office or Division	Enzyme Laboratory, Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Analysis Form	Enzyme Lab, BFFSPP, UPLB-BIOTECH
Terms of Reference and Non-Disclosure Agreement	Enzyme Lab, BFFSPP, UPLB-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry via email or in person <i>enzymelab.uplb@up.edu.ph</i>	1.1. Receive and acknowledge the inquiry	None	1 day	<i>University Researcher I OVCRE-BIOTECH Project Technical Assistant V OVCRE-BIOTECH</i>
	1.2. Review the service feasibility, including availability of working microorganism cultures and biosafety classification	None	3 days	<i>University Researcher I OVCRE-BIOTECH Project Technical Assistant V OVCRE-BIOTECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. If the sample meets the Biosafety Level 2 (BSL-2) classification and the required microbial culture is available, a request for an analysis form will be issued. Otherwise, it cannot be accommodated			<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
2. Answer the request for analysis form, terms of reference, and non-disclosure agreement	2. Review the analysis form, terms of reference, and non-disclosure agreement and schedule the submission of sample/s	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
3. Submit the sample/s via courier or in person	3.1. Accept sample/s	None	15 minutes	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
	3.2 Analyze sample/s	None	15 days if tested against bacteria 20 days if tested against fungi	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
	3.3 Process the certificate of analysis and inform the client upon completion	None	1 day	<i>University Researcher I</i> OVCRE-BIOTECH <i>Project Technical Assistant V</i> OVCRE-BIOTECH
4. Settle the full service fee <i>Make sure to get the official receipt or secure proof of payment</i>	4. Accept payment and issue official receipt	₱2,135.00 (per sample per microorganism)	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher I</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>Project Technical Assistant V</i> OVCRE-BIOTECH
TOTAL		₱2,135.00 (per sample per microorganism)	26 working days and 35 minutes	

OVCRE-BIOTECH.35. REQUEST AND ACQUISITION OF MICROBIAL CULTURES

The Philippine National Collection of Microorganism (PNCM) is an ISO/IEC 17025:2017 accredited laboratory that serves as the national repository of microbial strains in the country. It offers microbiological analyses, identification of isolates and preservation of cultures.

Office or Division	Philippine National Collection of Microorganism (PNCM)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request to BIOTECH Director	Philippine National Collection of Microorganisms
FS-17 Material Transfer Agreement Form	Philippine National Collection of Microorganisms
FS-19 End Use Certificate	Philippine National Collection of Microorganisms
Valid or Government Issued IDs (i.e. School/Company ID, Passport, SSS/GSIS, Professional License (PRC), Driver's License)	Philippine National Collection of Microorganisms
Full Payment for Requested Microbial Cultures	Philippine National Collection of Microorganisms

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to the PNCM official email: pncm.uplb@up.edu.ph (Required for Online and On-Site Clients)	1. Evaluate requests and notify clients regarding the availability and restriction of culture/s. Advise clients to seek consent from depositors of restricted cultures	None	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				BIOTECH
2. Submit a request letter addressed to the BIOTECH Director and fill-out the Material Transfer Agreement Form and End-use certificate (include a Depositor's Consent for restricted culture/s only) (Online or On-Site)	2. Assist clients in filling-up the form	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Send all requirements in one PDF to the PNCM official email: pncm.uplb@up.edu.ph (Online)	3. Evaluate request, prepare FS-9 Statement of Account (Cultures) then forward to client.	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
4. Settle full charges for the culture/s requested and wait for the approval of request (Online or On-Site)	4.1. Receive full payment and issue official Receipt to client	<i>Rate depends on the culture** See Table of Fees</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	4.2. Approval of request	None	1 day	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Associate I</i> OVCRE-BIOTECH
	4.3. Prepare the requested culture	None	20 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
5. Pick-up cultures or receive through courier	5. Release culture	<i>Rate depends on the courier service</i>	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Associate / OVCRE-BIOTECH
TOTAL		<i>Rate depends on the courier service</i>	25 days, 35 minutes	

TABLE OF FEES			
**Sale of Microbial Cultures (subject to availability of stocks)	Type	Non-Commercial Rate	Commercial Rate
	Aerobic Bacteria (in agar slant)	₱630.00	₱1,120.00
	Anaerobic Bacteria (in agar slant)	₱1,110.00	₱1,890.00
	Yeast (in agar slant)	₱630.00	₱1,120.00
	Multicellular Fungi (in agar slant)	₱630.00	₱1,120.00

OVCRE-BIOTECH.36. MICROBIAL SERVICES

The Philippine National Collection of Microorganism (PNCM) is an ISO/IEC 17025:2017 accredited laboratory that serves as the national repository of microbial strains in the country. It offers microbiological analyses, identification of isolates and preservation of cultures.

Office or Division	Philippine National Collection of Microorganism (PNCM)
Classification	Highly Technical

Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FS-1 Service Request Form	Philippine National Collection of Microorganisms
Partial Payment (50%) or Full Payment for Requested Microbiological Service	Philippine National Collection of Microorganisms

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to the PNCM official email: pncm.uplb@up.edu.ph (Required for Online and On-Site Clients)	1. Assess customer requirements and provide advice, timetable and price list of microbial analyses and services	None	2 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
2. Submit samples (on-site or via courier), fill out Philippine National Collection of Microorganisms (PNCM) FS-1 Service Request Form and agree on timetable of service needed (Online or On-Site)	2.1. Accept the samples and assess actual cost of services	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Agree on completion of services; prepare statement of account (included in FS-1) and forward to the Sales office	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
3. Pay partial or full service fee for sample analysis (Online or On-Site Payment)	3.1. Receive partial or full payment	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	3.2. Prepare and analyze sample/s	None	6 weeks	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3.Prepare the report and notify client	None	2 days	<i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
4. Pay full fees for the service requested (Online or On-Site Payment)	4. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Get result and confer with Philippine National Collection of Microorganisms staff for post analysis and feedback (Online or On-Site)	5. Release result to client; post-analysis consultation (if applicable)	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH <i>University Research Associate I</i> OVCRE-BIOTECH
TOTAL		<i>Rates depends on the applicable fees, see</i>	7 weeks	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>table of fees</i>		

TABLE OF FEES			
Type of Service	Description	Non-Commercial Rate	Commercial Rate
Microbial Detection and Counts for Other Samples/Matrices	Aerobic Plate Count	1,500.00	2,060.00
	Bacterial Count	1,500.00	2,060.00
	Yeast and Mold Count (Fungal Count)	1,500.00	2,300.00
	Detection and Count of Total Coliforms	1,780.00	2,900.00
	Detection of <i>Salmonella</i> spp.	2,160.00	3,220.00
	Detection and Count of <i>Bacillus subtilis</i>	2,380.00	3,220.00
	Detection and Count of <i>Trichoderma</i> spp.	2,160.00	3,223.00
	Detection and Count of Putative Nitrogen-fixing Bacteria	2,380.00	3,220.00
Efficacy of Biocides	Quantitative Suspension Test for the Evaluation of Bactericidal Activity	6,380.00	7,990.00
	Antimicrobial Cylinder Cup Plate Assay (modified Kirby-Bauer method) (per 1 test organism, per sample)	2,590.000	3,870.00
Culture Safety Deposit	Culture safety deposit (per culture) (inclusive of authentication)	12,600.000	18,150.00
	Maintenance Fee (paid annually a year after initial deposit)	1,500.00	2,060.00
Lyophilization of Cultures	Aerobic cultures (per 5 ampoules)	2,940.00	2,940.00
	Bulk L-drying (per day)	2,770.00	2,770.00

TABLE OF FEES			
Type of Service	Description	Non-Commercial Rate	Commercial Rate
Foods	Aerobic Plate Count	1,500.00	2,060.00
	Yeast and Mold Count (Fungal Count)	1,500.00	2,300.00
	Detection and Count of Lactic Acid Bacteria	1,780	2400
	Detection and Count of Total Coliforms	1,780	2400
Waters (<i>Potable waters; Non-potable waters sewage; Effluents and trade waters; Environmental waters; Source water</i>)	Heterotrophic Plate Count (HPC)	1,230	1,700
	Detection of Total Coliforms	1,100	1,650
Microbial Cultures (Bacteria and Yeast)	Characterization (Cultural, Morphological, and Biochemical)	5,170.00	6,500.00
Biological Products (Biofertilizers, biopesticides, and others)	Detection and Count of Trichoderma spp.	2,160.00	3,223.00

OVCRE-BIOTECH.37. OIL AND FATS ANALYSIS

This service involves the laboratory determination of oil and fat content in food, feed, agricultural, and biological samples using standard analytical methods. Results support quality assessment, research, product development, and regulatory compliance.

Office or Division	Oil and Fats Laboratory Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Service Request Form	Oil and Fats Laboratory
Terms of Reference	Oil and Fats Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email: fsplbiotech.uplb@up.edu.ph	1.1. Receive and acknowledge inquiry	None	1 day	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Client Service Request Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	
2.Fill out the Client Service Request	2.1. Evaluate the request forms	None	15 minutes	University Researcher II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form and Terms of Reference	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.2. Analyze the samples	None	15 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.3. Prepare the report and notify client	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
4. Pay full fees for the service requested (Online	4. Accept payment and issue official Receipt	<i>Rate depends on the</i>	10 minutes	<i>Administrative Officer III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or On-Site Payment)		<i>service</i>		
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>University Researcher II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			<i>University Research Associate II</i> OVCRE-BIOTECH
TOTAL		<i>Rate depends on the service; Please see table below</i>	20 days, 1 hour, 35 minutes	

TABLE OF FEES		
Service Offered	Cost Per Sample (₱)	
	Rate for Students and BIOTECH Staff	Regular Rate
Fatty Acid Profiling (GCMS)	₱3,000.00	₱4,500.00
Short Chain Fatty Acid Profiling (GCMS)	₱2,500.00	₱3,750.00
Oil Extraction		
<i>Sample preparation (drying <5 kg)</i> <i>Additional for every 1kg</i>	₱350.00 ₱100.00	₱525.00 ₱150.00
<i>Sample weight (< 1kg dry), per sample</i>	₱1,000.00	₱1,500.00
<i>Sample weight (> 1kg dry), per kg</i> <i>Additional for every 100g sample</i>	₱1,500.00 ₱150.00	₱2,250.00 ₱225.00

OVCRE-BIOTECH.38. FOOD AND FEED ANALYSIS

This service provides laboratory testing of food and feed samples to determine their nutritional composition, quality, and safety using standard analytical methods, in support of research, product development, quality control, and regulatory compliance.

Office or Division	Feeds and Specialty Products Program Biotechnology for Food, Feeds, and Specialty Products Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Service Request Form	Oil and Fats Laboratory
Terms of Reference	Oil and Fats Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an inquiry via email: fsplbiotech.uplb@up.edu.ph	1.1. Receive and acknowledge inquiry	None	1 day	University Researcher II OVCRE-BIOTECH University Research Associate II OVCRE-BIOTECH
	1.2. Clarify request details and review the service feasibility	None	3 days	
	1.3. If the request is deemed feasible, a Client Service Request Form will be issued. Otherwise, the client will be informed that the request cannot be accommodated.	None	3 days	
2. Fill out the Client Service Request Form and Terms of Reference	2.1. Evaluate the request forms	None	15 minutes	University Researcher II OVCRE-BIOTECH
	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	University Research

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Associate II</i> OVCRE-BIOTECH
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.2. Analyze the samples	None	15 days	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	3.3. Prepare the report and notify client	None	15 minutes	<i>University Researcher II</i> OVCRE-BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
4. Pay full fees for the service requested (Online or On-Site Payment)	4. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of			<i>University Researcher II</i> OVCRE-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	analysis	None	10 minutes	BIOTECH <i>University Research Associate II</i> OVCRE-BIOTECH
	5.2. Administer client satisfaction survey			
TOTAL		<i>Rate depends on the service; Please see table below</i>	22 days, 1 hour, 35 minutes	

TABLE OF FEES		
Service Offered	Cost Per Sample (₱)	
	Rate for Students and BIOTECH Staff	Regular Rate
Non-protein Nitrogen	₱450.00	₱650.00
Amino Acid Profiling (HPLC)	₱10,000.00	₱15,000.00
Monosaccharide Profiling (GCMS)	₱3,500.00	₱4,750.00
Targeted Metabolite Profiling (GCMS)	₱4,000.00	₱6,000.00
Phenolic Acid Profiling (HPLC)	₱2,500.00	₱3,750.00

OVCRE-BIOTECH.39. SPECIALIZED OR NON-ROUTINE ANALYTICAL SERVICES

Specialized or Non-Routine Analytical Services refer to analytical tests and procedures that are not part of the Institute's regular or standard service offerings and require customized methods, advanced instrumentation, or specialized technical expertise. These services are conducted upon request to address unique research, development, diagnostic, or validation needs and may involve method development, optimization, or adaptation beyond established protocols. Requests for such services are subject to technical evaluation, availability of facilities and personnel, applicable fees, and prior approval by the Institute.

Office or Division	Technical Services Program
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Indicating the test needed, the samples to be tested, and the purpose of the test/service	From the Client
Research Protocol, if applicable	From the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to BIOTECH in person or via email: biotech.uplb@up.edu.ph	1.1. Receive the request and send the request to appropriate laboratory	None	1 day	<i>Administrative Aide VI OVCRE-BIOTECH</i>
	1.2. Reviews the request and determine if the requested service can be provided	None	3 days	<i>Depends on the laboratory</i>
	1.3. If accepted, send the forms to the client for filling out and submission	None	15 minutes	<i>Administrative Aide VI OVCRE-BIOTECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. If rejected, send a letter of non-acceptance to the client and indicate the reason.	None	15 minutes	<i>Administrative Aide VI OVCRE-BIOTECH</i>
2.Fill out the Request Form and Terms of Reference	2.1. Evaluate the request forms	None	15 minutes	<i>Depends on the laboratory</i>
	2.2. Send instructions on the sample preparation and submission.	None	15 minutes	<i>Depends on the laboratory</i>
3. Receives the Samples	3.1. Accept the samples	None	15 minutes	<i>Depends on the laboratory</i>
	3.2. Analyze the samples	None	15 days	<i>Depends on the laboratory</i>
	3.3. Prepare the report and notify client	None	15 minutes	<i>Depends on the laboratory</i>
4. Pay full fees for the service requested (Online or On-Site Payment)	4. Accept payment and issue official Receipt	<i>Rate depends on the service</i>	10 minutes	<i>Administrative Officer III OVCRE-BIOTECH</i>
5. Send the official receipt to the laboratory	5.1. Acknowledge receipt and release the certificate of analysis	None	10 minutes	<i>Depends on the laboratory</i>
	5.2. Administer client satisfaction survey			
TOTAL		<i>Rate depends on the service</i>	20 days, 1 hour, 35 minutes	

OVCRE-BIOTECH.40. CONTRACT RESEARCH ON SERVICE AGREEMENT FOR SERVICE LABORATORIES

Service catered to students and researchers from different academic institutions, or clients from private sector and other government agencies.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of interest	Requesting party
Research Proposal/Abstract	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Interest to the BIOTECH Director for Contract Research or Service Agreement (<i>hard copy or soft copy sent to biotech.uplb@up.edu.ph</i>)	1. Reply to prospective clients and schedule a discussion meeting	None	10 minutes	<i>Administrative Assistant II OVCRE-BIOTECH</i>
2. Discuss with particular laboratory the request and terms of reference	2.1. Discussion with prospective client	None	2 hours	<i>Project Leaders and Staff of Service Laboratories</i>
	2.2. Prepare Draft Capsule Proposal including Budget and Terms of Reference and submit to prospective clients	None	3 days	<i>Project Leaders and Staff of Service Laboratories</i>
3. Review Capsule Proposal and Terms of Reference	3. Finalize project proposal	None	Variable	<i>Project Leaders and Staff of Service Laboratories</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the approved Capsule Proposal and Terms of Reference	4. Prepare Draft of the Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	None	1 day	<i>Administrative Officer IV OVCRE-BIOTECH Project Leaders and Staff of Service Laboratories</i>
5. Review and approve Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	5. Sign Memorandum of Agreement including Material Transfer Agreement or Confidentiality Agreement (if applicable)	None	1 day	<i>Director OVCRE-BIOTECH or UPLBFI Executive Director</i>
6. Release of project funds	6.1. Implement the project	None	Agreed project duration	<i>Project Leaders and Staff of Service Laboratories</i>
	6.2. Release Draft of Technical Report to client	None	10 days after end of experiments and analyses	<i>Project Leaders and Staff of Service Laboratories</i>
TOTAL		None	Agreed project duration*	

*Total processing time varies depending on the agreed project duration

OVCRE-BIOTECH.41. USAGE OF PILOT PLANT EQUIPMENT

The Fermentation Engineering and Services Laboratory (FESL) operates and maintains the BIOTECH Pilot Plant equipment and facilities. FESL converts the biotechnologies developed in laboratories into commercial and viable scale by providing engineering and technical support to BIOTECH research groups and other interested clients.

Office or Division	National Institute of Molecular Biology and Biotechnology
Classification	Complex

Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Students, Government agency, Private company
Fermentation Engineering Services Laboratory Equipment Reservation Form	Fermentation Engineering Services Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Use of Equipment from client	1. Evaluate request and provide cost estimate of service; check Equipment Availability and provide client with schedule of service	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
2. Agree with the cost and timetable of service	2. Approve Request/Reservation; prepare billing statement	None	15 minutes	Laboratory Technician II OVCRE-BIOTECH
3. Pay in full or at least 50% of total cost at BIOTECH Sales Office	3. Accept payment and issue official Receipt	Rate depends on the service	10 minutes	Administrative Officer III OVCRE-BIOTECH
4. Submit the materials for processing	4.1. Process the materials; Operate the equipment	None	variable*	Laboratory Technician II OVCRE-BIOTECH
	4.2. Prepare the technical report and notify client	None	45 minutes	University Researcher II OVCRE-BIOTECH
5. Pay remaining balance at BIOTECH Sales Office	5. Accept payment and issue official Receipt	Rate depends on the service**	10 minutes	Administrative Officer III OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accept the completion of service	6. Release processed materials and technical report to client	None	10 minutes	Laboratory Technician II OVCRE-BIOTECH
TOTAL		<i>Rate depends on the service; Please see table below</i>	Processing time may vary depending on the specific circumstances of each request*	

TABLE OF FEES		
**Equipment	First 2 Hours (₱)	Succeeding Hours (₱)
Blender	650.00	40.00
Neutralization Mixer	640.00	30.00
Steam Sterilizer	1,910.00	50.00
Hammer Mill	650.00	40.00

OVCRE-BIOTECH.42. SALE OF BIOTECH PRODUCTS FOR WALK-IN CLIENTS

BIOTECH has developed 47 products such as biofertilizers, microbial-based enzymes, animal probiotics, animal vaccines, microbial pesticides and various diagnostic kits and provided services that contribute significantly to instruction, research, training/extension, resource generation, and public service programs for the university and national development.

Office or Division	Administrative Services Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIOTECH Order Slip Form	BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up BIOTECH order slip from the purchase of products needed	1.1. Provide the client with order slip	None	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
	1.2. Serve products needed by the client and receive payment	None	15 minutes*	<i>Administrative Officer III</i> OVCRE-BIOTECH
2. Pay necessary fees to the Special Collecting Officer	2. Provide official Receipt to the client(s)	<i>Rate depends on the product**</i>	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH
TOTAL		<i>Rate depends on the product**</i>	25 minutes	

*for available stock

*for bulk order, to be arranged

**on hold

OVCRE-BIOTECH.43. REQUEST FOR VISIT OR TOUR AT BIOTECH

BIOTECH has several laboratories and facilities that can be visited for educational or research purposes. BIOTECH also accommodates field trips, and tours to discuss its technologies and researches.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party
Filling out of BIOTECH Visitors Booking Form	National Institute of Molecular Biology and Biotechnology Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the BIOTECH Visitors Booking Form (bit.ly/BIOTEC H-VBF) and attach the request letter	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability of concerned office/staff, recommends action to the BIOTECH Director	None	3 days	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is accepted or not	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.4. If accepted, arrange the visit	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	3 days, 45 minutes	

OVCRE-BIOTECH.44. REQUEST FOR TRAINING, DEMONSTRATION, OR LECTURE

BIOTECH provides trainings, demonstrations, and lectures to different stakeholders and audiences.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to BIOTECH through extension.biotech.upb@up.edu.ph	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability of concerned office/staff, recommends action to the BIOTECH Director	None	3 days	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management Officer III</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is accepted or not	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.4. If accepted, arrange the training	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management Officer III</i> OVCRE-BIOTECH
2. Pay necessary fees to the Special Collecting Officer	2. Provide official Receipt to the client(s)	<i>Rate depends on the activity**</i>	5 minutes	<i>Administrative Officer III</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Send Receipt to the Concerned Office	3. Schedule the Training, Demonstration, or Lecture	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH <i>Development Management Officer III</i> OVCRE-BIOTECH
TOTAL		Rate depends on the activity**	3 days, 65 minutes	

**rates are not yet determined

OVCRE-BIOTECH.45. REQUEST FOR INTERNSHIP

BIOTECH accommodates interns or on-the-job trainees from different schools and other UPLB units.

Office or Division	Technology Transfer and Business Development Program
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Requesting party
Memorandum of Understanding between UPLB and the institution (for non-UPLB)	office for Institutional Development in Higher Education (UPLB-OIDHE)
Medical Certificate, Parental Consent (for High School interns only), Insurance Policy, and Certificate of Good Moral Character	Requesting party
Internship Agreement Form	Technology Transfer and Business Development Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload request letter and fill out the Google Form: bit.ly/BIOTECH-Internship-Request	1.1. Receive and acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of concerned researcher	None	7 days	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.3. Communicate to the client if the students can be accommodated	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
2. If can be accommodated, submits the BIOTECH Internship Form C: List of Interns, Copies of Medical Certificate, Parental Consent (for High School interns only), Insurance Policy, and Certificate of Good Moral Character	2.1 If documents are complete, endorse it for Director's approval with the researcher's Internship Plan	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
3. If accepted, submits the Internship Agreement Form (for non-UPLB)	3.1. Receive, review the forms; recommend action to the BIOTECH Director	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
4. Notarize the Internship Agreement Form	4.1. Receive the notarized form and give next instructions.	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	7 days, 2 hours	

OVCRE-BIOTECH.46. REQUEST FOR RESEARCH ASSISTANCE (RESEARCH CONSULTATION)

BIOTECH accommodates consultations on undergraduate and high school research.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	<i>From the Client</i>
Approved Research Proposal or Concept Note	<i>From the Client</i>
Research Assistance Form A (Research Consultation)	Technology Transfer and Business Development Program

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Google Form: https://bit.ly/BIOTECHConsultationRequests	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conform of researcher	None	7 days	<i>University Extension Specialist I</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is recommended for approval or not	None	15 minutes	<i>University Extension Specialist I</i> OVCRE-BIOTECH
2. Fill up the Research Assistance Form A (Research Consultation).	2. Receive the form and Coordinate the schedule of the consultation	None	30 minutes	<i>Administrative Officer IV</i> OVCRE-BIOTECH
TOTAL		None	7 days, 1 hour	

OVCRE-BIOTECH.47. REQUEST FOR RESEARCH ASSISTANCE (STUDENT ADVISING OR MENTORSHIP)

BIOTECH accommodates thesis students from other institutions who are looking for advisers or mentors.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Addressed to the Chancellor, signed by the School/University Officials. The letter shall contain: 1. Full name of the selected BIOTECH expert to be engaged as adviser/co-adviser; 2. Purpose and scope of the work and entitlements of the affiliate BIOTECH expert; and 3. Duration of appointment.	<i>From the Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to BIOTECH through biotech.uplb@up.edu.ph	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Aide VI</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of researcher	None	7 days	<i>University Extension Specialist III</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is recommended for approval or not.	None	15 minutes	<i>University Extension Specialist III</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If approved, the letter will be endorsed to the Office of the Chancellor, through channels. If not, the letter shall be returned to the client. Once the Chancellor approves the request, it will be returned to the client.			
2. Process the appointment papers of the BIOTECH staff as adviser/co-adviser or affiliate staff. (Appointment paper/s of BIOTECH staff as adviser/co-adviser to be processed and provided by client.)	2. Receive the appointment papers and refer it to the concerned BIOTECH staff.	None	30 minutes	<i>Administrative Aide VI</i> OVCRE-BIOTECH
TOTAL		None	7 days, 1 hour	

OVCRE-BIOTECH.48. REQUEST FOR RESEARCH ASSISTANCE (CONDUCT OF RESEARCH ACTIVITIES AT BIOTECH)

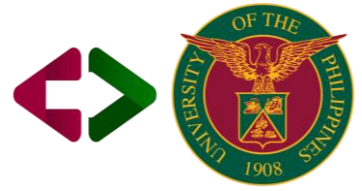
BIOTECH accommodates thesis/research students from other institutions who intend to conduct research activities at BIOTECH.

Office or Division	Technology Transfer and Business Development Program
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Researchers, faculty members and staff from UPLB and other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter Addressed to the Chancellor, signed by the School/University Officials. The letter shall contain: 1. Full name of the selected BIOTECH expert; 2. Purpose and scope of the work and entitlements of the affiliate BIOTECH expert; and 3. Duration of appointment.	Requesting party
Copy of the approved research proposal	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter through the google form: https://bit.ly/BIOTECHConductOfResearch .	1.1. Receive the request, acknowledge receipt	None	15 minutes	<i>Administrative Aide IV</i> OVCRE-BIOTECH
	1.2. Review the request, check the availability and get the conforme of researcher	None	7 days	<i>University Extension Specialist III</i> OVCRE-BIOTECH
	1.3. Communicate to the client the decision if the request is recommended for approval or not.	None	15 minutes	<i>University Extension Specialist III</i> OVCRE-BIOTECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out and sign the Research Assistance Form B (Conduct of Research Activities in BIOTECH).	2.Facilitate the signing of the Research Assistance Form B (Conduct of Research Activities in BIOTECH) in BIOTECH	None	2 days	<i>Administrative Aide IV</i> OVCRE-BIOTECH
3. Notarize the Research Assistance Form B (Conduct of Research Activities in BIOTECH) and send it back to BIOTECH	3.1. Receive the Duly signed and Notarized Research Assistance Form B.	None	15 minutes	<i>Administrative Aide IV</i> OVCRE-BIOTECH
	3.2. Schedules Orientation prior to deployment and start of work.	None	1 day	<i>Administrative Aide IV</i> OVCRE-BIOTECH
TOTAL		None	10 days and 45 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
UNIVERSITY PUBLICATIONS OFFICE
EXTERNAL SERVICES**

OVCRE-UPO.1. PUBLICATION OF UP LOS BAÑOS JOURNAL

The UP Los Banos Journal is a multidisciplinary journal published and printed by the University Publications Office. It contains the scholarly output of the Faculty, Reps, Admin and Students of the University of the Philippines Los Banos. It is a double blind peer reviewed publication with notable and distinguished scientists of both local and international stature. In addition, the Members of the Publications Board are also outstanding professionals in UPLB.

This service allows interested UPLB constituents to publish in the journal.

Office or Division	University Publications Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notes to Prospective Contributors	OVCRE-UPO
2. Sales Invoice	OVCRE-UPO
3. Official receipt	UPLB Cashiers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for "Notes to Prospective Contributors" thru upo.uplb@up.edu.p	1.1 Send the "Notes to Prospective Contributors"	None	15 minutes	Administrative Aide IV OVCRE-UPO
	1.2 Entertain/ answer possible questions.	None		
2. Submit the soft copy of the article	2.1 Receive email	None	1 day	Administrative Aide IV OVCRE-UPO or Director OVCRE-UPO
	2.2 Check: If the description of the article is in compliance to the Notes	None		
	2.3 Check: If the author's basic information is included	None		
	2.4 Check: If there are 3 possible reviewers listed	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and the contact information provided			
	2.5 Invite/Notify the 3 reviewers	None		
	2.6 Check: If the reviewer accepted or rejected the invitation	None	5 days	
	2.7 If rejected: Request the author to provide another reviewer to be invited until there are 3 reviewers who confirmed their acceptance	None	5 days	
	2.8 Email the article to the confirmed reviewers for their review, comments and assessment	None	1 month	
	2.9 Check: If the assessment of the reviewer is "for revision"	None	15 minutes	
	2.10 If for revision: Return the article with reviewer's comments to the author	None	15 minutes	
3. Revise and re-submit	3.1 Receive the revised article.	None	10 minutes	Administrative Aide IV OVCRE-UPO
	3.2 Forward the revised article to the reviewer	None		Administrative Aide IV OVCRE-UPO
	3.3 Follow up will	None	5 days	or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be made if the reviewer has no action in one week's time.			<i>Director</i> OVCRE-UPO
	3.4 If returned, still with comment repeat 3.2	None		
	3.5 Receive the article from reviewer with "approved" notation	None		
	3.6 Layouting	None	10 days	
	3.7 Return the approved article with final layout to the author for confirmation and preparation for printing	None	1 day	
	4.1 Receive the Final Article	None		
	4.2 Printing	None	2weeks	<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO
	4.3 Collating	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	4.4 Creasing	None		<i>Administrative Aide VI (Printing Machine Operator)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	4.5 Binding	None		Administrative Aide IV (Book Binder) OVCRE-UPO
	4.6 Trimming	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.7 Cutting	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.8 Checking	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.9 Packaging	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	4.10 Issue Fund Code to the Author	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
5. Pay to UPLB Cashier's Office using Fund code				<i>Administrative Staff</i> OVCA-CASHIER
6. Return the Official Receipt to UPO	6.1 Check: If the payment made is valid	₱2,500/10 copies/article*	30 minutes	<i>Administrative Aide IV</i> OVCRE-UPO
	6.2 Get the duplicate copy of the Official Receipt for record/filing	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
	6.3 Issue 10 copies of UPLB journal for mandatory availment of the Author	None		
TOTAL		₱2,500/10 copies*	2 months, 3 weeks, 2 days, 1 hour, 25 minutes	

*Total fees vary depending on the number of copies

OVCRE-UPO.2. PRINTING SERVICES

The service allows the transacting clients to request for costing, printing of materials such as books, brochures, cards, flyers, lab manuals, journals, notepads, pamphlets, reports, syllabi and others needed in their respective offices. Costing is based on the FPOC approved rates. Payment is directly given to the UPLB Cashiers Office.

Office or Division	University Publications Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Costing	OVCRE-UPO
2. Sale Invoice	OVCRE-UPO
3. Official Receipt	UPLB Cashier's Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for costing thru email upo.uplb@up.edu.ph	1.1 Receive document	None	1 day	Administrative Officer II OVCRE-UPO
	1.2 Check: If the layout, number of pages and specifications provided is in order	None		Administrative Officer II OVCRE-UPO
	1.3 Prepare costing. Compute the amount to be paid	Price varies depending on specifications*		Administrative Officer II OVCRE-UPO
	1.4 Email the costing to client for checking and approval	None		Administrative Officer II OVCRE-UPO Director OVCRE-UPO
2. Approval of costing by signing	2.1 Receive the signed costing	None	1 day	Administrative Officer II

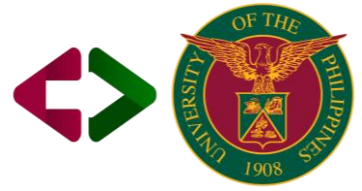
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	2.2 Test printing of one copy	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
	2.3 Request the client to check the test print	None		Administrative Officer II, Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
3. Approval of Mass printing	3.1 Printing	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
	3.2 Collating	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	3.3 Creasing/Padding/stapling	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	3.4 Binding	None		<i>Administrative Aide IV (Book Binder)</i> OVCRE-UPO
	3.5 Cutting	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO
	3.6 Checking / counting	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	3.7 Packaging	None	5 days**	<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
4. Pick-up of printed materials	4.1 Issue the printed materials	None		<i>Administrative Aide VI</i> OVCRE-UPO and <i>Administrative Aide IV</i> OVCRE-UPO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Issue the Sales Invoice	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
5. Processing of Payment	5.1 Receive the receipt	None		<i>Administrative Officer II</i> OVCRE-UPO
	5.2 Recording of transaction details	None		<i>Administrative Officer II</i> OVCRE-UPO
TOTAL		Price varies depending on billing statement	7 days	

*Price varies depending on specifications: (a) size of paper, (b) quality of paper, (c) black or colored, (d) number of pages, (e) number of copies.

**Processing time varies (5 days - 200 pages Book, Journal, Lab Manual, Report, Syllabus; 1 day - 200 copies Brochure, Flyers, Cards & other one page materials ; 1 day - 100 pcs Notepad of 200 leaves



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

OVCRE-UPO.3. PUBLICATION OF UP LOS BAÑOS JOURNAL

The UP Los Banos Journal is a multidisciplinary journal published and printed by the University Publications Office. It contains the scholarly output of the Faculty, Reps, Admin and Students of the University of the Philippines Los Banos. It is a double blind peer reviewed publication with notable and distinguished scientists of both local and international stature. In addition, the Members of the Publications Board are also outstanding professionals in UPLB.

This service allows interested UPLB constituents to publish in the journal.

Office or Division	University Publications Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Reps, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notes to Prospective Contributors	OVCRE-UPO
2. Sales Invoice	OVCRE-UPO
3. Official receipt	UPLB Cashiers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for "Notes to Prospective Contributors" thru upo.uplb@up.edu.p	1.1 Send the "Notes to Prospective Contributors"	None	15 minutes	Administrative Aide IV OVCRE-UPO
	1.2 Entertain/ answer possible questions.	None		
2. Submit the soft copy of the article	2.1 Receive email	None	1 day	Administrative Aide IV OVCRE-UPO or Director OVCRE-UPO
	2.2 Check: If the description of the article is in compliance to the Notes	None		
	2.3 Check: If the author's basic information is included	None		
	2.4 Check: If there are 3 possible reviewers listed	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and the contact information provided			
	2.5 Invite/Notify the 3 reviewers	None		
	2.6 Check: If the reviewer accepted or rejected the invitation	None	5 days	
	2.7 If rejected: Request the author to provide another reviewer to be invited until there are 3 reviewers who confirmed their acceptance	None	5 days	
	2.8 Email the article to the confirmed reviewers for their review, comments and assessment	None	1 month	
	2.9 Check: If the assessment of the reviewer is "for revision"	None	15 minutes	
	2.10 If for revision: Return the article with reviewer's comments to the author	None	15 minutes	
3. Revise and re-submit	3.1 Receive the revised article.	None	10 minutes	Administrative Aide IV OVCRE-UPO
	3.2 Forward the revised article to the reviewer	None		Administrative Aide IV OVCRE-UPO
	3.3 Follow up will	None	5 days	or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be made if the reviewer has no action in one week's time.			<i>Director</i> OVCRE-UPO
	3.4 If returned, still with comment repeat 3.2	None		
	3.5 Receive the article from reviewer with "approved" notation	None		
	3.6 Layouting	None	10 days	
	3.7 Return the approved article with final layout to the author for confirmation and preparation for printing	None	1 day	
	4.1 Receive the Final Article	None		
	4.2 Printing	None	2weeks	<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO
	4.3 Collating	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	4.4 Creasing	None		<i>Administrative Aide VI (Printing Machine Operator)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	4.5 Binding	None		Administrative Aide IV (Book Binder) OVCRE-UPO
	4.6 Trimming	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.7 Cutting	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.8 Checking	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	4.9 Packaging	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	4.10 Issue Fund Code to the Author	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
5. Pay to UPLB Cashier's Office using Fund code				<i>Administrative Staff</i> OVCA-CASHIER
6. Return the Official Receipt to UPO	6.1 Check: If the payment made is valid	₱2,500/10 copies/article*	30 minutes	<i>Administrative Aide IV</i> OVCRE-UPO
	6.2 Get the duplicate copy of the Official Receipt for record/filing	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
	6.3 Issue 10 copies of UPLB journal for mandatory availment of the Author	None		
TOTAL		₱2,500/10 copies*	2 months, 3 weeks, 2 days, 1 hour, 25 minutes	

*Total fees vary depending on the number of copies

OVCRE-UPO.4. PRINTING SERVICES

The service allows the transacting clients to request for costing, printing of materials such as books, brochures, cards, flyers, lab manuals, journals, notepads, pamphlets, reports, syllabi and others needed in their respective offices. Costing is based on the FPOC approved rates. Payment is directly given to the UPLB Cashiers Office.

Office or Division	University Publications Office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Reps, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Costing	OVCRE-UPO
2. Sale Invoice	OVCRE-UPO
3. Official Receipt	UPLB Cashier's Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for costing thru email upo.uplb@up.edu.ph	1.1 Receive document	None	1 day	Administrative Officer II OVCRE-UPO
	1.2 Check: If the layout, number of pages and specifications provided is in order	None		Administrative Officer II OVCRE-UPO
	1.3 Prepare costing. Compute the amount to be paid	Price varies depending on specifications*		Administrative Officer II OVCRE-UPO
	1.4 Email the costing to client for checking and approval	None		Administrative Officer II OVCRE-UPO Director OVCRE-UPO
2. Approval of costing by signing	2.1 Receive the signed costing	None	1 day	Administrative Officer II

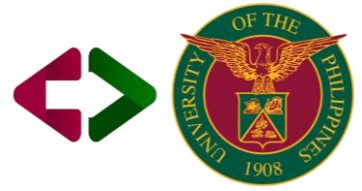
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	2.2 Test printing of one copy	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
	2.3 Request the client to check the test print	None		Administrative Officer II, Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
3. Approval of Mass printing	3.1 Printing	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO
	3.2 Collating	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.) OVCRE-UPO
	3.3 Creasing/Padding/stapling	None		Administrative Aide VI (Printing Machine Operator) OVCRE-UPO and Administrative Aide III (Printing Asst.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCRE-UPO
	3.4 Binding	None		<i>Administrative Aide IV (Book Binder)</i> OVCRE-UPO
	3.5 Cutting	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO
	3.6 Checking / counting	None		<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
	3.7 Packaging	None	5 days**	<i>Administrative Aide VI (Printing Machine Operator)</i> OVCRE-UPO and <i>Administrative Aide III (Printing Asst.)</i> OVCRE-UPO
4. Pick-up of printed materials	4.1 Issue the printed materials	None		<i>Administrative Aide VI</i> OVCRE-UPO and <i>Administrative Aide IV</i> OVCRE-UPO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Issue the Sales Invoice	None		<i>Administrative Officer II</i> OVCRE-UPO <i>Director</i> OVCRE-UPO
5. Processing of Payment	5.1 Receive the receipt	None		<i>Administrative Officer II</i> OVCRE-UPO
	5.2 Recording of transaction details	None		<i>Administrative Officer II</i> OVCRE-UPO
TOTAL		Price varies depending on billing statement	7 days	

*Price varies depending on specifications: (a) size of paper, (b) quality of paper, (c) black or colored, (d) number of pages, (e) number of copies.

**Processing time varies (5 days - 200 pages Book, Journal, Lab Manual, Report, Syllabus; 1 day - 200 copies Brochure, Flyers, Cards & other one page materials ; 1 day - 100 pcs Notepad of 200 leaves



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
UPLB NANOTECHNOLOGY PROGRAM
ANALYTICAL AND INSTRUMENTATION
SERVICE LABORATORY
EXTERNAL SERVICES**

OVCRE-NANOTECH.1. ANALYTICAL AND INSTRUMENTATION SERVICES

The UPLB Nanotechnology Program offers advanced analytical and instrumentation services supporting nanoscience research and applications. Through its Analytical and Instrumentation Service Laboratory, it provides materials characterization, elemental and molecular analysis, and technical consultation for researchers, students, and industry clients, promoting innovation and collaboration in agriculture, environment, and industry.

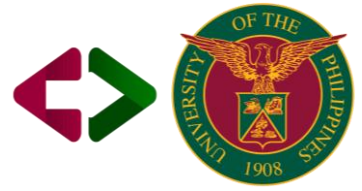
Office or Division	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
Classification	Highly Technical
Type of Transaction	G2B (Government to Business) G2C (Government to Citizens) G2G (Government to Government)
Who may Avail	Commercial and Industrial Companies; UP-Affiliated and Non-UP-Affiliated Researchers or Research Groups; Students (Secondary, Undergraduate, Graduate, and Postgraduate)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed (Conforme) Official Quotation	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
2. Accomplished Analysis Request Form	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
3. Valid and certified proof of classification	Home institution/company
4. Sample(s)	Client
5. Proof of payment (e.g., transfer receipt, deposit slip, or disbursement voucher)	UPLB Cashier's Office, online banking platforms, or Accounting Office of home institution/company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry via e-mail.	1.1. Evaluate service availability and request feasibility. 1.2. Provide a list of Frequently Asked Questions (FAQs) and service flowchart. 1.3. Request preliminary information on sample(s) and service of interest.	None	30 minutes	<i>University Research Associate / OVCRE</i>
2. Provide preliminary information on sample(s) and service of interest.	2.1. Prepare and issue Official Quotation together with Analysis Request Form and Analysis Request Submission Form.	None	30 minutes	<i>University Research Associate / OVCRE</i>
3. Review and sign Official Quotation (conforme), accomplish Analysis Request Form, secure proof of classification, and upload all three (3) documents through Analysis Request Submission Form.	3.1. Process submitted documents. 3.2. Send notification of request approval and sample submission instructions.	None	1 hour	<i>University Research Associate / OVCRE</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit sample(s) by scheduling an appointment for personal drop-off or sending via courier, and provide the tracking number (if applicable).	4.1. Receive sample(s) and notify the client of receipt. 4.2. Store and log sample(s). 4.3. Analyze sample(s). 4.4. Prepare and verify Billing Statement. 4.4. Notify client of analysis completion, issue Billing Statement together with payment instructions and Payment Receipt Submission Form. 4.5. Prepare and certify Official Analysis Report.	None	Rush: 7 Standard: 21 working days	<i>University Research Associate / OVCRE</i>
5. Settle payment and upload electronic copy of proof of payment to Payment Receipt Submission Form.	5.1. Submit proof of payment to UPLB Cashier's Office for verification and generation of Official Receipt. 5.2. Release Official Analysis Report together with Client Satisfaction Form.	Refer to Billing Statement		<i>University Research Associate / OVCRE</i>
6. Receive Official Analysis Report	6.1. Wait for follow-up inquiries.	None		<i>University Research Associate /</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Close transaction.			OVCRE
TOTAL		Refer to Billing Statement	Rush: 7 working days + 2 hours Standard: 21 working days + 2 hours	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
UPLB NANOTECHNOLOGY PROGRAM
ANALYTICAL AND INSTRUMENTATION
SERVICE LABORATORY
INTERNAL SERVICES**

OVCRE-NANOTECH.2. ANALYTICAL AND INSTRUMENTATION SERVICES

The UPLB Nanotechnology Program offers advanced analytical and instrumentation services supporting nanoscience research and applications. Through its Analytical and Instrumentation Service Laboratory, it provides materials characterization, elemental and molecular analysis, and technical consultation for researchers, students, and industry clients, promoting innovation and collaboration in agriculture, environment, and industry.

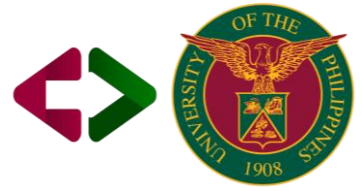
Office or Division	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
Classification	Highly Technical
Type of Transaction	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may Avail	Commercial and Industrial Companies; UP-Affiliated and Non-UP-Affiliated Researchers or Research Groups; Students (Secondary, Undergraduate, Graduate, and Postgraduate)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed (Conforme) Official Quotation	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
2. Accomplished Analysis Request Form	UPLB Nanotechnology Program Analytical and Instrumentation Service Laboratory
3. Valid and certified proof of classification	Home institution/company
4. Sample(s)	Client
5. Proof of payment (e.g., transfer receipt, deposit slip, or disbursement voucher)	UPLB Cashier's Office, online banking platforms, or Accounting Office of home institution/company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit inquiry via e-mail.	1.1. Evaluate service availability and request feasibility. 1.2. Provide list of Frequently Asked Questions (FAQs) and service flowchart. 1.3. Request preliminary information on sample(s) and service of interest.	None	30 minutes	<i>University Research Associate / IC</i>
2. Provide preliminary information on sample(s) and service of interest.	2.1. Prepare and issue Official Quotation together with Analysis Request Form and Analysis Request Submission Form.	None	30 minutes	<i>University Research Associate / IC</i>
3. Review and sign Official Quotation (conforme), accomplish Analysis Request Form, secure proof of classification, and upload all three (3) documents through Analysis Request Submission Form.	3.1. Process submitted documents. 3.2. Send notification of request approval and sample submission instructions.	None	1 hour	<i>University Research Associate / IC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit sample(s) by scheduling an appointment for personal drop-off or sending via courier, and provide the tracking number (if applicable).	4.1. Receive sample(s) and notify the client of receipt. 4.2. Store and log sample(s). 4.3. Analyze sample(s). 4.4. Prepare and verify Billing Statement. 4.4. Notify client of analysis completion, issue Billing Statement together with payment instructions and Payment Receipt Submission Form. 4.5. Prepare and certify Official Analysis Report.	None	Rush: 5–7 working days Standard: 14–21 working days	<i>University Research Associate / IC</i>
5. Settle payment and upload electronic copy of proof of payment to Payment Receipt Submission Form.	5.1. Submit proof of payment to UPLB Cashier's Office for verification and generation of Official Receipt. 5.2. Release Official Analysis Report together with Client Satisfaction Form.	Refer to Billing Statement		<i>University Research Associate / IC</i>
6. Receive Official Analysis Report	6.1. Wait for follow-up inquiries.	None		<i>University Research Associate / IC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Close transaction.			IC
TOTAL		Refer to Billing Statement	21 days	



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

OVCSA-MAIN.1. ISSUANCE OF CERTIFICATE OF GOOD MORAL CERTIFICATE

Issued to students, alumni and former students upon request.

Office or Division	Office of the Vice Chancellor for Student Affairs
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Alumni, and Former UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form for Certificate of Good Moral Character (CGMC)	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to request_ovcsa.uplb@up.edu.ph	1. Send request form for CGMC	None	2 days	<i>Administrative Aide VI OVCSA</i>
2. Fill out and submit the duly accomplished request form for CGMC	2.1 Send the form to the Student Disciplinary Tribunal (SDT)	None		<i>Administrative Aide VI OVCSA</i>
	2.2 SDT staff checks records and countersigns request form; return form to OVCSA Main office	None		<i>Administrative Aide VI OVCSA</i>
	2.3 Prepare CGMC for signature of the Vice Chancellor for Student Affairs	None		<i>Administrative Aide VI OVCSA</i>
	2.4 Sign the CGMC	None		<i>Vice Chancellor for Student Affairs OVCSA</i>
3. Receive CGMC	3. Issue the signed CGMC	None		<i>Administrative Aide VI OVCSA</i>
TOTAL		None	2 days	

OVCSA-MAIN.2. ISSUANCE OF OVCSA CLEARANCE

Issued to students upon request

Office or Division	Office of the Vice Chancellor for Student Affairs - Main office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Office of the Vice Chancellor for Student Affairs (OVCSA) Clearance Form	Office of the Vice Chancellor for Student Affairs - Main office
2. College Clearance or Leave of Absence (LOA) Form	Respective Colleges

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to request_ovcsa.uplb@up.edu.ph	1. Send OVCSA clearance form	None	2 days	<i>Administrative Aide VI OVCSA</i>
2. Fill out and submit the duly accomplished OVCSA clearance form and college clearance form or LOA form	2.1 Send the form to the Office of Scholarships and Grants (OSG), Office of Counseling and Guidance (OCG), Office of Student Housing (OSH), Student Disciplinary Tribunal (SDT), International Student Relations (ISR) (for international students only), and Learning Resource Center (LRC) for clearance	None		<i>Administrative Aide VI OVCSA</i>
	2.2 OSG/OCG/ OSH/SDT/ISR/LR C staff checks records and signs	None		<i>Junior Scholarship Affairs Officer OVCSA-OSG</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	OVCSA clearance form; return form to OVCSA Main office			<i>Junior Office Assistant</i> OVCSA-OSG <i>Houseparent III</i> OVCSA-OSH <i>Administrative Assistant III</i> OVCSA-SDT <i>Administrative Officer II</i> OVCSA-ISR <i>Junior Office Assistant</i> OVCSA-LRC
	2.3 Forward the OVCSA clearance form and the college clearance or LOA form to the Vice Chancellor for Student Affairs for signature	None		<i>Administrative Aide VI</i> OVCSA
	2.4 Sign the OVCSA clearance form and the college clearance or LOA form	None		<i>Vice Chancellor for Student Affairs</i> OVCSA
3. Receive signed clearance form or LOA form	3. Send the signed college clearance form or LOA form via email	None		<i>Administrative Aide VI</i> OVCSA
TOTAL		None	2 days	

OVCSA-MAIN.3. ISSUANCE OF CERTIFICATION FOR APPLICATION OF WAIVER OF PREREQUISITE

Issued to students upon request

Office or Division	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for waiver of prerequisite	Respective Colleges

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send waiver form to request_ovcsa.uplb@up.edu.ph or ovcsa.uplb@up.edu.ph	1.1 Send waiver form to the Student Disciplinary Tribunal (SDT)	None	2 days	<i>Administrative Aide VI</i> OVCSA
	1.2 SDT staff checks records and countersigns waiver form; return form to OVCSA Main office	None		<i>Administrative Assistant III</i> OVCSA
	1.3 Prepare the waiver form for signature of the Vice Chancellor for Student Affairs	None		<i>Administrative Aide VI</i> OVCSA
	1.4 Sign the waiver form	None		<i>Vice Chancellor for Student Affairs</i> OVCSA
2. Receive application for waiver of prerequisite	2. Send the signed waiver form via email	None		<i>Administrative Aide VI</i> OVCSA
TOTAL		None	2 days	

OVCSA-MAIN.4. USE OF MAKILING BALLROOM HALL (MBH)

This service covers the processing, evaluation, approval, and scheduling of requests for the use of the Makiling Ballroom Hall (MBH) for official university activities, academic functions, meetings, conferences, ceremonies, and other approved events. Utilization of the facility is subject to availability and compliance with university policies and guidelines.

The Office of the Vice Chancellor for Student Affairs (OVCSA) ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the venue.

Office or Division	Office of the Vice Chancellor for Student Affairs
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM account	bit.ly/OSAM-Account-Reg
Request letter addressed to the OVCSA for the use of the venue	Requesting party
Activity permit (recognized student organizations)	Office of Student Activities (OSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the Makiling Ballroom Hall (MBH)				
For Students and Recognized Student Organizations:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Prepare the request letter for the use of the venue and process activity permit (for recognized	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System	None		<i>Administrative Aide VI OVCSA or Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
student organization)	(reservation is pencil booked)			OVCSA
For UP affiliated and Non UP affiliated:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved and pre-approve the reserved space (reservation is pencil booked)	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Contact OVCSA Main Office for the quotation of the rental fees through mobile number (09992211484), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction	2.2 Issue quotation via email or face-to-face transaction			<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.3 Pay the rental fees via Landbank Link.BizPortal		see applicable hourly rates	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.4 Prepare the request letter for the use of the venue and proof of payment		None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
3. Send a request letter regarding space reservation to OVCSA Main to	3.1. Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI OVCSA or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request_ovcsa.uplb@up.edu.ph				<i>Administrative Officer V OVCSA</i>
	3.2. Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3 Send the signed copy of the request letter via email or client may opt to pick it up	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
4. Finalize the reservation by uploading the approved request letter from OVCSA Main Office, activity permit from OSA (for recognized student organization), UPLB ID, and acknowledgement receipt (AR) if there is an OT	4.1 Check and verify the uploaded documents	None	2 days	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will revert to pencil booked status and the correct documents must be reuploaded)	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
5. Download the reservation slip for				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge and to the guard-on-duty	6. Provide assistance in the event	None		<i>Administrative Aide III</i> OVCSA
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	6 days	

TABLE OF FEES	
Use of venue for UPLB Constituents	₱640.00 per hour
Use of venue for Non-UPLB Constituents	₱640.00 per hour
Use of Sound System	₱250.00 per hour

OVCSA-MAIN.5. USE OF MOLAWIN HALL (MURAL AREA)

This service covers the processing, evaluation, approval, and scheduling of requests for the use of the Molawin Hall (Mural Area) for official university activities, academic functions, meetings, conferences, ceremonies, and other approved events. Utilization of the facility is subject to availability and compliance with university policies and guidelines.

The Office of the Vice Chancellor for Student Affairs (OVCSA) ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the venue.

Office or Division	Office of the Vice Chancellor for Student Affairs
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM Account	https://bit.ly/OSAM-Account-Reg
Request letter addressed to the VCSA for the use of the venue	Requesting party
Activity permit (recognized student organizations)	Office of Student Activities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the Molawin Hall (Mural area)				
<i>For Students and Recognized Student Organizations</i>				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Prepare the request letter for the use of the venue and process activity permit (for	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System	None		<i>Administrative Aide VI OVCSA or Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
recognized student organization)	(reservation is pencil booked)			OVCSA
For UP Affiliated and Non UP Affiliated:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved and pre-approve the reserved space (reservation is pencil booked)	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Contact OVCSA Main Office for the quotation of the rental fees through mobile number (09992211484), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction	2.2 Issue quotation via email or face-to-face transaction	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.3 Pay the rental fees via Landbank Link.BizPortal		For UP constituent - ₱550.00 per hour For Non UP constituent - ₱720.00 per hour	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.4 Prepare the request letter for the use of the venue and proof of payment		None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCSA
3. Send a request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph .	3.1. Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.2. Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3. Send the signed copy of the request letter via email or client may opt to pick it up	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
4. Finalize the reservation by uploading the approved request letter from OVCSA Main Office, approved activity permit from OSA, UPLB ID, and acknowledgement receipt (AR) if there is an OT	4.1 Check and verify the uploaded documents	None	2 days	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded)	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
5. Download the reservation slip for printing or				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge	6. Provide assistance in the event	None		<i>Administrative Aide I</i> OVCSA
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	6 Days	

OVCSA-MAIN.6. USE OF OTHER OVCSA-MANAGED SPACES

This service covers the processing, evaluation, approval, and scheduling of requests for the use of other facilities managed by the Office of the Vice Chancellor for Student Affairs (OVCSA). These spaces may be utilized for official university activities, academic functions, meetings, and other approved events, subject to availability and compliance with university policies and guidelines.

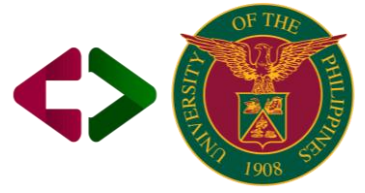
The OVCSA ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the facilities.

Office or Division	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, External

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM Account	https://bit.ly/OSAM-Account-Reg
Activity permit (recognized student organizations)	Office of Student Activities (OSA)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the venue (SU Amphitheater, SU Creekside Park, Molawin Hall (Mural area), Basement Open Space, Basement Rooms 5, 9, and 10, SU 2nd Floor Lobby)				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Prepare the request letter for the use of the venue and process activity permit	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System (reservation is pencil booked)	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
3. Send a request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph .	3.1 Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.2 Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3 Send the signed copy of the	None		<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request letter via email or client may opt to pick it up			OVCSA or <i>Administrative Officer V</i> OVCSA
4. Finalize the reservation by uploading the approved request letter from OVCSA Main office, activity permit from OSA, and UPLB ID.	4.1 Check and verify the updated documents	None	2 days	<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded).	None		<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge	6. Provide assistance in the event	None		<i>Administrative Aide I</i> OVCSA
TOTAL		None	5 Days	



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

OVCSA-MAIN.7. USE OF MAKILING BALLROOM HALL (MBH)

This service covers the processing, evaluation, approval, and scheduling of requests for the use of the Makiling Ballroom Hall (MBH) for official university activities, academic functions, meetings, conferences, ceremonies, and other approved events. Utilization of the facility is subject to availability and compliance with university policies and guidelines.

The Office of the Vice Chancellor for Student Affairs (OVCSA) ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the venue.

Office or Division	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM account	bit.ly/OSAM-Account-Reg
Request letter addressed to the VCSA for the use of the venue	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the Makiling Ballroom Hall (MBH)				
For UP affiliated and Non UP affiliated:				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved and pre-approve the reserved space (reservation is pencil booked)	None	1 day	Administrative Aide VI OVCSA or Administrative Officer V OVCSA
2.2 Contact OVCSA Main Office for the quotation of the rental fees through mobile	2.2 Issue quotation via email or face-to-face transaction			Administrative Aide VI OVCSA or Administrative Officer V

number (09992211484), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction				OVCSA
2.3 Pay the rental fees via Landbank Link.BizPortal		see applicable hourly rates	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.4 Prepare the request letter for the use of the venue and proof of payment		None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
3. Send a request letter regarding space reservation to OVCSA Main to request_ovcsa.upb@up.edu.ph .	3.1. Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.2. Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3 Send the signed copy of the request letter via email or client may opt to pick it up	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
4. Finalize the reservation by uploading the approved request	4.1 Check and verify the uploaded documents	None	2 days	<i>Administrative Aide VI OVCSA</i>

letter from OVCSA Main Office, activity permit from OSA (for recognized student organization), UPLB ID, and acknowledgement receipt (AR) if there is an OT				or <i>Administrative Officer V</i> OVCSA
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will revert to pencil booked status and the correct documents must be reuploaded)	None		<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge and to the guard-on-duty	6. Provide assistance in the event	None		<i>Administrative Aide III</i> OVCSA
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	6 days	

TABLE OF FEES	
Use of venue for UPLB Constituents	₱640.00 per hour
Use of venue for Non-UPLB Constituents	₱640.00 per hour
Use of Sound System	₱250.00 per hour

OVCSA-MAIN.8. USE OF MOLAWIN HALL (MURAL AREA)

This service covers the processing, evaluation, approval, and scheduling of requests for the use of the Molawin Hall (Mural Area) for official university activities, academic functions, meetings, conferences, ceremonies, and other approved events. Utilization of the facility is subject to availability and compliance with university policies and guidelines.

The Office of the Vice Chancellor for Student Affairs (OVCSA) ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the venue.

Office or Division	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM Account	https://bit.ly/OSAM-Account-Reg
Request letter addressed to the VCSA for the use of the venue	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the Molawin Hall (Mural area)				
For UP Affiliated and Non UP Affiliated:				
2.1 Create an event in the OVCSA Space	2.1 Check OVCSA Space Reservation System for the	None	1 day	Administrative Aide VI OVCSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reservation System	space reserved and pre-approve the reserved space (reservation is pencil booked)			or <i>Administrative Officer V</i> OVCSA
2.2 Contact OVCSA Main Office for the quotation of the rental fees through mobile number (09992211484), email (request_ovcsa.upb@up.edu.ph) or face-to-face transaction	2.2 Issue quotation via email or face-to-face transaction	None		<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
2.3 Pay the rental fees via Landbank Link.BizPortal		For UP constituent - ₱550.00/ hour For Non UP constituent - ₱720.00/ hour	1 day	<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
2.4 Prepare the request letter for the use of the venue and proof of payment		None	1 day	<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA
3. Send a request letter regarding space reservation to OVCSA Main to request_ovcsa.upb@up.edu.ph .	3.1. Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI</i> OVCSA or <i>Administrative Officer V</i> OVCSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3. Send the signed copy of the request letter via email or client may opt to pick it up	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
4. Finalize the reservation by uploading the approved request letter from OVCSA Main Office, approved activity permit from OSA, UPLB ID, and acknowledgement receipt (AR) if there is an OT	4.1 Check and verify the uploaded documents	None	2 days	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded)	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge	6. Provide assistance in the event	None		<i>Administrative Aide I OVCSA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on the applicable hourly rates*	6 Days	

OVCSA-MAIN.9. USE OF OTHER OVCSA-MANAGED SPACES

This service covers the processing, evaluation, approval, and scheduling of requests for the use of other facilities managed by the Office of the Vice Chancellor for Student Affairs (OVCSA). These spaces may be utilized for official university activities, academic functions, meetings, and other approved events, subject to availability and compliance with university policies and guidelines.

The OVCSA ensures proper coordination, scheduling, and adherence to prescribed requirements for the orderly and efficient use of the facilities.

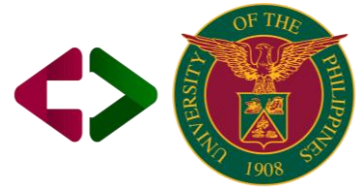
Office or Division	Office of the Vice Chancellor for Student Affairs (OVCSA) - Main office
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM Account	https://bit.ly/OSAM-Account-Reg
Request letter addressed to the VCSA for the use of the venue	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login at www.ovcsa.uplb.edu.ph to check the availability of the venue (SU Amphitheater, SU Creekside Park, Molawin Hall (Mural area), Basement Open Space, Basement Rooms 5, 9, and				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10, SU 2nd Floor Lobby)				
2.1 Create an event in the OVCSA Space Reservation System	2.1 Check OVCSA Space Reservation System for the space reserved	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
2.2 Prepare the request letter for the use of the venue and process activity permit	2.2 Pre-approve the reserved space in the OVCSA Space Reservation System (reservation is pencil booked)	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
3. Send a request letter regarding space reservation to OVCSA Main to request_ovcsa.uplb@up.edu.ph .	3.1 Check/verify the letter for the details like time, date, number of participants	None	1 day	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.2 Prepare the letter for signature of the VCSA	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	3.3 Send the signed copy of the request letter via email or client may opt to pick it up	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Finalize the reservation by uploading the approved request letter from OVCSA Main office, activity permit from OSA, and UPLB ID.	4.1 Check and verify the updated documents	None	2 days	<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
	4.2 Approve or disapprove the space reservation in the system (If disapproved, the reservation will return back to pencil booked status and the correct documents must be reuploaded).	None		<i>Administrative Aide VI OVCSA or Administrative Officer V OVCSA</i>
5. Download the reservation slip for printing or screenshot once notification of approved reservation is received via email				
6. Present the reservation slip to the OVCSA staff-in-charge	6. Provide assistance in the event	None		<i>Administrative Aide I OVCSA</i>
TOTAL		None	5 Days	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
INTERNATIONAL STUDENT RELATIONS
EXTERNAL SERVICES**

OVCSA-ISR.1. REQUEST FOR STUDY PERMIT FOR INTERNATIONAL STUDENTS

A Study Permit is required for all international students (IS), including exchange students and those studying in their home countries, and must be processed before the start of enrollment. This requirement allows the University to collect necessary information for reporting to the Commission on Higher Education (CHED) and the Bureau of Immigration – Foreign Student Desk (BI-FSD).

Office or Division	International Student Relations
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSAM Account	Office of the Vice Chancellor For Student Affairs online system
2. Notice of Admission (<i>For New Students</i>)	From the College or Office of the University Registrar
3. Copy of passport bio-page, latest arrival, visa page (<i>For all students</i>)	Client
4. ACR I-card (<i>For continuing IS with 9F student visa</i>)	Client
5. Approved LOA or Re-admission (<i>For IS who temporarily stopped or did not enroll from the previous semester</i>)	From the College or Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to their OSAM account and fill up all necessary information and upload required documents	1.1 Evaluate the completeness of the information and the documents uploaded in the system If complete: The application is approved; while if not then it will be put on hold until complied	None	2 minutes	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
	1.2 The system will send email notification to the client informing	None	1 minute	OSAM system

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	whether the application approved or hold			
2. If approved, the client will upload the proof of payment on OSA/Processing Fee; If hold need to comply what is required	2.1 If approved: will verify the uploaded proof of payment from the cashier's office then release.	None	1 Day	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
	2.2 Remove the "HOLD" status in AMIS	None	2 minutes	<i>Administrative Officer II</i> OVCSA-ISR
	2.3 If hold, double check the uploaded documents for compliance if complete it will be approved then wait for the uploaded documents of the client	None	2 minutes	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
	2.4 The system will send email notification to the client informing the status of the study permit whether released and ready to download or hold	None	1 minute	OSAM system
TOTAL		None	1 day and 8 minutes	

OVCSA-ISR.2. REQUEST FOR CERTIFICATION

A certification is issued upon the request of the international students (IS) for the purpose of the renewal of passport, visa extension and reimbursement of payment on OSA/Processing fee.

Office or Division	International Student Relations
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of the Valid passport and Visa	Client
2. Copy of study permit	International Student Relations (ISR)
3. Copy of U.P. Form 5	From the Colleges or Office of University Registrar (OUR)
4. Proof of payment on OSA/Processing Fee	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Google Form posted in the ISR's webpage or in FB post	1.1 Evaluate the completeness of the information and the documents uploaded in the google form If complete: The certificate will be prepared and print	None	4 minutes	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
	1.2 The hard copy will be brought to the ISR's Head and the Vice Chancellor of the Student Affairs for signature	None	5 minutes	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
	1.3 After the signature the certificate will be scanned and send email notification to the IS attaching the soft copy and informing the student that the	None	3 minutes	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	hard copy is available for pick up in the office			
2. The student will pick up the hard copy	Release the hardcopy	None	1 minute	<i>Administrative Officer II</i> OVCSA-ISR <i>Senior Office Assistant</i> OVCSA-ISR
TOTAL		None	13 minutes	

OVCSA-ISR.3. REQUEST FOR PROMISSORY NOTE

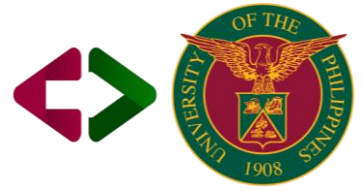
Promissory note is requested as replacement to the OSA/Processing fee for the deferment of payment

Office or Division	International Student Relations
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB International Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSAM Account	Office of the Vice Chancellor For Student Affairs online system

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the OSAM account. Proceed to the application of promissory note. Fill up the required information and sign them upload to the system	1.1 Evaluate the application then prepare the online form.	None	4 minutes	<i>Administrative Officer II</i> OVCSA-ISR
	1.2 Endorse to the ISR's head for approval. If not approved, send it back to the	None	5 minutes	<i>Administrative Officer II</i> OVCSA-ISR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	student for compliance.			
	1.3 After the approval, a copy will be sent to the client for submission to OSAM.	None	3 minutes	<i>Administrative Officer II</i> <i>OVCSA-ISR</i>
2. Upload the approved promissory note	None	None	1 minute	<i>Client</i>
TOTAL		None	13 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
LEARNING RESOURCE CENTER
EXTERNAL SERVICES**

OVCSA-LRC.1. REQUEST FOR CONDUCT OF BRIDGE PROGRAM (BP)

Request for Math and/or English learning and assistance to incoming first-year students and other customized Bridge Programs.

Office or Division	Learning Resource Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A letter of request stating the purpose of the activity, the date and time of the activity, and duly recommended by the head of the unit.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request	1.1 Check the letter if duly signed by the requesting party, head of unit	None	1 week	<i>University Research Associate</i> OVCSA-LRC <i>LRC Director</i> OVCSA-LRC
	1.2 Receive document	None		
	1.3 Evaluate request	None		
	1.4 Affix signature for approval	None		
	1.5 Set a meeting with the requesting party	None		
2. Identify possible faculty-tutors	2.1 Send letter requests to the respective colleges of selected faculty tutors	None	3 weeks	<i>University Research Associate</i> OVCSA-LRC
	2.2 Set a meeting with selected faculty-tutors to finalize dates, time slots, and conduct of the Bridge Program	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Provide a list of possible Bridge Program attendees, including their email addresses	3.1 Send a letter of invitation, including the consent to the registered/list of Bridgers	None	2 weeks	
	3.2 Finalize list of confirmed Bridgers	None		
4. Conduct of the Bridge Program	4.1 Implement and monitor the Bridge Program	None	4 weeks	
5. Prepare the terminal report of the Bridge Program	5.1 Consolidate the evaluation results	None	3 weeks	
	5.2 Prepare the Bridge Program report	None		
TOTAL		None	3 months and 1 week	

OVCSA-LRC.2. REQUEST FOR RECRUITMENT PROGRAM FOR THE BEST AND THE BRIGHTEST (RPBB)*

Request for UPLB orientation on admission process; career talks; scholarships, financial assistance, and other student services

Office or Division	Learning Resource Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Senior Science High Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A letter of request stating the purpose of the activity, the date and time of the activity, and duly recommended by the head of the unit.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request	1.1 Check the letter if duly	None	1 week	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signed by the requesting party, head of unit			<i>University Research Associate</i> OVCSA-LRC
	1.2 Receive document	None		
	1.3 Evaluate request	None		
	1.4 Affix signature for approval	None		<i>LRC Director</i> OVCSA-LRC
	1.5 Send the approved letter request to the requesting party	None		
	1.6 Identify possible resource speakers	None		
	1.6 Send letter requests to the respective colleges or offices of selected resource speakers	None		
2. Prepare the materials for the recruitment	2.1 Prepare the materials for the conduct of the recruitment program (e.g., slide decks, audiovisual presentations, brochures, and other promotional materials)	None	2 weeks	<i>University Research Associate</i> OVCSA-LRC
3. Conduct the Recruitment Program for the Best and the Brightest	3.1 Implement and monitor the Recruitment Program for the Best and the Brightest	None	2 days	
4. Assess the Recruitment Program for the Best and Brightest	4.1 Consolidate evaluation results	None	1 week	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Prepare the summary report	None		
TOTAL		None	1 month and 2 days	

*The service is being updated and revised.

OVCSA-LRC.3. REQUEST FOR CUSTOMIZED TRAINING PROGRAM

Request for needs-based training programs

Office or Division	Learning Resource Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB staff, student organizations, students, general public, other schools, NGOs, and government organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A letter of request stating the purpose of the activity, the date and time of the activity, and duly recommended by the head of the unit or organization.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request	1.1 Check the letter if duly signed by the requesting party, head of unit/organization	Free for UPLB constituents; training fees apply for external services as stated in the proposal	2 weeks	University Research Associate OVCSA-LRC
	1.2 Receive document			
	1.3 Evaluate request			
	1.4 Affix signature for approval			LRC Director OVCSA-LRC
	1.5 Set meeting with the requesting party			University Research Associate OVCSA-LRC
	1.6 Develop the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	training needs assessment tool for the prospective participants			
	1.7 Analyze the results training needs assessment			
	1.8 Identify possible resource speakers			
	1.9 Prepare the proposal for the training program including the budgetary requirements for LRC Director's approval			
	1.10 Send the proposal to the requesting party			
2. Approve the proposal and the matrix of activities	2.1 Submit letter of request to UPLBFI		2 weeks	
	2.2 Prepare the matrix of activities			
	2.3 Set meeting with the resource speakers and the requesting party			
	2.4 Finalize the dates, resource speakers, and matrix of activities			
	2.3 Prepare the materials for the training			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Conduct of the Recruitment Program for the Best and the Brightest	2.4 Prepare the evaluation form	None		
	2.5 Conduct the training program			
3. Pay the training fees (if non-UPLB constituents)	3.1 Purchase the tokens for the participants		2 weeks	<i>University Extension Associate</i> OVCSA-LRC <i>Junior Office Assistant</i> OVCSA-LRC
	3.2 Process the honorarium of the resource speakers			
	3.3. Prepare the summary report			
TOTAL		None	1 month and 2 weeks	

OVCSA-LRC.4. REQUEST FOR PROMOTING EXCELLENCE THROUGH EDUCATIONAL REVIEW (PEER) TUTORIAL SESSION

Request for individual or small group tutorial sessions

Office or Division	Learning Resource Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Currently Enrolled Undergraduate and Graduate Students of UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished tutorial reservation with scheduled date and time	Office of the Vice Chancellor for Student Affairs Management (OSAM) System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online tutorial reservation through	1.1 Monitor the responses of clients	None	1 day	<i>University Research Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the OSAM System at least 72 hours before the session.				OVCSA-LRC
	1.2 Approve and send an automated confirmation of the tutorial reservation to the clients and concerned PEER Tutors	None	2 days	
2. Attend the tutorial session (face-to-face or online).	2.1 Monitor the conduct of tutorials in the LRC premises	None	2 hours	University Research Associate OVCSA-LRC
3. Answer the evaluation form of the tutorial session.	3.1 Monitor the responses in the evaluation form	None	5 minutes	
TOTAL		None	3 days, 2 hours, and 5 minutes	

OVCSA-LRC.5. REQUEST FOR STUDENT ORGANIZATION PARTNERSHIPS

Request for partnerships for tutorial sessions, customized training programs, and other activities

Office or Division	Learning Resource Center
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Recognized Student Organizations, Fraternities, and Sororities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request stating the purpose of the activity, date and time period of the activity, and duly recommended by the head of unit/organization	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter	1.1 Check the letter	None	30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request	if duly signed by the requesting party, head of unit/organization			<i>University Extension Associate</i> OVCSA-LRC
	1.2 Receive document	None		<i>Acting AO V</i> OVCSA-LRC
	1.3 Evaluate Request	None		<i>or University Research Associate</i> OVCSA-LRC
	1.4 Affix signature for approval	None		<i>LRC Director</i> OVCSA-LRC
	1.5 Prepare Terms of Reference	None		<i>University Extension Associate</i> OVCSA-LRC
2. Sign Terms of Reference	2.1 Sign Terms of Reference	None	1 day	
3. Coordinate with LRC regarding activity details	3.1 Finalize the date and time of activity	None	1 week	<i>Acting AO V</i> OVCSA-LRC
	3.2 Reserve the preferred LRC or OVCSA space	None		<i>or University Research Associate</i> OVCSA-LRC
	3.3 Conduct the activity	Overtime pay of ₱150.00 per hour		<i>Junior Utility Worker</i> OVCSA-LRC
4. Submit summary report	4.1 Receive summary report	None	1 week	<i>University Extension Associate</i> OVCSA-LRC <i>Acting AO V</i> OVCSA-LRC <i>or University Research Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				OVCSA-LRC
TOTAL		₱150.00	2 weeks, 1 day, and 30 minutes	

OVCSA-LRC.6. AGRICULTURAL AND RURAL DEVELOPMENT SCHOLARSHIP (ARDS) PLUS PROGRAM

The ARDS Plus Program is designed to provide financial and developmental assistance to undergraduate UPLB students from farming and rural communities enrolled in agriculture and related fields.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ARDS Applicant Information Sheet	http://bit.ly/ARDSInfoSheet
2. E-copy of Form 5 for the current semester marked "Officially Registered"	AMIS or Office of the University Registrar (OUR)
3. Certified True Copy of Grades (TCG) of the previous semester	Office of the College Secretary (OCS)
4. Detailed map or sketch of home address	Student applicant
5. Parents' Income Tax Return (if employed)	Registered Revenue District Office (RDO) of Bureau of Internal Revenue (BIR) through eFPS or eAFS
6. Certificate of Low or No Income, or Barangay Certificate of Indigency (if unemployed)	Student applicant
7. Proof of SLAS Bracket	Certification of SLAS bracket from the Office of Scholarship and Grants (OSG)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out the scholarship application form.		None	2 days	Applicant
2. Submit and upload required		None	5 days	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents to the respective Google Form link.				
	2.1 Release call for applications using Google Forms through social media platforms and email blasts to colleges.	None	14 days	<i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC
	2.2 Pre-screen submitted applications	None	5 days	<i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC
	2.3 Inform applicants with missing documentary requirements to complete the submission	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
	2.4 Evaluate all applicants based on documentary requirements submitted	None	5 days	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC
	2.5 Inform shortlisted applicants through email for panel interview	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
	2.6 Deliberate on the final list of accepted applicants.	None	1 day	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Administrative Officer I OVCSA MAIN Junior Office Assistant OVCSA-LRC
	2.7 Endorse list of accepted applicants for the grant.	None	1 day	LRC Director OVCSA-LRC
	2.8 Inform accepted and rejected applicants of the results through email.	None	1 day	Administrative Officer I OVCSA MAIN
TOTAL		None	36 days	

OVCSA-LRC.7. ARDS RESEARCH, CONFERENCES, AND WORKSHOPS (RCW) GRANT/ASSISTANCE

The ARDS Plus Program provides financial assistance to undergraduate UPLB students who will engage in RCW Activities such as: **PRESENTATION** (oral paper or scientific poster presentation at an international or local scientific conference); **PUBLICATION** (page fees for publication of articles in any non-predatory, double-blind review journal); **FIELD WORK** (immersions, fieldwork, and other research or extension works in rural communities); or **ATTENDANCE** (attendance to specialized training programs, workshops, productions, extension work programs, the University's strategic initiatives, or other relevant events).

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ARDS RCW Request Form	http://bit.ly/ARDSRCWRequestForm2025
2. E-copy of Form 5 for the current semester marked "Officially Registered"	AMIS or Office of the University Registrar (OUR)
3. Supporting Documents:	Applicant

• For PRESENTATION and ATTENDANCE: Call for application, invitation letter, acceptance letter, research article or poster, research abstract, and/or conference program or itinerary. • For PUBLICATION: Copy of the journal article for publication, and acceptance letter indicating the journal rate/fee. • For FIELD WORK: Concept note of the fieldwork/ immersion/ production, and/or working information, education and communication (IEC) materials (to the rural community)	
4. Projected and/or actual breakdown of expenses for the conduct of chosen RCW activity	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out the request form.		None	1 day	<i>Applicant</i>
2. Submit and upload required documents to the respective Google Form link.		None	1 day	<i>Applicant</i>
	2.1 Release call for applications using Google Forms through social media platforms and email blasts to colleges.	None	14 days	<i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC
	2.2 Pre-screen submitted applications	None	5 days	<i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Inform applicants with missing documentary requirements to complete the submission	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
	2.4 Evaluate all applicants based on documentary requirements submitted	None	5 days	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC
	2.5 Deliberate on the final list of accepted applicants.	None	1 day	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC <i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC
	2.6 Endorse list of accepted applicants for the grant.	None	1 day	<i>LRC Director</i> OVCSA-LRC
	2.7 Inform accepted and rejected applicants of the results through email.	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
TOTAL		None	30 days	

OVCSA-LRC.8. ARDS-ACCELERATING GROWTH THROUGH ONE RESEARCH AND EXTENSION IN ACTION (AGORA) THESIS/DISSERTATION GRANT

The ARDS Plus Program provides financial assistance to undergraduate and graduate UPLB students whose theses or dissertations directly contribute to agricultural transformation, especially in rice and farm production systems.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ARDS-AGORA Thesis/Dissertation Grant Summary Form	http://bit.ly/ARDSAGORASummaryForm2025
2. E-copy of Form 5 for the current semester marked "Officially Registered"	AMIS or Office of the University Registrar (OUR)
3. Projected and/or actual breakdown of expenses for the conduct of research	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out the summary form.		None	1 day	<i>Applicant</i>
2. Submit and upload required documents to the appropriate Google Form link.		None	1 day	<i>Applicant</i>
	2.1 Release call for applications using Google Forms through social media platforms and email blasts to Colleges.	None	14 days	<i>Administrative Officer I OVCSA MAIN Junior Office Assistant OVCSA-LRC</i>
	2.2 Pre-screen submitted applications	None	5 days	<i>Administrative Officer I OVCSA MAIN</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Junior Office Assistant</i> OVCSA-LRC
	2.3 Inform applicants with missing documentary requirements to complete the submission	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
	2.4 Evaluate applicants based on documentary requirements submitted	None	5 days	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC
	2.5 Deliberate on the final list of accepted applicants.	None	1 day	<i>Vice Chancellor for Student Affairs</i> OVCSA <i>LRC Director</i> OVCSA-LRC <i>Administrative Officer I</i> OVCSA MAIN <i>Junior Office Assistant</i> OVCSA-LRC
	2.6 Endorse list of accepted applicants for the grant.	None	1 day	<i>LRC Director</i> OVCSA-LRC
	2.7 Inform accepted and rejected applicants of the results through email.	None	1 day	<i>Administrative Officer I</i> OVCSA MAIN
TOTAL		None	30 days	

OVCSA-LRC.9. ARDS PLUS BORROW-A-LAPTOP PROGRAM

ARDS Plus Program's Borrow-A-Laptop program aims to assist students who urgently need gadgets for their academic remote learning needs.

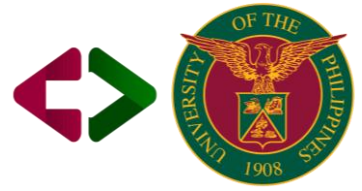
Office or Division	Learning Resource Center
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSAM Account	bit.ly/OSAM-Account-Reg
2. E-copy of Form 5 for the current semester marked "Officially Registered"	AMIS or Office of the University Registrar (OUR)
3. Screenshot of SLAS Bracket	Email of Applicant
4. Signed Letter of Intent addressed to the Learning Resource Center Director	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the documentary requirements.		None	1 day	<i>Applicant</i>
2. Submit and upload required documents to the respective Google Form link.		None	1 day	<i>Applicant</i>
	2.1 Release call for applications using Google Forms through social media platforms and email blasts to colleges.	None	14 days	<i>Junior Office Assistant OVCSA-LRC</i>
	2.2 Evaluate applicants based on documentary requirements submitted	None	5 days	<i>Director OVCSA-LRC</i>
	2.3 Inform accepted and rejected applicants of the	None	1 day	<i>Junior Office Assistant OVCSA-LRC</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	results through email.			
TOTAL		None	22 days	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
OFFICE OF COUNSELING AND GUIDANCE
EXTERNAL SERVICES**

OVCSA-OCG.1. COUNSELING REQUEST

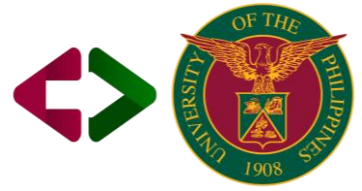
Individual or group counseling sessions are held to provide students with an opportunity to express and clarify feelings, ideas, conflicts, plans, projects, etc. that affect the moral values and various aspects of life, such as aspirations, educational career, physical, social, spiritual, psychological, personal and emotional problems in an atmosphere of harmony, acceptance and privacy.

Office or Division	Office of Counseling and Guidance
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OSAM Account	Creation of account through https://uplbosa.org/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set a counseling appointment using OSAM account or visit us at UPLB Campus, Student Union Building, Room 9.		None	10 minutes	<i>Student</i>
2. Fill-out the required forms and wait for an email confirmation regarding the schedule of your appointment. (Link and Intake Interview Guide Questions / Personal Information Sheet)	2.1. Wait for the confirmation of the assigned Junior Psychometrician.	None	5 minutes	<i>Junior Psychometrician an OVCSA-OCG</i>
3. Bring a black or blue ballpen, and a pencil on the day of your appointment. You will then undergo a Short Psychological	3.1. The student must accomplish the Intake Interview Guide Question and Psychological Test. 3.2 The student	None	30 minutes	<i>Junior Psychometrician an OVCSA-OCG</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment (Test and Interview)	will undergo with Initial Psychological Assessment			
4. Proceed with the counseling session with the Guidance Services Specialist (GSS)	4.1 If time permits (for the student and the counselor), we will then proceed with the counseling session with the GSS within the same day 4.2. If not, the assigned GSS will then email/inform the student regarding their counseling session schedule.	None	1 hour	<i>Guidance Services Specialists OVCSA-OCG</i>
TOTAL		None	1 hour 45 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
OFFICE OF SCHOLARSHIPS AND GRANTS
EXTERNAL SERVICES**

OVCSA-OSG.1. APPLICATION FOR TUITION LOAN

The Tuition Loan Program allows students to defer registration payment up to 80% of the total assessed fees during the enrollment period. This is payable within the semester with an interest rate of 6% per annum.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OVCSA-OSG Form 4A-1 Tuition Loan Application Form	Office of Scholarships and Grants - Student Loans and Claims Unit by accessing the OSAM Website at this link: https://uplbosa.org/slb

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Create an OSAM account on the OSAM Website by accessing this link: https://uplbosa.org/osam-account-creation 1.2. Fill out the online Tuition Loan Application Form by logging-in to your OSAM account at this link: https://uplbosa.org/slb 1.3. Click the Tuition Loan window/button to access the application form.		None		<i>Student</i>
	2. Evaluates the Tuition Loan application and the	None	1 day	<i>Junior</i>

	documentary requirement/s. If correct and complete, computes the maximum loanable amount and the cash payment upon enrollment of the student. If not, inform the student of the lacking document/s			<i>Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	3. Reviews the completeness and correctness of the Tuition Loan application and the documentary requirements. If complete and correct, certifies, recommends for the approval, and endorse the application to the OSG Director. If not, notify the SLC staff of the lacking document/s	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC <i>Committee Member</i>
	4. Accepts the Tuition Loan application. Checks the completeness and correctness of the application and approves the application if it is in order. If not, notify the SLC staff of the lacking document/s	None	1 day	<i>Director</i> OVCSA-OSG or <i>Committee Member</i>

	5. Monitor the approved loan. Input the loan amount by creating the loan voucher in the system	None	1 day	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
6. Generates the PDF copy of the approved Tuition Loan application and pay the remaining matriculation fees at any designated payment center.		None		<i>Student</i>
TOTAL		None	4 days	

OVCSA-OCG.2. PSYCHOLOGICAL TEST ADMINISTRATION FOR JOB APPLICANT

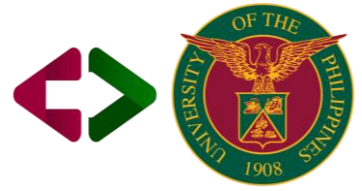
Pre-employment Psychological tests are assessment tools used to objectively measure an individual's personality traits, aptitude, intelligence, abilities and behavioral style. Psychometric assessments are widely used in career guidance and employment to match a person's abilities and personality to a suitable career or role.

Office or Division	Office of Counseling and Guidance
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Requesting unit/office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare documents and other requirements for psychological test; to be forwarded to OCG via email (ocg.uplb@up.edu.ph)				
2. Submit request for test administration via email	2.1 Receive the request for the approval of the OCG Director	None	30 minutes	<i>Junior Office Assistant</i> OVCSA-OCG
	2.2 Schedule and inform the client on the date of the test	None	15 minutes	<i>Junior Office Assistant</i> OVCSA-OCG
3. Arrive on the date of test with medical certificate, face shield, and face mask and Take the Psychological Test	3.1 Administer the psychological test/s	None	3 hours	<i>Junior Psychometrician</i> an OVCSA-OCG
	3.2 Check test/s, interpret and prepare summary of the result		2 working days	<i>Guidance Services Specialist III</i> OVCSA-OCG
			4 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Test result will be reviewed and signed by the Director			<i>Guidance Services Specialist III</i> OVCSA-OCG <i>Director</i> OVCSA-OCG
4. Pay for the testing fee via online and send the proof of payment via email.	4.1 Acknowledge the proof of payment	₱250.00 or ₱750.00/ test	5 minutes	<i>Junior Office Assistant</i> OVCSA-OCG
5. Wait for the test results via email	Release test results to the respective office via email	None	1 minute	<i>Junior Office Assistant</i> OVCSA-OCG
TOTAL		Rates depend on the applicable rates*	2 days 7 hours 51 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
OFFICE OF SCHOLARSHIP AND GRANTS
EXTERNAL SERVICES**

OVCSA-OSG.1. APPLICATION FOR TUITION LOAN

The Tuition Loan Program allows students to defer registration payment up to 80% of the total assessed fees during the enrollment period. This is payable within the semester with an interest rate of 6% per annum.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OVCSA-OSG Form 4A-1 Tuition Loan Application Form	Office of Scholarships and Grants - Student Loans and Claims Unit by accessing the OSAM Website at this link: https://uplbosa.org/slb

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Create an OSAM account on the OSAM Website by accessing this link: https://uplbosa.org/osam-account-creation 1.2. Fill out the online Tuition Loan Application Form by logging-in to your OSAM account at this link: https://uplbosa.org/slb 1.3. Click the Tuition Loan window/button to access the application form.		None		<i>Student</i>
	2. Evaluates the Tuition Loan application and the	None	1 day	<i>Junior</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documentary requirement/s. If correct and complete, computes the maximum loanable amount and the cash payment upon enrollment of the student. If not, inform the student of the lacking document/s			<i>Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	3. Reviews the completeness and correctness of the Tuition Loan application and the documentary requirements. If complete and correct, certifies, recommends for the approval, and endorse the application to the OSG Director. If not, notify the SLC staff of the lacking document/s	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC <i>Committee Member</i>
	4. Accepts the Tuition Loan application. Checks the completeness and correctness of the application and approves the application if it is in order. If not, notify	None	1 day	<i>Director</i> OVCSA-OSG or <i>Committee Member</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the SLC staff of the lacking document/s			
	5. Monitor the approved loan. Input the loan amount by creating the loan voucher in the system	None	1 day	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
6. Generates the PDF copy of the approved Tuition Loan application and pay the remaining matriculation fees at any designated payment center.		None		<i>Student</i>
TOTAL		None	4 days	

OVCSA-OSG.2. APPLICATION FOR 100% TUITION LOAN

One hundred percent (100%) loan may be granted provided a request to avail of 100% Tuition Loan is approved by the Chancellor. This request form should be accomplished first before applying for the Tuition Loan application.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. OVCSA-OSG Form 4B-1 Request Form to Avail 100% Tuition Loan/SLB	Office of Scholarships and Grants - Student Loans and Claims Unit by accessing the OSAM Website at this link: https://uplbosa.org/slb

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Create an OSAM account on the OSAM Website by accessing this link: https://uplbosa.org/osam-account-creation 1.2. Fill out the online Request Form to Avail of 100% Tuition Loan by logging-in to your OSAM account at this link: https://uplbosa.org/slb 1.3. Click the Request Form to Avail of 100% Tuition Loan window/button to access the application form		None		<i>Student</i>
	2. Indicates and certifies the GIAP Percentage Discount of the student.	None	1 day	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				SLC
	3. Checks the applicant's data and verifies if the student has an outstanding loan from OSG-SLC. Creates QR code using the UPLB Doctrax. Endorse it to the SLC Coordinator for evaluation. If not, inform the student of the lacking data	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	4. Evaluates the application as to its completeness and correctness. If it is in order, approve and endorse application to the Special Committee on Tuition Loan Program for review and recommendation to the Chancellor. If not, inform the student of the lacking data and documents	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC
	5. The OSG Director recommends the application	None	1 day	<i>Director</i> OVCSA-OSG or <i>Committee Member</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. The Vice Chancellor for Student Affairs recommends the application	None	1 day	<i>Vice Chancellor for Student Affairs</i> OVCSA
	7. The University Registrar recommends the application	None	3 days	<i>University Registrar</i> OVCAA-OUR
	8. Monitor the applications and download and merge the recommended applications. Route the document to the OC for the final action of the Chancellor using the DocTrax System. Send the applications to the OC for final action.	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	9.1. Receives and evaluates the application form for final actions of the Chancellor	None	3 days	<i>OC Staff</i> OC
	9.2. The Chancellor approves/disapproves and signs the application	None		<i>Chancellor</i> OC
	9.3 Releases the signed application form back to the OSG-SLC	None		<i>OC Staff</i> OC
	10. Receives and records the	None	1 day	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	processed application form and upload the approved form in the OSAM system individually.			OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
11. Generates the PDF copy of the approved/disapproved Request to Avail of 100% Tuition Loan application and proceed with filing of his/her Tuition Loan application		None		<i>Student/Client</i>
TOTAL		None	13 days	

OVCSA-OSG.3. APPLICATION FOR GROUP PERSONAL ACCIDENT INSURANCE PLAN (GPAIP) CLAIMS

The policy is intended to cover a portion of the accident costs, hospitalization, medical care, among others, especially in cases when students participate in academic and similar experiential learning activities outside classrooms. The insurance coverage is for the enrolled Filipino undergraduate students who are eligible for the grant of Higher Education Subsidy (Free Tuition).

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Group Personal Accident Insurance Plan - Notice of Insurance Claims Form	Office of Scholarships and Grants - Student Loans and Claims Unit by accessing this link: https://forms.gle/aJBbc46YeLjd5Rt59
2. UP Group Personal Accident Insurance Plan - Endorsement Form	
3. Documentary requirements as	

indicated in the Checklist of documents to be submitted by the claimant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online application through the Google Form by accessing this link https://forms.gle/aJBbc46YeLjd5Rt59. Send the original copy of the documentary requirements via mail in the address indicated in the Checklist of the documents to be submitted by the claimant which can be accessed through this link https://drive.google.com/file/d/14OHZu0nTNI8GYmVIK5tcVVx43n6Y22i8/view?usp=sharing		None		<i>Student</i>
	2.1. Pre-screens the application and checks the applicant's data and the documentary requirements. If correct and complete, proceed to Step No. 3 If not, inform the student of the	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	lacking document/s to be completed 2.2. Generates GPAIP Claims application in PDF format and attached the original copy of the documentary requirements 2.3 Submits the application and the original copy of the documentary requirements to the SLC Coordinator for checking and review			
	3. Check the correctness and completeness of the application and the original documentary requirements. If correct and complete, finalizes and signs the Notice of Insurance Claims and the Endorsement Form. If not, notify the student of the lacking document/s through email. Submits the accomplished/signed Notice of	None	1 day	<i>UPLB Insurance Claims Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Insurance Claims and the Endorsement Form together with the original copy of the documentary requirements to the OSG Director for final review and approval			
	4. Accepts and reviews and the application as to its correctness and completeness. If correct and complete, certifies and endorses the processed applications to the SLC staff for the preparation of an electronic copy and for the submission of the application to the GSIS Regional office as well as to the concerned UP and GSIS officials/Personnel. If not, inform the SLC staff of the lacking document/s, for the immediate notification of the student.	None	1 day	<i>Director</i> OVCSA-OSG
	5. Receives and records the processed GPAIP	None	1 day	<i>UPLB Insurance</i> <i>Claims Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Claims applications and the original copy of the documentary requirements. Prepares an electronic copy to be sent to the GSIS representative, OIC-UP Student Insurance Claims, UP System AVP for Student Affairs, UP System Vice President for Administration, and the student.			
	6. Submits the original copy of the application and the documentary requirements to the GSIS Regional office. Email the electronic copy of processed application and the documentary requirements to the concerned UP and GSIS officials/Personnel	None	1 day	<i>UPLB Insurance Claims Officer</i>
	7. Inform the student via email regarding the status of his/her GPAIP Claims application	None		<i>Junior Office Assistant OVCSA-OSG, SLC</i>
8. Receives the electronic copy of GPAI Claims in		None		<i>Student/Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PDF format for copy and file.				
TOTAL		None	5 days	

OVCSA-OSG.4. ISSUANCE OF CERTIFICATION FOR UP STUDENT INSURANCE COVERAGE

This service provides students with an official document certifying their enrollment in the university's Group Personal Accident Insurance (GPAI) plan. This certification is often required for internships, field trips, or activities where proof of coverage is mandatory.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Eligibility for Free Tuition Subsidy	Automatically determined by the Office of Scholarships and Grants - Student Loans and Claims Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an OSAM account at the OSAM Website by accessing this link: https://uplbosa.org/osam-account-creation		None		<i>Student/Client</i>
	2.1. Request for a copy of the GSIS Group Accident Insurance Policy and the master list of UPLB students covered by the insurance at the	None	1 day	<i>UPLB Insurance Claims Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	U.P. System's office of Student Development Services. 2.2. Upload the master list of UPLB students covered by the GSIS Group Accident Insurance and the details of the insurance coverage policy coverage at the OSAM Website.			
3. Generate the Certification for UP-Student Insurance Coverage in PDF format by accessing this link: https://uplbosa.org/up_student_insurance_policy		None		<i>Student/Client</i>
TOTAL		None	1 day	

OVCSA-OSG.5. PAYMENT OF TUITION LOAN/SLB

This service allows students to settle their outstanding tuition loans or obligations under the **Student Loan Board (SLB)**. Timely payment is essential to clear "Accountability" tags, which may otherwise prevent students from registering for the next semester, applying for graduation, or requesting official transcripts.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Screenshot or scanned copy of UPLB Form 5 (of semester when loan was made)	College where the student belongs, office of University Registrar
2. OVCSA-OSG Form 4A-2a Tuition Loan/SLB Statement of Account (SOA)	Office of Scholarships and Grants - Student Loans and Claims Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Create an OSAM account at the OSAM Website by accessing this link https://uplbosa.org/osam-account-creation 1.2. Log in the OSAM account at this link https://uplbosa.org/slb and click the Generate SOA window/button to access the request form 1.3. Fill out the required field to generate SOA. 1.4. Download the SOA and follow the step by step payment guidelines. 1.5. Log in the OSAM account again to upload the proof and payment and the generated		None		<i>Student/Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SOA.				
	2. Monitor the submitted documents and wait for the verification from the Cashier's office.	None	2 days	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC
	3. Record the loan payment in OSAM system, AMIS, and updates the masterlist	None	1 day	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC
4. Payment record is reflected on the OSAM account.		None		<i>Student/Client</i>
TOTAL		None	3 days	

OVCSA-OSG.6. ADJUSTMENT OF TUITION LOAN/SLB

This service is for students who have already applied for a tuition loan but need to modify the terms, increase/decrease the loan amount, or cancel the loan due to changes in their enrollment status or financial capacity. Common reasons for adjustment include changes in scholarship grants (e.g., approval of SLAS, etc.), dropping or adding subjects (Change of Matriculation), or opting to pay in full.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Screenshot or scanned copy of UPLB Form 5 (Certificate of Registration)	College where the student belongs, office of University Registration
2. Proof of SLAS bracket reclassification, if applicable	Automatically determined by the Office of Scholarships and Grants - Grants-In-Aid Program
3. Proof of Scholarship, if applicable	Scholarship Donor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request together with UPLB Form 5 (Certificate of Registration) and/or proof of scholarship thru email at studentloans_osg.uplb@up.edu.ph for an adjustment of SLB/Tuition Loan		None		<i>Student/Client</i>
	2.1 Receives the request together with the UPLB Form 5 (Certificate of Registration) and/or Proof of Scholarships, if applicable 2.2 Compute the SLB/Tuition Loan adjustment 2.3 Reverse/cancel original amount of SLB/Tuition Loan posted in the system and post SLB adjustment 2.4 Notify the student once done	None	1 day	<i>SLC staff OVCSA-OSG, SLC</i>
TOTAL		None	1 day	

OVCSA-OSG.7. APPLICATION FOR CASH LOAN ASSISTANCE PROGRAM (CLAP)

The Cash Loan Assistance Program (CLAP) is categorized into the following:

1. The long-term CLAP, or CHED SAFE Loan, is an interest-free loan that must be repaid on or before the student's graduation or when processing university clearance. The loan program aims to provide assistance of ₱8,000.00 to financially needy 3rd, 4th, 5th - year or graduating college students with General Weighted Average (GWA) of 3.0 or better; and
2. The short-term CLAP, a loan of up to a maximum of ₱5,000.00, depending on the course and academic standing of the student. An applicant for the short-term Cash Loan Assistance Program must be officially enrolled and must have a good academic standing or at least a warning status during the preceding semester. The loan must be paid within the current semester, with interest rates that range from four (4) to eight (8) percent per annum.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSG-SLC Cash Loan Assistance Program (CLAP) Application Form - OSA-SFAD Forms 4D1 to 4R1	Office of Scholarships and Grants - Student Loans and Claims by accessing this link (https://forms.gle/y1bPELyDkNJaaqXq7) and (https://forms.gle/m5nEnozJDHweZCn19)
2. Screenshot or scanned copy of UPLB Form 5 (Certificate of Registration), TCG	College where the student belongs, office of University Registrar
3. Land Bank of the Philippines valid ATM Account	Land Bank of the Philippines
4. Certificate of Residence and Electric/Water Bill	Barangay/Utilities Company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online Cash Loan Assistance Program (CLAP) application through		None		<i>Student/Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Google Form by accessing this links a. Short-term CLAP (https://forms.gle/y1bPELyDkNJaaqXq7) b. Long-term CLAP (https://forms.gle/m5nEnozJDHweZCn19)				
	2.1. Pre-screens the applicant's data and the submitted requirements 2.2. Checks if the student is enrolled for the current semester in AMIS 2.3. Assigns Cash Loan Assistance Program (CLAP) that fits to the applicant's qualification	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	3. Generates Cash Loan Assistance Program (CLAP) application form in PDF format and send it to the office of College Secretary (OCS) of the respective colleges for certification of student academic standing	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1. Receives and evaluates the application form for signature of the College Secretary	None	3 days	<i>OCS Staff</i>
	4.2. Certifies the student's academic standing from the previous semester and if the student is officially enrolled for the current semester.	None		<i>College Secretary</i>
	4.3. Returns to SLC staff the certified application forms.	None		<i>OCS Staff</i>
	5. Check if the student's academic standing meets the minimum requirement to qualify for a CLAP. If the applicant is qualified, forward the CLAP application to the CLAP Special Committee members for final review and approval. If disqualified, an email will be sent to student	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	6. Review the application form as to its eligibility and completeness.	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approves, if the application is eligible and complete. Disapproves if it is otherwise. Attach the e-signature in the application form and return it to the SLC Staff for endorsement of the application to other CLAP Special Committee Members/Chair.			<i>Committee Member</i>
	7.1. Receives, reviews, and confirms the decision of the SLC Coordinator/Committee Member. Approves and attaches the e-signature in the application form and return it to the SLC staff 7.2. For short-term CLAP, forward it to SLC staff for the preparation of disbursement voucher and/or to the SLC Coordinator for the preparation of check 7.3 For long-term	None	1 day	<i>Director OVCSA-OSG and College Rep CNFR (for ZBRM SFAP)</i> <i>Director OVCSA-OSG and College Sec CEM/CHE (for PFY SFAF, PNB-UPLB EAP, PCIB-UPLB SFAP, ECL SFAP, UPLBAAA LEO-JMH SELF, UPLBAGA LIME SELF and NRL-GRL SLG)</i> <i>Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CLAP, return the approved application to the students for notarization of form			OVCSA-OSG and College Secretary CAFS/CHE (for SFST EAP, SJDLEAF, UPAA SV, and CHED SAFE Loan) Director OVCSA-OSG and College Secretary/ College Representative CVM (for FCO VSLG and TMHS VSLG.)
8. For Long-term CLAP: Receives, facilitate the notarization of the application, and send back the application to OSG-SLC for the preparation of disbursement voucher		None		Student/Client
	9. Receives, prepares, and processes the disbursement voucher using PAVE for the release of CLAP	None	1 day	Administrative Aide VI OVCSA-OSG, SLC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proceeds. Forwards the disbursement voucher to the SLC Coordinator for checking and review.			
	10.1. Check and review the completeness and correctness of data and countersign the disbursement voucher if it is in order. If not, inform the SLC staff of the lacking data. Return the reviewed disbursement voucher to the SLC staff for endorsement to the OSG Director 10.2. Receives the approved application and prepares the check for the release of CLAP proceeds. Forward the check to the SLC Staff for endorsement to the OSG Director	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC or <i>Committee Member</i>
	11. Receives and endorse the disbursement voucher and/or check to the OSG Director for signature and	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval			OVCSA-OSG, SLC
	12. For CLAP disbursement voucher, accepts, reviews, and signs for the approval of the disbursement voucher. Send back the signed disbursement voucher to the SLC staff for endorsement to the Accounting office. For CLAP check, approves and signs the check and return it to SLC staff for release to the student	None	1 day	<i>Director</i> OVCSA-OSG, SLC <i>or</i> <i>Committee Chairperson</i>
	13.1. Receives and bring the disbursement voucher to the OVCSA Main office	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	13.2. Receives and endorse the disbursement voucher for signature of the Vice Chancellor for Student Affairs	None		<i>Office Staff</i> OVCSA
	13.3. The Vice Chancellor for	None		<i>Vice Chancellor for Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Student Affairs approves and signs the disbursement voucher			<i>Affairs</i> OVCSA
	13.4.. Releases the signed application form back to the OSG-SLC	None		<i>Office Staff</i> OVCSA
	14. Receives, scans, and informs the student to pick up the approved documents. For CLAP check, release it to the student	None	1 day	<i>Administrative Aide VI</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
15. Pick-up the approved documents and submit them to the UPLB Accounting office for audit and obligation of account.		None		<i>Student/Client</i>
	16. Receives, checks, audit, obligates, and records the disbursement voucher in the book of accounts and at the PAVE. Forwards the disbursement voucher to UPLB Cashier's office for the deposits of loan proceeds to the	None	5 days	<i>UPLB Accounting Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	LandBank ATM account of the student			
	17. Receives and facilitates the processing of disbursement voucher for the deposit of CLAP proceeds at the Landbank ATM account of the student	None	5 days	<i>UPLB Cashier's Office</i>
18. Receives the CLAP amount credited to the LandBank ATM account of the student		None		<i>Student/Client</i>
TOTAL		None	23 days	

OVCSA-OSG.8. PAYMENT OF CASH LOAN ASSISTANCE PROGRAM (CLAP)

This service facilitates the repayment of loans granted under the **Cash Loan Assistance Program (CLAP)**. Unlike tuition-specific loans, CLAP is typically an emergency credit facility intended to help students cover living expenses, books, or other academic-related costs.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Screenshot or scanned copy of UPLB Form 5 (of semester when loan was made)	College where the student belongs, office of University Registrar
2. OSG-SLC Form 4D-2 to 4R-2 Cash Loan Assistance Program (CLAP)	Office of Scholarships and Grants - Student Loans and Claims Unit

Statement of Account (SOA)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request for Cash Loan Assistance Program (CLAP) Statement of Account (SOA) by accessing this link: https://forms.gle/BBgNNuAta3wSrumS7		None		<i>Student</i>
	2. Computes the outstanding loan. Prepares and issue the CLAP Statement of Account (SOA)	None	1 day	<i>Administrative Aide VI OVCSA-OSG, SLC Junior Office Assistant OVCSA-OSG, SLC</i>
3. Pay through online banking or over the counter by following the step by step payment guidelines in the Cash Loan Assistance Program (CLAP) SOA form		None		<i>Student</i>
4. Submit the copy of Payment Confirmation Receipt or the Deposit Slip by accessing the		None		<i>Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Submission of Cash Loan Assistance Program (CLAP) Payment Receipt link: https://forms.gle/7C6xdc8r6sfZWw9k7				
5. For students with CHED SAFE Loan, update your profile through this link: https://forms.gle/UfJYujEFNd5ZeVpE8 8. Before the start of each registration period to prevent your account from being put on hold in SAIS. The loan is payable on or before, or within 2 to 5 years after graduation		None		<i>Student</i>
	6.1. Acknowledges receipt of the Payment Confirmation Receipt or the Deposit Slip 6.2. Records the loan payment 6.3. Removes/lifts the hold of the student	None	1 day	<i>Junior Scholarship Affairs Officer OVCSA-OSG, SLC</i>
TOTAL		None	2 days	

OVCSA-OSG.9. APPLICATION FOR TUITION LOAN/SLB PROMISSORY NOTE

The Tuition Loan Promissory Note application is designed for students with existing loan balance/s from previous semester/s under the Tuition Loan / Student Loan Board (SLB) program.

The approved application will allow you to register for the upcoming online enrollment even with outstanding loan/s and will extend your payment deadline until the end of the coming semester. Also, you will be eligible to apply for another Tuition Loan / SLB.

Office or Division	Office of Scholarships and Grants - Student Loans and Claims
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

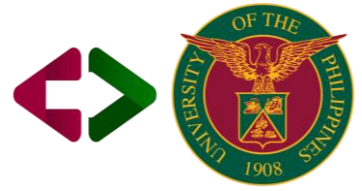
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OVCSA-OSG Form 4C SLB/Tuition Loan Promissory Note Form	Office of Scholarships and Grants - Student Loans and Claims Unit by accessing the OSAM Website at this link: https://uplbosa.org/slb

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Create an OSAM account at the OSAM Website by accessing this link: https://uplbosa.org/osam-account-creation 1.2. Fill out the online Tuition Loan Promissory Note application by logging-in to your OSAM account at this link: https://uplbosa.org/slb 1.3. Click the		None		<i>Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tuition Loan Promissory Note window/button to access the application form				
	2. Indicates and certifies the GIAP Percentage Discount of the student.	None	1 day	<i>Junior Scholarship Affairs Officer</i> OVCSA-OSG, SLC <i>Junior Office Assistant</i> OVCSA-OSG, SLC
	3. Checks the applicant's data and verifies if the student has an outstanding loan from OSG-SLC. Creates QR code using the UPLB Doctrax. Endorse it to the SLC Coordinator for evaluation. If not, inform the student of the lacking data	None	1 day	<i>Junior Office Assistant</i> OVCSA-OSG, SLC <i>Administrative Aide VI</i> OVCSA-OSG, SLC
	4. Evaluates the application as to its completeness and correctness. If it is in order, approve and endorse application to the Special Committee on Tuition Loan	None	1 day	<i>Coordinator</i> OVCSA-OSG, SLC or <i>Committee Member</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Program for review and recommendation to the Chancellor. If not, inform the student of the lacking data and documents			
	5. The OSG Director recommends the application	None	1 day	<i>Director OVCSA-OSG or Committee Member</i>
	6. The Vice Chancellor for Student Affairs recommends the application	None	1 day	<i>Vice Chancellor for Student Affairs OVCSA Committee Chairperson</i>
	7. The University Registrar recommends the application	None	3 days	<i>University Registrar OVCAA-OUR Committee Member</i>
	8. Monitor the applications and download and merge the recommended applications. Route the document to the OC for the final action of the Chancellor using the DocTrax	None	1 day	<i>Junior Office Assistant OVCSA-OSG, SLC Administrative Aide VI OVCSA-OSG, SLC</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	System. Send the applications to the OC for final action.			
	9.1. Receives and evaluates the application form for final actions of the Chancellor	None	3 days	OC Staff
	9.2. The Chancellor approves/disapproves and signs the the application	None		Chancellor OC
	9.3. Releases the signed application form back to the OSG-SLC	None		OC Staff OC
	10. Receives and records the processed application form and upload the approved form in the OSAM system individually.	None	1 day	Junior Office Assistant OVCSA-OSG, SLC Administrative Aide VI OVCSA-OSG, SLC
11. Generates the PDF copy of the approved/disapproved Tuition Loan Promissory Note application and proceed with filing of his/her Tuition Loan application		None		Student
TOTAL		None	13 days	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
OFFICE OF STUDENT ACTIVITIES
EXTERNAL SERVICES**

OVCSA-OSA.1. REGISTRATION OF NEW STUDENT ORGANIZATION

Facilitates the process of registering new student organizations in UPLB, including the verification of documentary requirements to ensure compliance with university policies and standards.

Office or Division	Office of Student Activities
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB-registered Student Organization (SO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request by Organization Head and Advisers	ovcsa.uplb.edu.ph
2. Fully-accomplished OSA Registration Forms	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of intent to register a new organization via email to osa.uplb@up.edu.ph .	1.1 Forward the letter of intent to the Director for approval.	None	5 working days	Junior Office Assistant OVCSA-OSA
	1.2 Once approved, request the organization's official name, primary contact person, and contact details.			
	1.3. Forward the collected information to RECOMMIT-OVCSA for the creation of the organization's OSAM account.			
	1.4 Notify the organization's point person once the OSAM account has been successfully created.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Upload the organization's constitution on the OSAM website and submit the signed OSA Registration forms to osa.uplb@up.edu.ph .	2.1. Check if all registration forms are completely filled and duly signed by the organization officers and advisers.			
	2.2 Verify if the organization meets the minimum number of members. For fraternities and sororities, ensure that no freshman students are listed in the membership roster.			
	2.3 Register the organization in the OSAM system once all requirements are validated.			
3. Monitor the registration status of your organization through your OSAM account.	File the organization's Registration Forms in the appropriate physical or digital repository.			
TOTAL		None	5 working days	

OVCSA-OSA.2. PROCESSING OF ACTIVITY PERMIT

Processing of activity forms for face-to-face or onsite student organization activities to be conducted within the UPLB campus, ensuring alignment with university policies on safety, scheduling, and space use.

Office or Division	Office of Student Activities
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB-registered Student Organization (SO) through Point Person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Activity Permit (AP) Form (1)	ovcsa.uplb.edu.ph
2. Necessary Attachments indicated on Form (1)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Point Person (PP) emails the signed Activity Permit Form with required attachments to osa.uplb@up.edu.ph .	1.1 Check if the AP form signatories (organization head, advisers and venue administrator) and required attachments are complete. Stamp AP form as 'RECEIVED.'	None	3 working days	<i>Administrative Officer II</i> OVCSA-OSA or <i>Junior Office Assistant</i> OVCSA-OSA
	1.2 Record receipt of the AP Form online through the OSAM Staff Dashboard.			
	1.3 Send the form to the Director for approval and mark it as "APPROVED" in the system once signed.			
	1.4 Forward the approved and signed organization copy			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the AP to the requesting organization.			
2. Point Person (PP) receives or claims the approved Activity Permit.	2.1 Mark AP as "RELEASED" in the system.			
	2.2. File OSA's copy of the AP Form.			
TOTAL		None	3 working days	

OVCSA-OSA.3. PROCESSING OF LETTER OF INFORMATION (LOI)

This service facilitates the review and approval of activity forms submitted by student organizations for face-to-face off-campus and online activities, ensuring compliance with university guidelines and safety protocols.

Office or Division	Office of Student Activities
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB-registered Student Organization (SO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Information (LOI) Form (1) 2. Necessary Attachments indicated on Form (1)	ovcsa.uplb.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email osa.uplb@up.edu.ph and include the LOI form with the required attachments.	1.1 Verify that the organization head and advisers have signed the LOI form and that all required attachments are complete before stamping the document as "FILED."	None	2 working days	<i>Administrative Officer II</i> OVCSA-OSA or <i>Junior Office Assistant</i> OVCSA-OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Record receipt of the LOI form online through the OSAM Staff Dashboard			
	1.3 Email the LOI form to the director for notation and marking as "APPROVED" in the system once signed.			
	1.4 Send the organization's copy of the LOI form to the requesting organization.			
2. Claim the approved LOI.	File a copy of the LOI form			
TOTAL		None	2 working days	

OVCSA-OSA.4. REQUEST FOR CERTIFICATION

Issuance of official certificates that serve as proof of a student organization's registration status, individual membership, elected officership, or faculty/staff advisorship. These documents are commonly requested for organizational requirements, award applications, and institutional documentation.

Office or Division	Office of Student Activities
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB-registered Student Organization (SO) and SO Adviser

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to	1.1 Prepare a copy of the	None	2 working days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
osa.uplb@up.edu.ph .	certification and send it to the Director for signature.			Junior Office Assistant OVCSA-OSA
	1.2 Forward the signed certification to the requesting party.			
2. Claim the certification.	File a copy of the certification.			
TOTAL		None	2 working days	

OVCSA-OSA.5. REQUEST FOR OSA ENDORSEMENT OF ORGANIZATION ACTIVITY

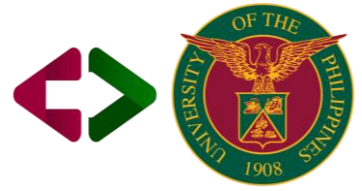
Facilitates the processing of endorsement letters for student organization activities requiring approval from the Office of the Vice Chancellor for Student Affairs (OVCSA) and/or the Office of the Chancellor (OC), as part of the standard activity documentation and coordination protocols of UPLB.

Office or Division	Office of Student Activities
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB-registered Student Organization (SO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request by Organization Head/Point Person 2. Approved Activity Permit (AP) or Letter of Information (LOI) Form 3. Event Primer or Briefer	UPLB Office of Student Activities (Onsite at office or email via osa.uplb@up.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to osa.uplb@up.edu.ph .	1.1 Forward the letter to the Director for approval.	None	2 working days	Junior Office Assistant OVCSA-OSA
	1.2 Send the approved or endorsed letter to the requesting organization.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Claim the approved letter.	Disseminate organization's official public materials through social media pages or email blasts.			
TOTAL		None	2 working days	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
OFFICE OF STUDENT HOUSING
EXTERNAL SERVICES**

OVCSA-OSH.1. DORMITORY APPLICATION

The **Application to a UPLB Residence Hall** is a service provided by the **University of the Philippines Los Baños (UPLB) Office of Student Housing (OSH)** that enables eligible students to apply for on-campus accommodation in UPLB-managed residence halls.

This service facilitates a fair, transparent, and systematic process for assigning student housing based on established eligibility criteria, availability of slots, and university policies. Through the OSAM/online application system, applicants may submit their housing preferences, personal information, and required supporting documents within the prescribed application period.

The service aims to ensure safe, accessible, and conducive living environments that support students' academic performance, personal development, and overall well-being while residing on campus.

Office or Division	Office of Student Housing
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizens
Who may Avail	Enrolled UPLB student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Office of Student Affairs Management (OSAM) Account	bit.ly/OSAM-Account-Reg
Residence Hall Agreement	https://uplbosa.org/download/osh-rha
Waiver & Quitclaim (for undergraduate students only)	https://uplbosa.org/download/osh-waiver
Parent's government-issued ID with visible signature of parent who signed the RHA and Waiver (<i>for undergraduate students only</i>)	Student

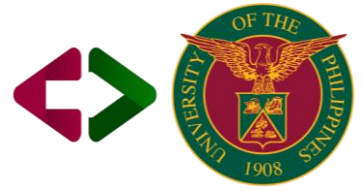
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the OSAM System, log in, and proceed to the Dorm Dashboard		None	1 minute	<i>Student</i>
2. Accomplish the application form and select the preferred dormitory		None	1 minute	<i>Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upload the required documents (Residence Hall Agreement, Waiver, and valid ID of parent/guardian who signed the waiver)	3.1. Review submitted requirements for completeness and accuracy; 3.1.1 if complete, forward the application to the Dorm Head; 3.1.2 if incomplete or with discrepancies, cancel the application with remarks and advise the applicant to reapply	None	5 working days	<i>Houseparent III</i> OVCSA-OSH or <i>Senior Office Associate</i> OVCSA-OSH (with technical support from RECOMMIT)
4. Wait for evaluation and approval	4. Evaluate and approve/disapprove the application; assign room if approved; system automatically generates the Statement of Account (SOA) for reservation fee	₱800.00 (reservation fee)	5 working days	<i>Dormitory Head/Manager</i> OVCSA-OSH (with RECOMMIT support)
5. Request Statement of Account (SOA) for additional appliance fees via email	5.1. Issue SOA for additional appliance fees through email	None	1 day	<i>Dormitory Head/Manager</i> OVCSA-OSH (with RECOMMIT support)
6. Settle the amount indicated in the SOA through OSH Land Bank (over-the-counter or online payment)		₱800 (1st month) + ₱50 (key deposit) + *appliance fee (see		<i>Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		table of fees)		
7. Upload proof of payment to the OSAM Dorm Dashboard	7.1. Verify and record payment details in the system	None	5 minutes	<i>Dormitory Head/Manager</i> OVCSA-OSH (with RECOMMIT support)
TOTAL		Rates depend on the applicable appliance fees* See Table of Fees	11 Days, 7 minutes	

TABLE OF FEES		
Appliance	Wattage (W)	Fee (₱/month)
Air Humidifier	16W	16.00
Cellphone	33W	40.00
Clothes Steamer	1000W	25.50
Desk Lamp (LED)	8-15W	23.00
E-bike / E-scooter	550W	561.00
Electric Fan 8"	30W	92.00
Electric Fan 10"	40W	123.00
Electric Fan 12"	50W	153.00
Electric Fan 14"	60W	183.00
Electric Fan 16"	80W	245.00
Electric Fan 18"	120W	367.00
Electric Fan 20"	175W	535.00
Electric Iron (designated ironing room only)	1000W	8.50/hour
Electric Water Kettle	1800W	38.25
Fan Small to Medium	2500 mAh-5000mAh	50.00
Fan Mini/Personal	1200 mAh-2400 mAh	15.00
Hair Blower	1000W	127.00

TABLE OF FEES		
Hair Straightener / Hair Curler	30W	187.00
Laptop	45W	67.50
Portable Blender	70W	10.00
Portable Cooker	700W	178.50
Powerbank	5,000 mAh – 20,000 mAh	20.00
Powerbank	25,000 mAh – 50,000 mAh	115.00
Printer	13W	93.50
Refrigerator (4 cu. ft.)	100W	612.00
Refrigerator (5 cu. ft.)	110W	673.00
Rice Cooker (2L) for designated area only	400W	102.00
Rice Cooker (4L) for designated area only	500W	127.00
Tablet	33W	40.00



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
RESEARCH, COMMUNICATION AND
INFORMATION TECHNOLOGY
EXTERNAL SERVICES**

OVCSA-RECOMMIT.1. REQUEST FOR CREATION AND UPDATE OF OSAM ACCOUNTS

Gives students access to the official OVCSA Website and its services (ovcsa.uplb.edu.ph)

Office or Division	Research, Communication, and Information Technology (RECOMMIT)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Information (name, student number, UP Email, birthdate, degree, college, and mobile number)	Requesting Party
2. Copy of UPLB ID or Form 5	UPLB Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to recommit-it.uplb@up.edu.ph indicating personal information and attach required documents	1.1 Acknowledge email of the student	None	5 minutes	ICS-Junior ICT Associate OVCSA-RECOMMIT
	1.2 Create OSAM Account of the student	None		
2. Received OSAM Account	2.1 Send confirmation of OSAM Account creation to the student	None		
3. Received access to the OVCSA Website and services		None		
TOTAL		None	5 minutes	

OVCSA-RECOMMIT.2. APPLICATION FOR THE UPLB ONLINE UNIVERSITY CLEARANCE

Developed for efficient transaction, transparency, and the simultaneous processing of students' clearance across offices

Office or Division	Research, Communication, and Information Technology (RECOMMIT)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSAM Account	RECOMMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the OVCSA Website (ovcsa.uplb.edu.ph)		None	5 days	ICS-Junior ICT Associate OVCSA-RECOMMIT
2. Log in using UP Email		None		
3. Comply to the requirements needed by respective units and wait for the updates regarding the application	3.1 Countercheck student given information	None		
	3.2 Assist students, alumni, and unit representatives in processing of the application	None		
4. Receive the university clearance by downloading on the website		None		
TOTAL		None	5 days	

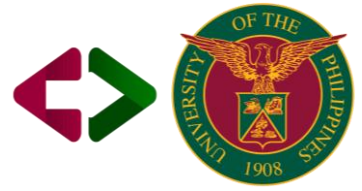
OVCSA-RECOMMIT.3. STUDENT INQUIRIES VIA OVCSA CENTRALIZED HELPDESK

Allows UPLB constituents to send their inquiries through Facebook Chat and Email.

Office or Division	Research, Communication, and Information Technology (RECOMMIT)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries to facebook.com/@uplbovcsa and/or email to recommit.uplb@up.edu.ph and recommit-it.uplb@up.edu.ph	1.1 Reply to inquiries	None	10 Minutes	<i>University Extension Specialist I</i> OVCSA-RECOMMIT
	1.2 Coordinate with the concerned units for appropriate action	None		<i>Junior Office Assistant</i> OVCSA-RECOMMIT
	1.3 Follow up further details about the inquiries	None		<i>ICS-Junior ICT Associate</i> OVCSA-RECOMMIT
TOTAL		None	10 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
RESEARCH, COMMUNICATION AND
INFORMATION TECHNOLOGY
INTERNAL SERVICES**

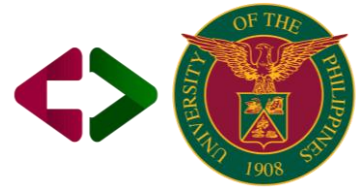
OVCSA-RECOMMIT.4. INQUIRIES VIA OVCSA CENTRALIZED HELPDESK

Allows UPLB constituents to send their inquiries through Facebook Chat and Email

Office or Division	Research, Communication, and Information Technology (RECOMMIT)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries to facebook.com/@uplbovcsa and/or email to recommit.uplb@up.edu.ph and recommit-it.uplb@up.edu.ph	1.1 Reply to inquiries	None	10 minutes	<i>University Extension Specialist I</i> OVCSA-RECOMMIT
	1.2 Coordinate with the concerned units for appropriate action	None		<i>Junior Office Assistant</i> OVCSA-RECOMMIT
	1.3 Follow up further details about the inquiries	None		<i>ICS-Junior ICT Associate</i> OVCSA-RECOMMIT
TOTAL		None	10 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
STUDENT DISCIPLINARY TRIBUNAL
EXTERNAL SERVICES**

OVCSA-SDT.1. FILING OF COMPLAINT

A student upon filing a written complaint, fills out the information on the required SDT Incident Form and the SDT Form for Complainants and Witnesses. The filled out forms are notarized and constitute the sworn statements of the complainant and witnesses.

Office or Division	Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Notarized Affidavit of Complaint	Requesting Party
3. Other Related Documentary Evidence (SDT Incident Form, SDT Form for Complainants and Witnesses, etc.)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and forms for affidavit of witnesses, verifications of evidences through the SDT email < sdt.uplb@up.edu.ph > 1.2 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and	1.1 Docket complaint upon receipt of complete incident forms and forms for affidavit of witnesses, verifications of evidence if under SDT jurisdiction as determined by the SDT Chairperson. Otherwise, cases under the jurisdiction of the College are reported to the specific Dean of the College.	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
forms for affidavit of witnesses, verifications of evidences to the SDT Office				
1.3 Complainant submits valid identification card				
TOTAL		None	2 days	

OVCSA-SDT.2. SUBMISSION OF DOCUMENTS RELATED TO EXISTING CASE

As part of the process, all the complainant's sworn statement, and the sworn statements of witness/es, verified certificates, verified screenshots and evidence must be submitted to the SDT.

Office or Division	Office of the Vice Chancellor for Student Affairs - Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Notarized Affidavit of Complaint	Requesting Party
3. Other Related Documentary Evidence (All complainant's sworn statement, sworn statements of witness/es, verified certificates, verified screenshots and evidences)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and forms for affidavit of witnesses, verifications of evidences through the SDT email < sdt.uplb@up.edu.ph > 1.2 Cases under the jurisdiction of the SDT are received,	1.1 Docket complaint upon receipt of complete incident forms and forms for affidavit of witnesses, verifications of evidence if under SDT jurisdiction as determined by the SDT Chairperson. Otherwise, cases under the jurisdiction of the College are reported to the specific Dean of the College.	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
processed by submission of incident forms and forms for affidavit of witnesses, verifications of evidences to the SDT Office 1.3 Complainant submits valid identification card				
TOTAL		None	2 days	

OVCSA-SDT.3. REQUEST FOR COPY OF CASE DOCUMENT

The parties to a case, complainant and respondent, can request for a copy/ies of documents in their case.

Office or Division	Office of Student Affairs - Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Letter Request of the parties involved	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Complainants and Respondents request On-Line and submit letter of request and Valid Identification Card 1.2 Receive copy of document	1.1 Check purpose of request and if person requesting document is a party to the case 1.2 Retrieve Document	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Verify availability of document 1.4 Reproduce copy of document			
TOTAL		None	2 days	

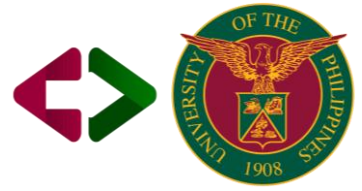
OVCSA-SDT.4. REQUEST FOR STATUS OF CASE

The parties to a case, complainant and respondent, may request for updates regarding the status of their case.

Office or Division	Office of Student Affairs - Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, UPLB Employees and others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Letter Request of the parties involved	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Complainants and Respondents request On-Line and submit letter of request and Valid Identification Card 1.2 Receive information on status of case	1.1 Verify status of case 1.2 Release request for status of cases	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT
TOTAL		None	2 days	



**OFFICE OF THE VICE CHANCELLOR FOR
STUDENT AFFAIRS
STUDENT DISCIPLINARY TRIBUNAL
INTERNAL SERVICES**

OVCSA-SDT.5. FILING OF COMPLAINT

An employee upon filing a written complaint, fills out the information on the required SDT Incident Form and the SDT Form for Complainants and Witnesses. The filled out forms are notarized and constitute the sworn statements of the complainant and witnesses.

Office or Division	Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Notarized Affidavit of Complaint	Requesting Party
3. Other Related Documentary Evidence	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and forms for affidavit of witnesses, verifications of evidences through the SDT email < sdt.uplb@up.edu.ph > 1.2 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and forms for affidavit of witnesses,	1.1 Docket complaint upon receipt of complete incident forms and forms for affidavit of witnesses, verifications of evidence if under SDT jurisdiction as determined by the SDT Chairperson. Otherwise, cases under the jurisdiction of the College are reported to the specific Dean of the College.	None	2 days	Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
verifications of evidences to the SDT Office 1.3 Complainant submits valid identification card				
TOTAL		None	2 days	

OVCSA-SDT.6. SUBMISSION OF DOCUMENTS RELATED TO EXISTING CASE

As part of the process, all the complainant's sworn statement, and the sworn statements of witness/es, verified certificates, verified screenshots and evidence must be submitted to the SDT.

Office or Division	Office of the Vice Chancellor for Student Affairs - Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Notarized Affidavit of Complaint	Requesting Party
3. Other Related Documentary Evidence (All complainant's sworn statement, sworn statements of witness/es, verified certificates, verified screenshots and evidences)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and	1.1 Docket complaint upon receipt of complete incident forms and forms for affidavit of witnesses,	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
forms for affidavit of witnesses, verifications of evidences through the SDT email < sdt.uplb@up.edu.ph > 1.2 Cases under the jurisdiction of the SDT are received, processed by submission of incident forms and forms for affidavit of witnesses, verifications of evidences to the SDT Office 1.3 Complainant submits valid identification card	verifications of evidence if under SDT jurisdiction as determined by the SDT Chairperson. Otherwise, cases under the jurisdiction of the College are reported to the specific Dean of the College.			
TOTAL		None	2 days	

OVCSA-SDT.7. REQUEST FOR COPY OF CASE DOCUMENT

The parties to a case, complainant and respondent, can request for a copy/ies of documents in their case.

Office or Division	Office of Student Affairs - Student Disciplinary Tribunal
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Party
2. Letter Request of the parties involved	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Complainants and Respondents request On-Line and submit letter of request and Valid Identification Card	1.1 Check purpose of request and if person requesting document is a party to the case	None	2 days	<i>Administrative Assistant III</i> OVCSA-SDT
1.2 Receive copy of document	1.2 Retrieve Document			
	1.3 Verify availability of document			
	1.4 Reproduce copy of document			
TOTAL		None	2 days	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
AGRICULTURAL SYSTEMS INSTITUTE
EXTERNAL SERVICES**



CAFS-ASI.1. ANALYTICAL SERVICE LABORATORY FOR GOVERNMENT CLIENTS AND PROCESSING OF DIRECT PAYMENT

Request for Analytical Services

Office or Division	Agricultural Systems Institute
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB projects; Government RD&E units; SUCs: farmers and farm owners, non-government clients, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Price List Samples	ASI-ASL, DSS, ASI
2. Sample Stub (Analysis Description, Sample code, and Costing Form)	ASI-ASL, DSS, ASI
3. Request for Quotation of Statement of Account	ASI-ASL, DSS, ASI
4. Sample Description Form	ASI-ASL, DSS, ASI
5. Official Receipt	ASI-ASL, DSS, ASI
6. Samples	Procuring Entity

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for quotation or client inquiry about available services via email at asl_dss-asi.uplb@up.edu.ph, phone call or upon visit.	1.1 Preparation and issuance of quotation and/or answering client inquiries.	None	20 minutes	<i>University Researcher</i> CAFS-ASI
2. Submission of samples and filling up of Sample Stub and Sample Description form at ASI-ASL	2.1 Sorting, checking of samples, and verification of sample codes provided by the client in the Sample Description Form.	None	1 hour	<i>Laboratory Technician</i> CAFS-ASI or <i>Laboratory Assistant</i> CAFS-ASI
	2.2 Assignment of Laboratory Code	₱ 0.00	10 minutes	<i>University Researcher</i> CAFS-ASI
	2.3 Encoding of the analysis request in the laboratory logs.			
3. Request for Billing Statement or Statement of Account.	3.1 Preparation and issuance of Billing Statement or Statement of Account.	₱ 0.00	10 minutes	<i>University Researcher</i> CAFS-ASI
4. Payment of analysis fees	4.1 Issuance of Official Receipt	Price varies depending on the analysis requested See Table of Fees.	10 minutes	<i>Special Collection Officer</i> CAFS-ASI
	4.2 Recording the transaction details			

5. Wait for the analysis results.	5.1 Conduct of sample preparation for analysis	None	7 days	Laboratory Technician CAFS-ASI or Laboratory Assistant CAFS-ASI
	5.2 Conduct of laboratory analysis	None	1 month	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher CAFS-ASI
	5.3 Data encoding, data evaluation, and data verification	None	3 days	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher CAFS-ASI
	5.4 Review of the analysis results.	None	30 minutes	University Researcher CAFS-ASI
	5.5 Encoding and printing of the Results of Analysis.	None	20 minutes	University Research Associate CAFS-ASI or University Researcher CAFS-ASI
	5.6 Review and certification of the Results of	None	20 minutes	University Researcher CAFS-ASI

	Analysis by the Head Chemist			
	5.7 Approval of the Results of Analysis by the Project Leader and ASI Director.	None	1 day	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher
	5.8 Filing and recording of the signed Results	None	10 minutes	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher
6. Claim the Results of Analysis by presenting the Sample Stub and the Official Receipt to the ASI-ASL staff or through email at asl_dss-asi.uplb@up.edu.ph.	6.1 Verification of the Sample Stub and Official Receipt presented by the client	None	15 minutes	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher
	6.2 Releasing of the Analysis of Results and securing a file copy signed received by the client.	None		



TOTAL	See Table of Fees	1 month, 11 days, 3 hours and 35 minutes	

TABLE OF FEES			
Parameter	Price per Sample (P)	Parameter	Price per Sample (P)
Soil Chemical Analysis		Water Analysis	
1. Sample Preparation	140.00	1. pH	200.00
2. Routine Analysis		2. Chloride	500.00
2.1 pH	200.00	3. Sodium	400.00
2.2 Organic Matter	500.00	4. Potassium	460.00
2.3 Available Phosphorus	400.00	5. Calcium	530.00
2.4 Exchangeable Potassium	460.00	6. Magnesium	530.00
3. Total Nitrogen	600.00	7. Trace Elements	
4. Cation Exchange Capacity	700.00	7.1 Zinc	700.00
5. Exchangeable Sodium	400.00	7.2 Copper	700.00
6. Exchangeable Calcium	530.00	7.3 Iron	700.00
7. Exchangeable Magnesium	530.00	7.4 Manganese	700.00
8. Trace Elements			
8.1 Zinc	700.00	Guano and Organic Fertilizer Analysis	
8.2 Copper	700.00	1. Sample Preparation (Solution A)	640.00
8.3 Iron	700.00	2. Total Nitrogen	600.00
8.4 Manganese	700.00	3. Total P ₂ O ₅	400.00
9. Chloride	500.00	4. Total K ₂ O	460.00
10. Electrical Conductivity	200.00	5. Total Calcium	530.00
		6. Total Magnesium	530.00
Plant Tissue Analysis		7. Trace Elements	
8. Sample Preparation (Drying, Grinding, and Ashing)	600.00	7.1 Zinc	700.00
9. Total Nitrogen	600.00	7.2 Copper	700.00
10. Total Phosphorus	400.00	7.3 Iron	700.00

11.	Total Potassium	460.00	7.4 Manganese	700.00
12.	Total Calcium	530.00		
13.	Total Magnesium	530.00	Soil Physical Analysis	
14.	Trace Elements		1. Texture	450.00
	7.1 Zinc	700.00	2. Water Holding Capacity	250.00
	7.2 Copper	700.00	3. Bulk Density	320.00
	7.3 Iron	700.00	4. Particle Density	320.00
	7.4 Manganese	700.00	5. Moisture Content	250.00

CAFS-ASI.2. PROVISION OF SOIL TEST KIT (STK) TO THE CLIENTS

Purchasing of STK

Office or Division	Agricultural Systems Institute
Classification	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Citizen
Who may Avail	UPLB Projects; Government RD&E units; and SUCs; and Farmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sample Stub (Analysis Description, Sample code, and Costing Form)	ASI-ASL, DSS
2. Sample Description Form	ASI-ASL, DSS
3. Samples	Procuring Entity

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request purchase via email at stk_dss-asi.uplb@up.edu.ph, phone call or upon visit	1.1 Response through email, and sending of Request for Quotation/or Statement of Account	None	1 hour	University Researcher CAFS-ASI
	1.2 Preparation of soil test kit/s	None	5 days	University Researcher CAFS-ASI
2. Proceed to payment via: cash upon pick up, government issued check/ or Managers check.	2. Issuance of the official Receipt	₱3,000.00	10 minutes	Special Collection Officer CAFS-ASI
3. Present the OR to the staff assigned to claim the Soil Test Kit (STK)	3.1. Preparation and packing of STK	None	2 days	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher
	3.2. Record the amount and client name, affiliation and product code to STK Sales Logbook	None	5 minutes	Special Collection Officer CAFS-ASI
	3.3 Release the purchased STK to Client	None	10 minutes	Laboratory Technician, University Research Associate, and University

				Researcher CAFS-ASI
TOTAL		₱3,000.00	7 days, 1 hour and 25 minutes	

CAFS-ASI.3. REQUEST FOR USE OF INSTITUTE'S OFFICE FACILITIES/EQUIPMENT

Visit the Institute area-OARDEC (Organic Agriculture Research Development and Extension Center)

Office or Division	Agricultural Systems Institute
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students, Other SUCs Students, or Filipino Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request to visit including the date and time		None		Client
2. Submit to the Director's Office, hard copy or thru email	2.1 Receive Request letter	None	1 minute	<i>Administrative Staff</i> CAFS-ASI
	2.2 Stamp Date and Time received and counter sign	None	1 minute	<i>Administrative Staff</i> CAFS-ASI
	2.3 Send letter to the Director for approval	None	2 minutes	<i>Administrative Staff</i> CAFS-ASI
	2.4 After the approval and comments of the Director, forward letter to concern staff in OARDEC for scheduling	None	5 minutes	<i>Administrative Staff</i> CAFS-ASI
3. Reply client to their request	3.1 Return letter request with action to the client or return through email	None	2 minutes	<i>University Researcher</i> CAFS-ASI or <i>Administrative Staff</i> CAFS-ASI
	3.2 Issuance of Receipt	None	2 minutes	<i>Special Collection Officer</i> CAFS-ASI
TOTAL		Rates	13 minutes	



	depend on the applicab le fees*		

***Entrance fees (₱60.00 -Regular; ₱45 – Students)**



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
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INTERNAL SERVICES**

CAFS-ASI.4. ANALYTICAL SERVICE LABORATORY FOR GOVERNMENT CLIENTS AND PROCESSING OF DIRECT PAYMENT

Request for Analytical Services

Office or Division	Agricultural Systems Institute
Classification	Highly Technical
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB projects; UPLB students and other UPLB Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Price List Samples	ASI-ASL, DSS, ASI
2. Sample Stub (Analysis Description, Sample code, and Costing Form)	ASI-ASL, DSS, ASI
3. Request for Quotation of Statement of Account	ASI-ASL, DSS, ASI
4. Sample Description Form	ASI-ASL, DSS, ASI
5. Official Receipt	ASI-ASL, DSS, ASI
6. Samples	Procuring Entity

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for quotation or client inquiry about available services via email at asl_dss-asi.uplb@up.edu.ph, phone call or upon visit.	1.1 Preparation and issuance of quotation and/or answering client inquiries.	None	20 minutes	<i>University Researcher</i> CAFS-ASI
2. Submission of samples and filling up of Sample Stub and Sample Description form at ASI-ASL	2.1 Sorting, checking of samples, and verification of sample codes provided by the client in the Sample Description Form.	None	1 hour	<i>Laboratory Technician</i> CAFS-ASI or <i>Laboratory Assistant</i> CAFS-ASI
	2.2 Assignment of Laboratory Code			
	2.3 Encoding of the analysis			
3. Request for Billing Statement or Statement of Account.	3.1 Preparation and issuance of Billing Statement or Statement of Account.	₱ 0.00	10 minutes	<i>University Researcher</i> CAFS-ASI
4. Payment of analysis fees.	4.1 Issuance of Official Receipt	Price varies depending on the analysis requested. See Table of Fees.	10 minutes	<i>Special Collection Officer</i> CAFS-ASI
	4.2 Recording the transaction details.			
5. Wait for the analysis results.	5.1 Conduct of sample preparation for analysis	None	7 days	<i>Laboratory Technician</i> CAFS-ASI or

				<i>Laboratory Assistant</i> CAFS-ASI
	5.2 Conduct of laboratory analysis	None	1 month	<i>Laboratory Technician</i> CAFS-ASI or <i>University Research Associate</i> CAFS-ASI or <i>University Researcher</i> CAFS-ASI
	5.3 Data encoding, data evaluation, and data verification.	None	3 days	<i>University Research Associate</i> CAFS-ASI or <i>University Researcher</i> CAFS-ASI
	5.4 Review of the analysis results.	None	30 minutes	<i>University Researcher</i> CAFS-ASI
	5.5 Encoding and printing of the Results of Analysis.	None	20 minutes	<i>University Research Associate</i> CAFS-ASI or <i>University Researcher</i> CAFS-ASI
	5.6 Review and certification of the Results of Analysis by the Head Chemist.	None	20 minutes	<i>University Researcher</i> CAFS-ASI
	5.7 Approval of the Results of Analysis by the Project Leader and ASI Director.	None	1 day	<i>Technician</i> CAFS-ASI or <i>University Research Associate</i>
	5.8 Filing and recording of the	None	10 minutes	

	signed Results of Analysis ready for releasing to clients.			CAFS-ASI or <i>University Researcher</i> CAFS-ASI
6. Claim the Results of Analysis by presenting the Sample Stub and the Official Receipt to the ASI-ASL staff or through email at asl_dss-asi.uplb@up.edu.ph	6.1 Verification of the Sample Stub and Official Receipt presented by the client	None	15 minutes	<i>Technician</i> CAFS-ASI or <i>University Research Associate</i> CAFS-ASI or <i>University Researcher</i> CAFS-ASI
	6.2 Releasing of the Analysis of Results and securing a file copy signed received by the client.	None		
TOTAL		See Table of Fees	1 month, 11 days, 3 hours and 35 minutes	

TABLE OF FEES			
Parameter	Price per Sample (P)	Parameter	Price per Sample (P)
Soil Chemical Analysis		Water Analysis	
1. Sample Preparation	140.00	1. pH	200.00
2. Routine Analysis		2. Chloride	500.00
2.1 pH	200.00	3. Sodium	400.00
2.2 Organic Matter	500.00	4. Potassium	460.00
2.3 Available Phosphorus	400.00	5. Calcium	530.00
2.4 Exchangeable Potassium	460.00	6. Magnesium	530.00
3. Total Nitrogen	600.00	7. Trace Elements	
4. Cation Exchange Capacity	700.00	7.1 Zinc	700.00
5. Exchangeable Sodium	400.00	7.2 Copper	700.00
6. Exchangeable Calcium	530.00	7.3 Iron	700.00
7. Exchangeable Magnesium	530.00	7.4 Manganese	700.00
8. Trace Elements			
8.1 Zinc	700.00	Guano and Organic Fertilizer Analysis	
8.2 Copper	700.00	1. Sample Preparation (Solution A)	640.00
8.3 Iron	700.00	2. Total Nitrogen	600.00
8.4 Manganese	700.00	3. Total P ₂ O ₅	400.00
9. Chloride	500.00	4. Total K ₂ O	460.00
10. Electrical Conductivity	200.00	5. Total Calcium	530.00
		6. Total Magnesium	530.00
Plant Tissue Analysis		7. Trace Elements	
8. Sample Preparation (Drying, Grinding, and Ashing)	600.00	7.1 Zinc	700.00
9. Total Nitrogen	600.00	7.2 Copper	700.00
10. Total Phosphorus	400.00	7.3 Iron	700.00

11.	Total Potassium	460.00	7.4 Manganese	700.00
12.	Total Calcium	530.00		
13.	Total Magnesium	530.00	Soil Physical Analysis	
14.	Trace Elements		1. Texture	450.00
	7.1 Zinc	700.00	2. Water Holding Capacity	250.00
	7.2 Copper	700.00	3. Bulk Density	320.00
	7.3 Iron	700.00	4. Particle Density	320.00
	7.4 Manganese	700.00	5. Moisture Content	250.00

CAFS-ASI.5. PROVISION OF SOIL TEST KIT (STK) TO THE CLIENTS

Purchasing of STK

Office or Division	Agricultural Systems Institute
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB students and any UP offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sample Stub (Analysis Description, Sample code, and Costing Form)	ASI-ASL, DSS
2. Sample Description Form	ASI-ASL, DSS
3. Samples	Procuring Entity

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request purchase via email at stk_dss-asi.uplb@up.edu.ph, phone call or upon visit	1.1 Response through email, and sending of Request for Quotation/or Statement of Account	None	1 hour	University Researcher CAFS-ASI
	1.2 Preparation of soil test kit/s	None	5 days	University Researcher CAFS-ASI
2. Proceed to payment via: cash upon pick up, government issued check/ or Managers check.	2. Issuance of the official Receipt	₱3,000.00	10 minutes	Special Collection Officer CAFS-ASI
3. Present the OR to the staff assigned to claim the Soil Test Kit (STK)	3.1. Preparation and packing of STK	None	2 days	Laboratory Technician CAFS-ASI or University Research Associate CAFS-ASI or University Researcher
	3.2. Record the amount and client name, affiliation and product code to STK Sales Logbook	None	5 minutes	Special Collection Officer CAFS-ASI
	3.3 Release the purchased STK to Client	None	10 minutes	Laboratory Technician, University Research Associate, and University

				Researcher CAFS-ASI
TOTAL		₱3,000.00	7 days, 1 hour and 25 minutes	

CAFS-ASI.6. REQUEST FOR USE OF INSTITUTE'S OFFICE FACILITIES/EQUIPMENT

Visit the Institute area- OARDEC (Organic Agriculture Research Development and Extension Center)

Office or Division	Agricultural Systems Institute
Classification	Complex
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Employees/Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request to visit including the date and time		None		Client
2. Submit to the Director's Office, hard copy or thru email	2.1 Receive Request letter	None	1 minute	<i>Administrative Staff</i> CAFS-ASI
	2.2 Stamp Date and Time received and counter sign	None	1 minute	<i>Administrative Staff</i> CAFS-ASI
	2.3 Send letter to the Director for approval	None	2 minutes	<i>Administrative Staff</i> CAFS-ASI
	2.4 After the approval and comments of the Director, forward letter to concern staff in OARDEC for scheduling	None	5 minutes	<i>Administrative Staff</i> CAFS-ASI
3. Reply client to their request	3.1 Return letter request with action to the client or return through email	None	2 minutes	<i>University Researcher</i> CAFS-ASI or <i>Administrative Staff</i> CAFS-ASI
	3.2 Issuance of Receipt	None	2 minutes	<i>Special Collection Officer</i> CAFS-ASI
TOTAL		Rates	13 minutes	



	depend on the applicab le fees*		

***Entrance fees (₱60.00 -Regular; ₱45 – Students)**



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
CENTRAL EXPERIMENT STATION
EXTERNAL SERVICES**

CAFS-CES.1. LOT ALLOCATION REQUEST

Allocation of managed experimental lots to clients

Office or Division	Central Experiment Station
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Constituents and other Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Client
2. CES Form No. 1 Lot allocation Request Form	CES Admin Office
3. Project Proposal	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished CES Form No. 1 with the following attachments: field layout; letter of request; research proposal duly approved by unit chair/dean	1.1 CES Admin staff receives request, verifies completeness of documents and availability of lot, then forwards documents to Station Manager	None	1 hr	<i>Farm Supervisor</i> CAFS-CES or <i>Administrative Aide VI</i> CAFS-CES
	1.2 Farm Supervisor evaluates research proposal and conformity to existing policies, availability of needed lot, then recommends approval or disapproval	None	1 day	<i>Farm Supervisor</i> CAFS-CES
	1.3 Station Manager approves or disapproves request	None	1 day	<i>Station Manager</i> CAFS-CES
	1.4 CES notifies client through phone/via email of action taken	None	1 hr	<i>Administrative Aide VI</i> CAFS-CES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives statement of account for land use	2.1 CES prepares bill for land use	None	1 hr	<i>Administrative Aide VI</i> CAFS-CES
3. Pays the bill and provides CES advise of availability of payment	3.1 Lot is formally allocated	None	1 day	<i>Administrative Aide VI</i> CAFS-CES
	3.2 If disapproved, CES notifies client of reasons for disapproval:	None		
	3.2.1 lot is no longer available;	None		
	3.2.2 incomplete requirements;	None		
	3.2.3. unpaid balances from previous bills; and	None		
	3.2.4. non-conformity to existing policies on lot usage	None		
4. Resolves problem with CES	4.1 Problem(s) resolved; lot is formally allocated	Land use fee x No. of Months	1 day	<i>Farm Supervisor</i> CAFS-CES or <i>Administrative Aide VI</i> CAFS-CES
TOTAL		Price Varies*	3 days	

*The service is undergoing revision.

CAFS-CES.2. JOB REQUEST

Land Preparation and Irrigation Services

Office or Division	Central Experiment Station
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Constituents and other Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CES Form No. 2 Job Request From	CES Admin Office
2. CES Form No. 3 Job Completion From	CES Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to CAFS Dean's Office	1.1 If letter of request is approved, CES inspects job site and make pertinent assessments	None	2 days	<i>Station Manager</i> CAFS-CES Or <i>Farm Supervisor</i> CAFS-CES
2. Submits accomplished CES Form No. 2 and Feedback Information Sheet	2.1 Notifies client by phone call / email regarding action taken on request	None	1 day	<i>Administrative Aide VI</i> CAFS-CES
3. If job request is approved:	3.1 CES schedules the operation(s) and may require client to provide diesel and lubricants	None	1 day	<i>Farm Supervisor</i> CAFS-CES
	3.2 Performs requested farm operation/Irrigation	None	2 days	<i>Farm Supervisor</i> CAFS-CES
4. Submits CES Form No. 3 immediately after completion of	4.1 CES prepares bill / statement of account	None	2 hrs	<i>Administrative Aide VI</i> CAFS-CES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requested farm operation				
5. Pays bill and provides CES with proof of payment	5.1 Provides copy of receipt / remittance slip	Services rate X Current price of diesel X size of lot	1 hr	<i>Administrative Aide VI</i> CAFS-CES
TOTAL		Price Varies*	6 days and 3 hours	

*The service is undergoing revision.



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
CENTRAL EXPERIMENT STATION
INTERNAL SERVICES**

CAFS-CES.3. JOB REQUEST

Land Preparation and Irrigation Services

Office or Division	Central Experiment Station
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CES Form No. 2 Job Request From	CES Admin Office
2. CES Form No. 3 Job Completion From	CES Admin Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up and submits CES Form No. 2	1.1 Receives accomplished CES Form No. 2; Notifies client by phone call / email regarding action taken	None	4 hours	<i>Farm Supervisor</i> CAFS-CES or <i>Administrative Aide VI</i> CAFS-CES
2. If job request is approved:	2.1 Farm operations section/Irrigation section schedules requested farm operation(s). Client has the option to provide diesel or lubricants	None	1 day	<i>Farm Supervisor</i> CAFS-CES or <i>Administrative Aide VI</i> CAFS-CES
3. Delivers required amount of diesel and lubricants(if applicable)	3.1 Performs requested farm operation(s)	None	2 days	<i>Heavy Equipment Operation II</i> CAFS-CES or <i>Pump Operator</i> CAFS-CES
4. Submits CES Form No. 3 after the completion of requested farm operation and	4.1 If satisfied, CES prepares statement of account	None	2 hours	<i>Administrative Aide VI</i> CAFS-CES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
indicates satisfaction/nonsatisfaction with services rendered				
	4.2 if not satisfied, CES communicates with clients and make needed adjustments			
5. Pays the bill and provides CES with proof of payment	5.1 CES issues receipt / remittance slip	Services rate x Current price of diesel x size of lot	4 days	<i>Administrative Aide VI</i> CAFS-CES
	5.2 If job request is disapproved:	None	1 hours	<i>Administrative Aide VI</i> CAFS-CES
	5.3 Notifies client of reasons for disapproval, such as	None		
	5.3.1 unpaid balance from previous bill(s)	None		
	5.3.2 operation is not doable	None		
6. Discuss issues with CES to resolve problems	6.1 Problem resolved; CES reschedules operation	None	4 hours	<i>Farm Supervisor</i> CAFS-CES or <i>Heavy Equipment Operation II</i> CAFS-CES or <i>Pump Operator</i> CAFS-CES
7. Submits CES Form no. 3 after completion of requested farm operation(s)	7.1 Prepares statement of account	None	2 hours	<i>Administrative Aide VI</i> CAFS-CES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Pays the bill and provides CES with proof of payment	8.1 Records payment and update database	Services Rate X Current price of diesel X size of lot	2 days	<i>Administrative Aide VI</i> CAFS-CES
TOTAL		Price Varies*	9 days and 11 hours	

*The service is undergoing revision.



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
DAIRY TRAINING AND RESEARCH INSTITUTE
EXTERNAL SERVICES**

CAFS-DTRI.1. DTRI VISITORS PROGRAM

Acceptance of preschool and elementary pupils as visitors at DTRI

Office or Division	Dairy Training & Research Institute - Public Service and Linkages Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request (# of copies needed per type of copy)	Client
2. Notice of Approval/Disapproval	DTRI-PSLD
3. Itinerary	DTRI-PSLD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit a letter of request addressed to DTRI Director Dr. Arnel N. del Barrio with the following details: name of organization/institution, topics/activities of interest, number of persons, number of buses/jeepney/vans, preferred working date and time, contact information. and purpose of visit	1.1	None		<i>Administrative Assistant II</i> CAFS-DTRI
2. 2. Submit the letter of request via email to dtrivisitors@gmail.com at least one week prior to requested working day/state of visit.	2.1 Evaluates the request	None	first 2 hours of the days; Requests received after 10 am will be evaluated the next days	<i>University Research Associate II</i> CAFS-DTRI
	2.2 Coordination with DTRI facilities	None	12 hours	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and/or resource persons			<i>University Research Associate II</i> CAFS-DTRI
	2.3 Response from DTRI facilities	None	24 hours	
	2.4 Approval/ disapproval of request	None	3 hours	
	2.5 Client notification	None	1 hour	
3. Once approved, print out a copy or save a screenshot of the approved request.		None	15 min	<i>University Research Associate II</i> CAFS-DTRI
4. Arrive at DTRI Vicinity at approved working day/ste and time		None		<i>University Research Associate II</i> CAFS-DTRI
5. Inform visitors program coordinator (VPC) upon arrival	5.1 VPC ushers clients to DTRI auditorium for briefing.	None	10 minutes	<i>University Research Associate II</i> CAFS-DTRI
	5.2 Briefing and presentation	None	20 minutes	
	5.3 showcase of bull pen	None	15 minutes	
	5.4 pasture area	None	15 minutes	
	5.5 mock cow hand milking	None	30 minutes	
	5.6 working day/siry processing plant	None	15 minutes	
	5.7 working day/siry sales bar	None		<i>Administrative Aide VI</i> CAFS-DTRI
6. Picture taking.	6.1 picture taking	None	5 minutes	
TOTAL		None	3 days	

CAFS-DTRI.2. MARKETING SALES BAR*

To sell working day/dairy products process by Dairy processing Plant of the Dairy Training & Research Institute

Office or Division	Marketing Sales Div., Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Community, Outside UPLB Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Receive processed working day/dairy products turnover by Dairy Processing Plant	Dairy Processing Plant, DTRI
2. Selling of working day/dairy products	Marketing Sales Bar, DTRI
3. Order Slip	Marketing Sales Bar, DTRI
4. Official Receipt	Marketing Sales Bar, DTRI
5. Sales Report	Marketing Sales Bar, DTRI
6. Remittance	Marketing Sales Bar, DTRI DTRI Collecting officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Customers make Order Slip		None	1 minute	Client
2. Submit to Marketing Sales Staff		None	1 minute	<i>Administrative Aide IV</i> CAFS-DTRI
3. Order products received by the customer.		None	5 minutes	<i>Administrative Aide IV</i> CAFS-DTRI
4. Customers paid the total amount of the products.		None	5 minutes	<i>Administrative Aide IV</i> CAFS-DTRI
5. Customers receive official Receipts from the Sales Staff.		None	1 minute	<i>Administrative Aide IV</i> CAFS-DTRI
6. Marketing Sales Staff make Sales Report at the end of the working day/sy		None	1 hour	<i>Administrative Aide IV</i> CAFS-DTRI



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Check the Report of Sales		None	30 minutes	Marketing Supervisor CAFS-DTRI
8. Remit the total cash sales at the end of the working day/sy		None	30 minutes	DTRI Collecting Officer CAFS-DTRI
TOTAL		None	2 hours	

*This service is ongoing revision

CAFS-DTRI.3. DAIRY TRAINING

Application of individual client/trainee in training courses

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Filipino Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Information Sheet	Public Relations, Extension Services and Training Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Inquire from PSLD the courses to be offered (either by personal appearance, email, telephone, messenger)	1.1 PSLD staff replies to the client and documents name of client, working day/ste, time and details of the inquiry	None	15 minutes	<i>PRESTD Administrative Staff CAFS-DTRI</i>
2.If interested to attend the course, go personally at DTRI and fill-up information sheet of applicants	2.1 PSLD to provide information sheet to client	None	15 minutes	<i>PRESTD Administrative Staff CAFS-DTRI</i>
3. Inquire on the requirements of the course	3.1 PSLD staff replies to the client	None	5 minutes	<i>PRESTD Administrative Staff CAFS-DTRI</i>
	3.2 PSLD head evaluates the applicant's information sheet and interview him	None	5 minutes	<i>Unit Head CAFS-DTRI</i>
	3.3 Inform client if accepted or not as trainee considering also the minimum no. of trainees per course	None	5 minutes	<i>Unit Head CAFS-DTRI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. For those accepted as trainee, submit to IMTSU Staff in charge (sample requirement is health certificate) at least 2 weeks before the course is conducted	PSLD receives document and record	None	5 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
TOTAL		None	1 hour and 5 minutes	

CAFS-DTRI.4. APPLICATION OF INSTITUTIONS / PRIVATE GROUP IN TRAINING COURSES

Group training courses

Office or Division	Dairy Training & Research Institute
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Private Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Information Sheet	Public Relations, Extension Services and Training Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from PRESTD the courses to be offered (either by personal appearance, email, telephone, messenger)	1.1 PRESTD staff replies to the client and documents name of client, working day/ste, time and details of the inquiry	None	30 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
2.If the group is interested to attend the course, the representative and PRESTD discuss the details	PRESTD to discuss with client on details of the course	None	30 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the course module				
3. Inquire on the requirements of the course	PSLD staff replies to the client	None	5 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
4. The head of institution/group representative should write a formal letter requesting to attend the course with details as to who are to attend, how many are attending at least a month before the course is conducted		None		Client
5. The head of institution/group representative submits a formal letter requesting to attend the course with details as to who are to attend, how many are attending at least a month before the course is conducted (thru personal delivery, email, service providers)	PRESTD receives the letter, properly acknowledged and documented	None	10 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
6. The letter request is submitted to the head of IMTSU for evaluation	6.1 PRESTD head evaluates the request considering the availability of resource persons and facilities	None	5 days	<i>PRESTD Head</i> CAFS-DTRI
	6.2 If request is accepted, the head replies to the	None		<i>PRESTD Head</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client positively within a week, letter with a notation from the director of the institute			
	6.3 If request is denied, the head replies negatively to the client within a week, letter with a notation from the director of the institute	None		<i>PRESTD Head</i> CAFS-DTRI
TOTAL		None	5 days and 1 hour and 15 minutes	

CAFS-DTRI.5. APPLICATION OF INSTITUTIONS/PRIVATE GROUP IN SPECIALIZED/ NEW MODULE SPECIFIED BY CLIENT

Institutions/private group training application

Office or Division	Dairy Training & Research Institute
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Private Companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from PRESTD the courses offered (either by personal appearance, email, telephone, messenger)	1.1 PRESTD staff replies to the client and documents name of client, working day/ste, time and details of the inquiry	None	30 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
2.If the group is interested to attend the course at DTRI, the	2.1 PRESTD to discuss with client on details of the course	None	1 hour	<i>PRESTD Head</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
representative and PRESTD discuss the details of the course module requested by client				
3. The head of institution/group representative should write a formal letter requesting to attend the course with details as to who are to attend, how many are attending and the module they are interested	PRESTD receives the letter, properly acknowledged and documented	None	5 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI
4. The letter request is submitted to the head of PRESTD for evaluation	4.1 PRESTD head evaluates the request considering the availability of experts at DTRI/resource persons and facilities , requested working day/ste of training	None	5 days	<i>PRESTD Head</i> CAFS-DTRI
	4.2 The PRESTD group will prepare the module with corresponding budgetary requirements	None	5 days	<i>PRESTD Head</i> CAFS-DTRI
	4.3 The training module will be presented to the Director for approval	None	1 day	<i>PRESTD Head</i> CAFS-DTRI
	4.4 The module is sent to the client for approval with	None	30 minutes	<i>PRESTD Administrative Staff</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	letter endorsed by the director			
5. The client reviews the module prepared by DTRI		None		<i>Client</i>
6. The client send the corrected module to IMTSU after at least a week	6.1 PRESTD receives the communication from client, properly acknowledged and documented	None	20 minutes	<i>PRESTD Administrative Staff CAFS-DTRI</i>
	6.2 PRESTD incorporates corrections/suggestions and finalize the module and budgetary requirement	None	2 days	<i>PRESTD Administrative Staff CAFS-DTRI</i>
	6.3 PRESTD send back the revised module with a letter endorsed by the director	None	1 hour	<i>PRESTD Administrative Staff CAFS-DTRI</i>
7. The client sends to PRESTD the approval of the module and budgetary requirement within a week		None		<i>Client</i>
	7.1 PSLD receives the communication from client, properly acknowledged and documented	None	30 minutes	<i>PRESTD Administrative Staff CAFS-DTRI</i>
	7.2 If there are no more questions, PSLD writes formally the acceptance of	None	1 day	<i>PRESTD Administrative Staff CAFS-DTRI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	conducting the course			
	7.3 If there are still corrections, same procedure as above until a final module is done and accepted by client	None	2 days, 1 hour, 20 minutes	<i>PRESTD</i> <i>Administrative Staff</i> CAFS-DTRI
TOTAL		None	16 days, 5 hours, 15 min	

CAFS-DTRI.6. FINANCE AND ADMINISTRATIVE SERVICES

Support to Instruction, Research and Extension

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	FILIPINO CITIZEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information Inquiry / Request Letter Documents for Signature	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give your non-confidential personal information	1.1 Have it recorded	None	2 minutes	<i>Administrative Staff</i> CAFS-DTRI
2. Submit inquiry/request letter with receiving cop	2.1 Receive inquiry/document. 2.3 Forward the inquiry and document to the concerned division and Director's office respectively.	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI
3. Submit documents for signature	form will be given	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	8 Minutes	

CAFS-DTRI.7. DAIRY PROCESSING PLANT SERVICES

Support to Instruction, Research and Extension

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inquiry / Request Letter / Documents for Signature	Dairy Plant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information and have your name listed on the logbook	1.1 Have it recorded	None	2 minutes	Laboratory Aide CAFS-DTRI or Laboratory Technician CAFS-DTRI
2. Submit inquiry/request letter with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references 2.3 Forward the inquiry and document to the concerned division and Director's office respectively.	None	5 minutes	Laboratory Aide CAFS-DTRI or Laboratory Technician CAFS-DTRI
TOTAL		None	7 Minutes	

CAFS-DTRI.8. TOLL PROCESSING

Support to Extension

Office or Division	Dairy Training & Research Institute

Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Toll Processing Service Request	Dairy Plant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information and have your name listed on the logbook	1.1 Have it recorded	None	2 minutes	<i>Laboratory Aide</i> CAFS-DTRI or <i>Laboratory Technician</i> CAFS-DTRI or <i>Plant Manager</i> CAFS-DTRI
2. Submit inquiry/request letter for toll processing with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references 2.3 Forward the inquiry and document to the Plant Manager.	None	5 minutes	<i>Laboratory Aide</i> CAFS-DTRI or <i>Laboratory Technician</i> CAFS-DTRI or <i>Plant Manager</i> CAFS-DTRI
4. Processing of Request	4.1 Plant Manager forwards the toll processing request to the Director's office. 4.2 Plant Manager sets meeting with the client	None	3 days	<i>Plant Manager</i> CAFS-DTRI
5. Meeting with the Plant Manager	5.1 Guidelines for toll processing will be discussed.	None	60 minutes	<i>Plant Manager</i> CAFS-DTRI
6. Processing of Request	7.1 Preparation of Toll Processing MOA 7.2 Forward Toll Processing MOA	None	2 days	<i>Plant Manager</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the Director's office			
7. Sign the Toll Processing MOA	8.1 Accomplish the Toll Processing MOA and forward it to the Director's office	None	1 hour	<i>Plant Manager</i> CAFS-DTRI
TOTAL		None	5 days, 1 hour and 7 minutes	

CAFS-DTRI.9. PRACTICUM REQUEST

Support to Instruction and Extension

Office or Division	Dairy Training & Research Institute
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Practicum or On the Job Training Request	Dairy Plant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information and have your name listed on the logbook	1.1 Have it recorded	None	2 minutes	<i>Laboratory Aide</i> CAFS-DTRI or <i>Laboratory Technician</i> CAFS-DTRI
2. Submit inquiry/request letter for practicum or on the job training with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references	None	5 minutes	<i>Laboratory Aide</i> CAFS-DTRI or <i>Laboratory Technician</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Processing of Request	4.1 Lab Aide or Lab Technician forwards the request to the Plant Manager 4.2 Plant Manager sets meeting with the client	None	3 days	Laboratory Aide CAFS-DTRI or Laboratory Technician CAFS-DTRI or Plant Manager CAFS-DTRI
4. Request Approval	5.1 Guidelines for practicum or on the job training will be discussed. 5.2 Request letter will be acted upon. 5.3 Forward action on the request to the Director's office	None	30 minutes	Plant Manager CAFS-DTRI
TOTAL		None	3 days and 37 minutes	

CAFS-DTRI.10. DAIRY TECHNOLOGY SERVICES

Support to Instruction, Research and Extension

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Dairy Technology office	Dairy Technology office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information and have your name listed on the logbook	1.1 Have it recorded	None	2 minutes	Administrative Assistant CAFS-DTRI or Laboratory Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CAFS-DTRI
2. Submit inquiry/request letter with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references 2.3 Forward the inquiry and document to the concerned division and Director's office respectively.	None	5 minutes	<i>Administrative Assistant</i> CAFS-DTRI <i>or</i> <i>Laboratory Aide</i> CAFS-DTRI
TOTAL		None	7 minutes	

CAFS-DTRI.11. DAIRY PRODUCTION, BREEDING AND PHYSIOLOGY SERVICES

Support to Instruction, Research and Extension

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	FILIPINO CITIZEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information Inquiry / Request Letter Documents for Signature	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information	1.1 Have it recorded	None	1 minute	<i>Administrative Staff</i> CAFS-DTRI
2. Submit inquiry/request letter with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references 2.3 Recommend a DPBPD Staff to assist the client	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit documents for signature	3.1 Receive the document/s and evaluate the request/ inquiry 3.2 Answer the inquiry or forward to Unit Head for recommending approval of request 3.3 Forward the document to Director's office	None	1 hour	<i>DPBPD Staff</i> CAFS-DTRI or <i>DPBPD Head</i> CAFS-DTRI
	3.5 Receive the document 3.6 Director signs document/ request for approval	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI <i>Director</i> CAFS-DTRI
TOTAL		None	1 hour and 7 minutes	

CAFS-DTRI.12. NUTRITION AND FORAGE PRODUCTION SERVICES

Support to Instruction, Research and Extension

Office or Division	Dairy Training & Research Institute
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	FILIPINO CITIZEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information Inquiry / Request Letter Documents for Signature	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give non-confidential personal information	1.1 Have it recorded	None	1 minute	<i>Administrative Staff</i> CAFS-DTRI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit inquiry/request letter with receiving copy	2.1 Receive inquiry/document. 2.2 Check for any contact references 2.3 Recommend a NFPD Staff to assist the client	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI
3. Submit documents for signature	3.1 Receive the document/s and evaluate the request/ inquiry 3.2 Answer the inquiry or forward to Unit Head for recommending approval of request 3.3 Forward the document to Director's office	None	1 hour	<i>NFPD Staff</i> CAFS-DTRI or <i>NFPD Head</i> CAFS-DTRI
	3.5 Receive the document 3.6 Director signs document/ request for approval	None	3 minutes	<i>Administrative Staff</i> CAFS-DTRI <i>Director</i> CAFS-DTRI
TOTAL		None	1 hour and 7 minutes	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
INSTITUTE OF ANIMAL SCIENCE
EXTERNAL SERVICES**

CAFS-IAS.1. REQUEST FOR TECHNICAL ASSISTANCE

For trainings / short courses offered

Office or Division	Institute of Animal Science - Information Management and Technical Services Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Various Clients (LGUs, Private Companies/Organizations, OFWs, and other interested individuals)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter address to the Director of IAS	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Respond to the inquiry regarding schedule and fees to be paid for the requested training	Respond to the inquiry regarding schedule and fees to be paid for the requested training	None	1 hour	<i>University Extension Specialist II</i> CAFS-IAS <i>IMTSU Head</i> CAFS-IAS
2. Confirm attendance to the requested training and pay the training fee	Acknowledge receipt of payment and inform the participant of the final schedule of the requested training	Fee depends on the nature of training and number of days	7 hours	<i>Administrative Staff</i> CAFS-IAS
TOTAL		Fee depends on the nature of training and number of days	8 hours	

CAFS-IAS.2. REQUEST FOR USE OF ROOMS FOR NON-INSTRUCTIONAL PURPOSES

For the request to use IAS rooms and lecture halls for non-instructional purposes (events, meetings, etc.)

Office or Division	Institute of Animal Science - Information Management and Technical Services Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2B - Government to Business
Who may Avail	Various Clients (UPLB Students, Private Companies/Organizations)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IAS Room Request Form	IAS Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Director's Office indicating the name of the room being requested, the target date and time, the purpose/event, and the maximum number of participants	Respond to the inquiry regarding availability of requested room and fees to be paid	None	4 hours	<i>Administrative Officer V</i> CAFS-IAS
2. Pay and submit to the Director's Office the proof of payment	Acknowledge receipt of payment and reserve the requested room	(UPLB user); 800/hour (Non-UPLB user)	15 minutes	<i>Administrative Officer V</i> CAFS-IAS
TOTAL		(UPLB user); 800/hour (Non-UPLB user)	4 hours and 15 minutes	

CAFS-IAS.3. REQUEST FOR USE OF FARM FACILITIES (IAS EXTERNAL SERVICES)

For research and instruction purposes

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Various Clients (students, faculty, researchers, private companies/organizations)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IAS Form 4A	IAS Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish IAS Form 4 and have it signed by the following: Farm Superintendent, Farm Manager, and Farm Veterinarian (for use of quarantine area only)	1. Give IAS Form 4 to the requesting party (IAS-DO staff) 2. Evaluate the request and sign for recommending approval (Farm Management Committee)	None	1 day	Administrative Officer V CAFS-IAS Farm Manager CAFS-IAS Farm Superintendent CAFS-IAS Farm Veterinarians CAFS-IAS
2. Submit the signed IAS Form 4 to the Director's Office together with copy of MOA (for projects) or approved thesis outline	Check if IAS Form 4 was accomplished properly with all the necessary signature and attachments	None	1 hour	Administrative Officer V CAFS-IAS
	Evaluate the request for approval/disapproval	None	1 day	IAS Director CAFS-IAS
TOTAL		None	2 days and 1 hour	



CAFS-IAS.4. REQUEST FOR USE OF LABORATORY FACILITIES

For Research Purposes

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request to use laboratory facility and equipment form	Director's office
Photocopy of form 5 (for thesis and Special Problem students)	
Written consent from adviser (for non-enrolled students)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Director's Office regarding use of laboratory facilities	1.1. Know the nature of the request and give the list of requirements based on the nature of the request 1.2. Students enrolled in thesis or special problem must submit form 5 1.3. Students not enrolled in thesis or SP must submit written consent from adviser allowing him/her to do laboratory analysis during the semester 1.4. All requesting students must accomplish request to use laboratory facility and equipment form	None	30 minutes	<i>Administrative Officer V</i> CAFS-IAS
2. Submit the requirements to the laboratory in-charge	Check the documents submitted and schedule the orientation prior use of laboratory facilities	None	1 hour	<i>Laboratory in-charge</i> CAFS-IAS
	Evaluate the request for approval/disapproval	None	1 day	<i>IAS Director</i> CAFS-IAS
3. Attend the orientation			4 hours	<i>Laboratory in-charge</i> CAFS-IAS
TOTAL		None	1 day, 5 hours, and 30 minutes	

CAFS-IAS.5. REQUEST FOR TRANSPORT SERVICES

For instruction, research, and extension purposes

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple

Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter address to the Director of IAS	Client
Trip Ticket	IAS Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Institute Director indicating the date of use and purpose.	1.1. Receive request letter	None	1 hour	<i>Administrative Staff</i> CAFS-IAS
	1.2. Check the availability of the vehicle and endorse the request to the Director	None	1 day	<i>IAS Director</i> CAFS-IAS
	1.3. Assign vehicle and driver	None	1 hour	<i>Administrative Staff</i> CAFS-IAS
2. Accomplish feedback form and rate the performance of the driver	Approve/Disapprove the request	None	1 day	<i>IAS Director</i> CAFS-IAS
	If request is approved, prepare the trip ticket and have it signed by the Director	None	1 hour	<i>Administrative Staff</i> CAFS-IAS
2. Accomplish feedback form and rate the performance of the driver	Collect the feedback form for evaluation of the transportation services committee	None	10 minutes	<i>Administrative Staff</i> CAFS-IAS
	TOTAL	None	1 day, 2 hours and 10 minutes	

CAFS-IAS.6. APPLICATION FOR UNDERGRADUATE MAJOR ADMISSION

For instruction purposes: Evaluation of ANSC Major Applicants

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Undergraduate Major Admission Form No. 1	IAS Director's office
Plan of Major Coursework (UPLB-CAFS Sec. Form No. 10)	IAS Director's office
True Copy of Grades	CAFS Secretary's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Google Form for the IAS Undergraduate Major Admission with attached TCG from CAFS OCS on or before the set deadline	1. Receive, check, and review the accomplished form if with attached TCG	None	10 minutes	<i>Undergraduate Major Students Admission Secretariat CAFS-IAS</i>
2. Attend the interview schedule set by the Admission Committee	2.1. Interview the student 2.2. Assist the Undergraduate Major Students Admission Committee and student during interview	None	20 minutes	<i>Undergraduate Major Students Admission Committee for Undergraduate Major Students Undergraduate Major Students Admission Secretariat CAFS-IAS</i>
3. Go to your assigned Adviser and accomplish your plan of Major Course Work (UPLB CAFS Sec. Form No. 10)	3. Assigned adviser will assist the students in accomplishing their Plan of Major Course Work	None	1 hour	<i>Assigned Adviser CAFS-IAS</i>
4. Have the accomplished Plan of Major Coursework signed by your Adviser, IAS	4.1. Assigned adviser will check and sign the Plan of Major Course Work 4.2. The Director's Secretary will check the completeness of information of the	None	2 days	<i>Assigned Adviser CAFS-IAS Undergraduate Major Students</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Director and College Secretary	Plan of Major Course Work before signing by the IAS Director. 4.3. The Director's Secretary will return the signed Plan of Major Coursework to the students. The students may now proceed to the College Secretary's office.			<i>Admission Secretariat</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS <i>Administrative Staff</i> CAFS-IAS
5. Submit one (1) copy each of the approved Plan of Major Coursework to your adviser, IAS Director's Office and CAFS College Secretary's Office. Make sure that you keep a photocopy for your file.	5. Assigned Adviser, IAS Director's office and CAFS College Secretary's office will receive the approved Plan of Major Coursework	None	10 minutes	<i>Assigned Adviser</i> CAFS-IAS <i>Undergraduate Major Students</i> <i>Admission Secretariat</i> CAFS-IAS <i>Administrative Staff</i> CAFS-OCS
TOTAL		None	2 days, 40 minutes	

CAFS-IAS.7. CLEARANCE (STUDENTS)

For clearance of BSA and BS ABT students

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Sheet	College Secretary's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Animal Science Major Students, have the clearance sheet signed by your adviser and countersigned by the staff from IAS-CVM Library and Laboratory In-charge (if applicable) before signature of the IAS Director	1. The Director's office will receive and check/verify if the clearance sheet have been signed by his/her adviser and countersigned by the staff from the Laboratory In-Charge before signing by the IAS Director Once verified, the IAS Director will sign the clearance form	None	1 day	<i>Administrative Assistant</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS
2. For Non Animal Science Major Students, you can sign your clearance to the IAS Director or to his Officer-in-Charge (staff assigned in signing clearance sheet on his behalf)	2. The Director's office will receive and have the clearance sheet signed by the IAS Director or his OIC.	None	5 minutes	<i>Administrative Assistant</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS
3. Claim the Clearance Sheet	3.1The Director's office will return the clearance sheet to the student	None	5 minutes	<i>Administrative Officer V</i> CAFS-IAS
TOTAL		None	1 day and 10 minutes	

CAFS-IAS.8.1. SLAUGHTER OF ANIMALS (FOR INSTRUCTION OR TRAINING PURPOSES)

Slaughtering of animals for instruction and extension purposes

Office or Division	Institute of Animal Science - Animal Products Science and Technology Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ante-mortem and Post-mortem Inspection Certificate (APSTD Form SH-1)	Animal Products Science and Technology Division (APSTD)
Request for the Use of Facility (APSTD Form S-1a)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Faculty-in-Charge/ Training coordinator concerned shall write a letter of request to the Director of the Institute of Animal Science for the slaughter of animals to provide the materials needed (carcass, organs, etc.) needed for instruction or training. The letter shall specify the sex/type of the animal, the number of animals required, the parts of organs needed, and the specific/tentative date and time of slaughter. The request letter shall be channeled through the Farm Superintendent and designated Farm Veterinarian for recommending approval.	1.1 The Director's office will receive and forward the request letter to the IAS Director. The IAS Director will refer the letter to the Farm Superintendent and Farm Veterinarian for their recommending approval. If the letter was recommended for approval, the Director will approve the request. The Farm Superintendent shall process the recommendation for slaughter, in the case of pigs and cattle, and have it approved by duly appointed approving authority. The recommendation for slaughter shall bear the identity of the animal(s) to be slaughtered. A copy of the approved recommendation for slaughter shall be submitted to APSTD prior to the slaughter of animals.	None	2 days	<i>Administrative Officer V</i> CAFS-IAS <i>Farm Superintendent I</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS
2. Upon Director's approval of the	2. The APSTD staff will receive and schedule the approved request.	None	4 hours	<i>Agricultural Technician</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request, the requesting party shall inform immediately the Head of APSTD or the In-charge of the Slaughterhouse for proper scheduling. A copy of the approved request shall be submitted to APSTD.				CAFS-IAS
3. The requesting party shall secure ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	3. The in-charge of the APSTD Slaughterhouse shall keep the ante-mortem and post-mortem inspection record for not less than 3 years.	None	4 hours	<i>Agricultural Technician</i> CAFS-IAS
	TOTAL	None	2 days and 8 hours	

CAFS-IAS.8.2. SLAUGHTER OF ANIMALS (FOR INSTRUCTION OR TRAINING PURPOSES)

Slaughtering of animals for research purposes

Office or Division	Animal Products Science and Technology Division, Institute of Animal Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ante-mortem and Post-mortem Inspection Certificate (APSTD Form SH-1)	Animal Products Science and Technology Division (APSTD)
Request for the Use of Facility (APSTD Form S-1a)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party (Study/Project Leader/ Researcher) shall fill up the APSTD Form S-1a (Request for the Use of Facility). However, the requesting party shall first determine from the in-charge of the Slaughterhouse the availability of the slaughterhouse/dressing and/or fabrication facilities before accomplishing the form. The request shall be done at least 1 month before the target date of slaughter.	1. The in-charge of the facilities will confirm the availability of the facility. The designated Farm Veterinarian will schedule and conduct the ante-mortem inspection and post-mortem inspections.	Refer to Table of Fees*	1 hour	<i>Agricultural Technician</i> CAFS-IAS and <i>Farm Veterinarian</i> CAFS-IAS
2. Upon approval of the request, the requesting party shall secure ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	2. The in-charge of the facilities shall keep the ante-mortem and post-mortem inspection record for not less than 3 years.	None	1 hour	
3. In cases that the animals to be slaughtered for research purposes are sourced or raised outside UPLB farm facilities (UAF, IAS Beef Farm, DTRI, UPCVM and PCC-	3. The IAS Veterinarian will receive and authenticate or sign the Animal's Health Record and/or Veterinary Clearance/Certificate.	None	1 hour	<i>Farm Veterinarian</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UPLB), the requesting party shall submit Animals' Health Record (including vaccination program) and/or Veterinary Clearance/Certificate from the animal's place of origin (municipality farm).				
4. The requesting party shall present the authenticated or signed Animal's Health Record and/or Veterinary Clearance/Certificate to the APSTD Head on or before the date of slaughter.	4. The APSTD Head will receive and verify the authenticated or signed Animal's Health Record and/or Veterinary Clearance/Certificate.	None	1 hour	<i>Agricultural Technician</i> CAFS-IAS
	TOTAL	Refer to Table of Fees*	4 hours	

***TABLE OF FEES**

TYPE	PRICE (P)
(1) Slaughter only:	
Cattle/Carabao	450.00/hd
Hog	300.00/hd
Goat/Sheep	200.00/hd
(2) Slaughter and Fabrication (no data)	
Cattle/Carabao	600.00/hd

Hog	400.00/hd
Goat/Sheep	300.00/hd
(3) Slaughter and Fabrication (with data)	
Cattle/Carabao	750.00/hd
Hog	550.00/hd
Goat/Sheep	400.00/hd
(4) Poultry Dressing	7.00.00/hd

CAFS-IAS.8.3. SLAUGHTER OF ANIMALS (FOR PURPOSES OTHER THAN INSTRUCTION, TRAINING OR RESEARCH)

Slaughtering of animals for other purposes other than instruction, research, and extension

Office or Division	Institute of Animal Science - Animal Products Science and Technology Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Sheet	College Secretary's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If for purposes other than instruction, training or research: For animals from IAS or IAS-UPLBFI Projects, The Farm Superintendent shall process the recommendation for slaughter, in the case of pigs and cattle, and have it approved by duly appointed	1. The APSTD staff will receive the approved recommendation for slaughter.	None	2 days	<i>Farm Superintendent</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS <i>Agricultural Technician</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
approving authority. The recommendation for slaughter shall bear the identity of the animal(s) to be slaughtered. A copy of the approved recommendation for slaughter shall be submitted to APSTD prior to the slaughter of animals. NO ANIMALS RAISED OUTSIDE UPLB FARM FACILITIES SHALL BE ACCEPTED FOR SLAUGHTER AT APSTD SLAUGHTERHOUSE OTHER THAN THOSE FOR INSTRUCTION, TRAINING AND RESEARCH PURPOSES.				
2. Upon approval of the request, the requesting party shall secure ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	2. The in-charge of the facilities shall keep the ante-mortem and post-mortem inspection record for not less than 3 years.	None	1 hour	<i>Agricultural Technician</i> CAFS-IAS
3. If for emergency slaughter, request for emergency slaughter (use APSTD Form SH-2) can be done on animals that are suffering from automatic injuries, prolonged lameness	3. The APSTD staff will receive the request pending the recommendation of the Farm Veterinarian and compliance to the condition stated in the guidelines for	None	1 hour	<i>Agricultural Technician</i> CAFS-IAS <i>APSTD Head</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
due to physiological condition or any condition deemed non-infectious, which in any case may cause too much suffering or eventual death of the animal. The main purpose of emergency slaughter is to save the carcass and recover some value from it. However, ANIMALS THAT ARE FOUND OR HAVING SYMPTOMS OF INFECTIOUS/COMMUNICABLE DISEASES, OR THOSE TREATED WITH ANTIBIOTICS, SHALL NO LONGER BE BROUGHT INTO OR ALLOWED TO BE SLAUGHTERED AT THE APSTD SLAUGHTERHOUSE.	Emergency Slaughter.			
4. The requesting person (Farm Superintendent, Researcher, Project/Study Leader, etc.) shall fill up REQUEST FOR EMERGENCY SLAUGHTER FORM, which shall pass thru designated Farm Veterinarian for recommendation. It should be submitted to APSTD together with the ANTE-	4. The designated Farm Veterinarian will receive the request for emergency slaughter form for recommendation and shall perform ante-mortem inspection to ensure adherence to the second paragraph above. The APSTD will receive the recommended/approved request for	None	2 hours	<i>Farm Superintendent</i> CAFS-IAS <i>Project Leader/ Researcher</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	emergency slaughter form and schedule the emergency slaughter of animal as early as possible.			
TOTAL		None	2 days and 4 hours	



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CAFS-IAS.9. REQUEST FOR USE OF FARM FACILITIES

For research and instruction purposes

Office or Division	Director's office, Institute of Animal Science
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty, researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IAS Form 4A	IAS Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish IAS Form 4 and have it signed by the following: Farm Superintendent, Farm Manager, and Farm Veterinarian (for use of quarantine area only)	1. Give IAS Form 4 to the requesting party (IAS-DO staff) 2. Evaluate the request and sign for recommending approval (Farm Management Committee)	None	1 day	<i>Administrative Officer V</i> CAFS-IAS <i>Farm Managers</i> CAFS-IAS <i>Farm Superintendent I</i> CAFS-IAS <i>Farm Veterinarians</i> CAFS-IAS
2. Submit the signed IAS Form 4 to the Director's Office together with copy of MOA (for projects) or approved thesis outline	Check if IAS Form 4 was accomplished properly with all the necessary signature and attachments	None	1 hour	<i>Administrative Officer V</i> CAFS-IAS
	Evaluate the request for approval/disapproval	None	1 day	<i>IAS Director</i> CAFS-IAS
TOTAL		None	2 days and 1 hour	



CAFS-IAS.10.1. REQUEST FOR USE OF LABORATORY FACILITIES

For Instruction Purposes

Office or Division	Institute of Animal Science
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Use of Laboratory Facility and Equipment Form	IAS Director's Office
Request Letter address to the Director of IAS	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Division Head indicating the course number, semester and AY, number of students, type of analysis to be done, equipment or materials to be used, and the specific date/time of use.	1.1. Check completeness of information in the request letter 1.2. Endorse/approve the request letter	None	1 day	1.1. Division Secretary CAFS-IAS 1.2. Division Head CAFS-IAS
2. Submit the approved letter to the laboratory in-charge	Receive the approved request letter and record the schedule of use	None	10 minutes	Laboratory in-charge CAFS-IAS
TOTAL		None	1 day and 10 minutes	

CAFS-IAS.10.2. REQUEST FOR USE OF LABORATORY FACILITIES

For Extension Purposes

Office or Division	Institute of Animal Science
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter address to the Director of IAS	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Division Head/Accomplish request to use laboratory facility and equipment form indicating the training title, number of participants, type of analysis to be done, equipment or materials to be used, and the specific date/time of use.	1.1. Check completeness of information in the request letter 1.2. Endorse/approve the request letter 1.3 Approve/disapprove the request form	None	1 day	1.1. Division Secretary CAFS-IAS 1.2. Division Head CAFS-IAS
2. Submit the approved letter to the laboratory in-charge	Receive the approved request letter and record the schedule of use	None	10 minutes	Laboratory in-charge CAFS-IAS
TOTAL		None	1 day and 10 minutes	

CAFS-IAS.11. REQUEST FOR TRANSPORT SERVICES

For instruction, research, and extension purposes

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter address to the Director of IAS	Client
Trip Ticket	IAS Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the Institute Director indicating the date of use and purpose.	1.1. Receive request letter	None	1 hour	Administrative Staff CAFS-IAS
	1.2. Check the availability of the vehicle and endorse the request to the Director			
	1.3. Assign vehicle and driver			
	Approve/Disapprove the request	None	1 day	IAS Director CAFS-IAS
	If request is approved, prepare the trip ticket and have it signed by the Director	None	1 hour	Administrative Staff CAFS-IAS
2. Accomplish feedback form and rate the performance of the driver	Collect the feedback form for evaluation of the transportation services committee	None	10 minutes	Administrative Staff CAFS-IAS
TOTAL		None	1 day, 2 hours, and 10 minutes	

CAFS-IAS.12. CLEARANCE (EMPLOYEES)

For clearance of IAS employees

Office or Division	Institute of Animal Science - Director's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Institute Clearance form for employees	IAS Director's office
University Clearance	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the institute clearance and have it signed by the division heads. This is to check his/her property of financial responsibility before the university clearance be signed by the Director	The Director's office will check the clearance form if it is already signed by the division heads before forwarding to the employee and forwarding to the college	None	1 day	<i>Administrative Assistant</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS
Claiming of Clearance Form	The signed institute clearance will return to the employee and forward to the college	None	10 minutes	<i>Administrative Assistant</i> CAFS-IAS
TOTAL		None	1 day, and 10 minutes	

CAFS-IAS.13.1. SLAUGHTER OF ANIMALS (FOR INSTRUCTION OR TRAINING PURPOSES)

Slaughtering of animals for instruction and extension purposes

Office or Division	Institute of Animal Science - Animal Products Science and Technology Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ante-mortem and Post-mortem Inspection Certificate (APSTD Form SH-1)	Animal Products Science and Technology Division (APSTD)
Request for the Use of Facility (APSTD Form S-1a)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Faculty-in-Charge/ Training coordinator concerned shall write a letter of request to the Director of the Institute of Animal Science for the slaughter of animals to provide the materials needed (carcass, organs, etc.) needed for instruction or training. The letter shall specify the sex/type of the animal, the number of animals required, the parts of organs needed, and the specific/tentative date and time of slaughter. The request letter shall be channeled through the Farm	The Director's office will receive and forward the request letter to the IAS Director. The IAS Director will refer the letter to the Farm Superintendent and Farm Veterinarian for their recommending approval. If the letter was recommended for approval, the Director will approve the request. The Farm Superintendent shall process the recommendation for slaughter, in the case of pigs and cattle, and have it approved by duly appointed approving authority. The recommendation for slaughter shall bear the identity of the animal(s) to be slaughtered. A copy of the approved recommendation for	None	2 days	<i>Administrative Officer V</i> CAFS-IAS <i>Farm Superintendent I</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Superintendent and designated Farm Veterinarian for recommending approval.	slaughter shall be submitted to APSTD prior to the slaughter of animals.			
Upon Director's approval of the request, the requesting party shall inform immediately the Head of APSTD or the In-charge of the Slaughterhouse for proper scheduling. A copy of the approved request shall be submitted to APSTD.	The APSTD staff will receive and schedule the approved request.	None	4 hours	<i>Agricultural technician</i>
The requesting party shall secure ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	The in-charge of the APSTD Slaughterhouse shall keep the ante-mortem and post-mortem inspection record for not less than 3 years.	None	4 hours	<i>Agricultural Technician</i>
TOTAL		None	2 days and 8 hours	

CAFS-IAS.13.2. SLAUGHTER OF ANIMALS (FOR RESEARCH PURPOSES)

Slaughtering of animals for research purposes

Office or Division	Institute of Animal Science - Animal Products Science and Technology Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ante-mortem and Post-mortem Inspection Certificate (APSTD Form SH-1)	Animal Products Science and Technology Division (APSTD)
Request for the Use of Facility (APSTD Form S-1a)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requesting party (Study/Project Leader/ Researcher) shall fill up the APSTD Form S-1a (Request for the Use of Facility). However, the requesting party shall first determine from the in-charge of the Slaughterhouse the availability of the slaughterhouse/dressing and/or fabrication facilities before accomplishing the form. The request shall be done at least 1 month before the target date of slaughter.	The in-charge of the facilities will confirm the availability of the facility. The designated Farm Veterinarian will schedule and conduct the ante-mortem inspection and post-mortem inspections	Refer to Table of Fees*	1 hour	<i>Agricultural Technician</i> CAFS-IAS and <i>Farm Veterinarian</i> CAFS-IAS
Upon approval of the request, the requesting party shall secure ANTE-MORTEM	The in-charge of the facilities shall keep the ante-mortem and post-mortem	None	1 hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AND POST-MORTEM INSPECTION CERTIFICATE.	inspection record for not less than 3 years.			
In cases that the animals to be slaughtered for research purposes are sourced or raised outside UPLB farm facilities (UAF, IAS Beef Farm, DTRI, UPCVM and PCC-UPLB), the requesting party shall submit Animals' Health Record (including vaccination program) and/or Veterinary Clearance/Certificate from the animal's place of origin (municipality farm).	The IAS Veterinarian will receive and authenticate or sign the Animal's Health Record and/or Veterinary Clearance/Certificate.	None	1 hour	<i>Farm Veterinarian</i> CAFS-IAS
The requesting party shall present the authenticated or signed Animal's Health Record and/or Veterinary Clearance/Certificate to the APSTD Head on or before the date of slaughter.	The APSTD Head will receive and verify the authenticated or signed Animal's Health Record and/or Veterinary Clearance/Certificate.	None	1 hour	<i>Agricultural Technician</i> CAFS
TOTAL		Refer to Table of Fees*	4 hours	

***TABLE OF FEES**

TYPE	PRICE (P)
(1) Slaughter only:	
Cattle/Carabao	450.00/hd
Hog	300.00/hd
Goat/Sheep	200.00/hd
(2) Slaughter and Fabrication (no data)	
Cattle/Carabao	600.00/hd
Hog	400.00/hd
Goat/Sheep	300.00/hd
(3) Slaughter and Fabrication (with data)	
Cattle/Carabao	750.00/hd
Hog	550.00/hd
Goat/Sheep	400.00/hd
(4) Poultry Dressing	7.00.00/hd

CAFS-IAS.13.3. SLAUGHTER OF ANIMALS (FOR PURPOSES OTHER THAN INSTRUCTION, TRAINING OR RESEARCH)

Slaughtering of animals for other purposes other than instruction, research, and extension

Office or Division	Institute of Animal Science -Animal Products Science and Technology Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ante-mortem and Post-mortem Inspection Certificate (APSTD Form SH-1)	Animal Products Science and Technology Division (APSTD)
Request for the Use of Facility (APSTD Form S-1a)	

Request for Emergency Slaughter
(APSTD Form SH-2)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If for purposes other than instruction, training or research: For animals from IAS or IAS-UPLBFI Projects, The Farm Superintendent shall process the recommendation for slaughter, in the case of pigs and cattle, and have it approved by duly appointed approving authority. The recommendation for slaughter shall bear the identity of the animal(s) to be slaughtered. A copy of the approved recommendation for slaughter shall be submitted to APSTD prior to the slaughter of animals. NO ANIMALS RAISED OUTSIDE UPLB FARM FACILITIES SHALL BE ACCEPTED FOR SLAUGHTER AT APSTD SLAUGHTERHOUSE USE OTHER	The APSTD staff will receive the approved recommendation for slaughter.	None	2 days	<i>Farm Superintendent</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS <i>IAS Director</i> CAFS-IAS <i>Agricultural Technician</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
THAN THOSE FOR INSTRUCTION, TRAINING AND RESEARCH PURPOSES.				
Upon approval of the request, the requesting party shall secure ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	The in-charge of the facilities shall keep the ante-mortem and post-mortem inspection record for not less than 3 years.	None	1 hour	<i>Agricultural Technician</i> CAFS-IAS
If for emergency slaughter, request for emergency slaughter (use APSTD Form SH-2) can be done on animals that are suffering from automatic injuries, prolonged lameness due to physiological condition or any condition deemed non-infectious, which in any case may cause too much suffering or eventual death of the animal. The main purpose of emergency slaughter is to save the carcass and recover some value from it. However, ANIMALS THAT ARE FOUND OR HAVING	The APSTD staff will receive the request pending the recommendation of the Farm Veterinarian and compliance to the condition stated in the guidelines for Emergency Slaughter.	None	1 hour	<i>Agricultural Technician</i> CAFS-IAS <i>APSTD Head</i> CAFS-IAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SYMPTOMS OF INFECTIOUS/COMMUNICABLE DISEASES, OR THOSE TREATED WITH ANTIBIOTICS, SHALL NO LONGER BE BROUGHT INTO OR ALLOWED TO BE SLAUGHTERED AT THE APSTD SLAUGHTERHOUSE USE.				
The requesting person (Farm Superintendent, Researcher, Project/Study Leader, etc.) shall fill up REQUEST FOR EMERGENCY SLAUGHTER FORM, which shall pass thru designated Farm Veterinarian for recommendation. It should be submitted to APSTD together with the ANTE-MORTEM AND POST-MORTEM INSPECTION CERTIFICATE.	The designated Farm Veterinarian will receive the request for emergency slaughter form for recommendation and shall perform ante-mortem inspection to ensure adherence to the second paragraph above. The APSTD will receive the recommended/approved request for emergency slaughter form and schedule the emergency slaughter of animals as early as possible.	None	2 hours	<i>Farm Superintendent</i> CAFS-IAS <i>Project Leader/ Researcher</i> CAFS-IAS <i>Farm Veterinarian</i> CAFS-IAS
TOTAL		None	2 days and 4 hours	



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CAFS-IFST.1. ONLINE INSTITUTE CLEARANCE (TRANSFERRING, SHIFTING AND GRADUATION PURPOSES)

Institute Clearance requested by students

Office or Division	Institute of Food Science and Technology
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB BSFT/ BSFST students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Institute Clearance Form (face to face)	Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to the Institute	1.1 Check the email	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
2. Submit to Director's Office	2.1 Receive the document	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	2.2 Check the approved letter request for LOA and shifting or name of students if included in the list of approved candidates for graduation	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	2.3 Student will go to the IFST faculty and staff for signature (face to face)	None	6.5 days	<i>Administrative Officer IV</i> CAFS-IFST
	2.3 Send to Director for signature	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	2.4 Return the approved online institute clearance form to the student through email	None	2 minutes	<i>Administrative Officer IV</i> CAFS-IFST
TOTAL		None	6 days, 4 hours, 6 minutes	

CAFS-IFST.2. REQUEST FOR USE OF INSTITUTE'S EQUIPMENT AND PILOT PLANT FACILITY*

Borrow/rental of Office of the Institute's facilities/equipment

Office or Division	Institute of Food Science and Technology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students and end-users outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director endorsed by the following:	Client
A. For Faculty and college staff request, it must be endorsed by the department/ institute chair	
B. For students request, it must be endorsed by the adviser and department/ institute chair	
C. For end-users outside UPLB, it must be signed by the requestor	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow/rental date and time.		None		Client
2. Submit to the Director's Office	2.1 Receive Request letter	None	1 minute	Administrative Assistant II CAFS-IFST or Administrative Officer IV CAFS-IFST
	2.2 Forward to the Director for approval	None	3 minutes	Administrative Assistant II CAFS-IFST Director CAFS-IFST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Confirm with the staff in charge for the availability	None	2 minutes	<i>Administrative Assistant II</i> CAFS-IFST or <i>Administrative Aide VI</i> CAFS-IFST
	2.3 Calendar/Schedule the day of borrow/rental	None	1 minute	<i>Administrative Assistant II</i> CAFS-IFST
	2.4 Return letter request with action to the client or return through email	None	2 minutes	<i>Administrative Assistant II</i> CAFS-IFST
3. Use of facilities/equipment	3.1 Prepare the facility and equipment to be used	None	1 day	<i>Administrative Aide VI</i> CAFS-IFST
	3.2 Use of facility and equipment	depends on the facilities and equipment to be used	1 to 18 days	<i>Administrative Aide VI</i> CAFS-IFST
	3.3 Issuance of Provisional Receipt	None	3 minutes	<i>Administrative Assistant II</i> CAFS-IFST
4. Forward payment to UPLB Cashier's Office	4.1 Issuance of official Receipt	None	30 minutes	<i>Collection Officer</i> UPLB Cashier's Office
TOTAL		depends on the facilities and equipment to be used	19 days, 42 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

CAFS-IFST.3. R&D ASSISTANCE (CHEMICAL AND MICROBIOLOGICAL LABORATORY ANALYSIS, PRODUCT DEVELOPMENT)

Request for Analytical Services

Office or Division	Institute of Food Science and Technology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students and end-users outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director endorsed by the following:	Client
1. A. For Faculty and college staff request, it must be endorsed by the department/ institute chair	
2. B. For students request, it must be endorsed by the adviser and department/ institute chair	
3. C. For end-users outside UPLB, it must be signed by the requestor	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for quotation via email or phone call.	1.1 Check the email	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	1.2 Forward the email to the Extension Head for proper monitoring and information	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	1.3 Extension Head will email inquiry to the analyst assigned	None	1 minute	<i>Scientist I</i> CAFS-IFST
	1.4 Assigned analyst will answer the email and forward a quotation to the end-user	None	1 day	<i>Assigned Analyst</i> CAFS-IFST
	1.5 End-user will give the samples to the analyst on the discussed date	None	1 day	<i>Assigned Analyst</i> CAFS-IFST
2. Wait for analysis results	2.1 Prepare and analyze samples (depending on the analysis to be done)	None	1 to 10 days	<i>Assigned Analyst</i> CAFS-IFST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepare COA of laboratory analysis or samples	None	1 day	<i>Assigned Analyst</i> CAFS-IFST
	2.3. For signature of analysts and Director at COA	None	1 day	<i>Assigned Analyst</i> CAFS-IFST <i>Director</i> CAFS-IFST
3. Payment of analysis	3.1 Issuance of Provisional Receipt	Price varies depending on the parameters analyzed. See price list.	10 minutes	<i>Administrative Assistant II</i> CAFS-IFST
4. Forward to Cashiers Office	4.1 Issuance of official Receipt	None	30 minutes	<i>Collection Officer</i> UPLB Cashier's Office
5. Claim the Results/Certificate of Analysis by sending a copy of official receipt thru email.	5.1 Release of Results	None	3 minutes	<i>Assigned Analyst</i> CAFS-IFST
TOTAL		Price varies depending on the parameters analyzed. See price list.	14 days, 46 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

CAFS-IFST.4. TRAINING PROGRAMS

Training programs requested by the client

Office or Division	Institute of Food Science and Technology
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students and end-users outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Client
Evaluation form	Extension Committee/ Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request for training and extension activities	1.1 Check the email	None	1 minute	Administrative Officer IV CAFS-IFST
	1.2 Forward the email to the Extension head and Director for appropriate action	None	1 minute	Administrative Officer IV CAFS-IFST
	1.3 Assigned resource person will coordinate with the end-user	None	3 minutes	Administrative Officer IV CAFS-IFST
2. Follow up Request	2.1 Contact and coordinate with the client	None	1 day	Administrative Officer IV CAFS-IFST
TOTAL		None	1 day, 5 minutes	

CAFS-IFST.5. IFST PRODUCTS (CALAMANSI JUICE, UBE POWDER AND WINE)*

IFST products requested by the client

Office or Division	Institute of Food Science and Technology
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students and end-users outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of IFST Products	1.1 Refer to the focal person in charge of each IFST product	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	1.2 Check availability of the IFST product being requested	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	1.3 Prepare the products	None	20 minutes	<i>Administrative Officer IV</i> CAFS-IFST
2. Payment of analysis	2.1 Issuance of Provisional Receipt	Price varies depending on the IFST products	10 minutes	<i>Administrative Officer IV</i> CAFS-IFST
3. Forward to Cashiers Office	3.1 Issuance of official Receipt	None	30 minutes	<i>Administrative Officer IV</i> CAFS-IFST
TOTAL		Price varies depending on the IFST products	1 hour and 2 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.



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CAFS-IFST.6. REQUEST FOR USE OF INSTITUTE'S EQUIPMENT AND PILOT PLANT FACILITY*

Borrow/rental of Office of the Institute's facilities/equipment

Office or Division	Institute of Food Science and Technology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and college staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director endorsed by the following:	Client
A. For Faculty and college staff request, it must be endorsed by the department/ institute chair	
B. For students request, it must be endorsed by the adviser and department/ institute chair	
C. For end-users outside UPLB, it must be signed by the requestor	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow/rental date and time.		None		<i>Client</i>
2. Submit to the Director's Office	2.1 Receive Request letter	None	1 minute	<i>Administrative Assistant II CAFS-IFST or Administrative Officer IV CAFS-IFST</i>
	2.2 Forward to the Director for approval	None	3 minutes	<i>Administrative Assistant II CAFS-IFST or Director CAFS-IFST</i>
	2.3 Confirm with the staff in charge for the availability	None	2 minutes	<i>Administrative Assistant II CAFS-IFST or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Aide VI</i> CAFS-IFST
	2.3 Calendar/Schedule the day of borrow/rental	None	1 minute	<i>Administrative Assistant II</i> CAFS-IFST
	2.4 Return letter request with action to the client or return through email	None	2 minutes	<i>Administrative Assistant II</i> CAFS-IFST
3. Use of facilities/ equipment	3.1 Prepare the facility and equipment to be used	None	1 day	<i>Administrative Aide VI</i> CAFS-IFST
	3.2 Use of facility and equipment	depends on the facilities and equipment to be used	1 to 18 days	<i>Administrative Aide VI</i> CAFS-IFST
	3.3 Issuance of Provisional Receipt	None	3 minutes	<i>Administrative Assistant II</i> CAFS-IFST
4. Forward payment to Cashiers Office	4.1 Issuance of official Receipt	None	30 minutes	<i>Collection Officer</i> UPLB Cashier's Office
TOTAL		depends on the facilities and equipment to be used	19 days, 42 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

CAFS-IFST.7. R&D ASSISTANCE (CHEMICAL AND MICROBIOLOGICAL LABORATORY ANALYSIS, PRODUCT DEVELOPMENT)*

Borrow/rental of Office of the Institute's facilities/equipment

Office or Division	Institute of Food Science and Technology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and college staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Director endorsed by the following:	Client
A. For Faculty and college staff request, it must be endorsed by the department/ institute chair	
B. For students request, it must be endorsed by the adviser and department/ institute chair	
C. For end-users outside UPLB, it must be signed by the requestor	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for quotation via email or phone call.	1.1 Check the email	None	1 minute	Administrative Officer IV CAFS-IFST
	1.2 Forward the email to the Extension Head for proper monitoring and information	None	1 minute	Administrative Officer IV CAFS-IFST
	1.3 Extension Head will email inquiry to the analyst assigned	None	1 minute	Scientist I CAFS-IFST
	1.4 Assigned analyst will answer the email and forward a quotation to the end-user	None	1 day	Assigned Analyst CAFS-IFST
	1.5 End-user will give the samples to the analyst on the discussed date	None	1 day	Assigned Analyst CAFS-IFST
2. Wait for analysis results	2.1 Prepare and analyze samples (depending on the analysis to be done)	None	1 to 10 days	Assigned Analyst CAFS-IFST

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepare COA of laboratory analysis or samples	None	1 day	<i>Assigned Analyst</i> CAFS-IFST
	2.3. For signature of analysts and Director at COA	None	1 day	<i>Assigned Analyst</i> CAFS-IFST <i>Director</i> CAFS-IFST
3. Payment of analysis	3.1 Issuance of Provisional Receipt	See price list.**	10 minutes	<i>Administrative Assistant II</i> CAFS-IFST
4. Forward to Cashiers Office	4.1 Issuance of official Receipt	None	30 minutes	<i>Collection Officer</i> UPLB Cashier's Office
5. Claim the Results/Certificate of Analysis by sending a copy of official receipt thru email.	5.1 Release of Results	None	3 minutes	<i>Assigned Analyst</i> CAFS-IFST
TOTAL		Variable* *	14 days, 46 minutes	

*The appropriate fees are currently under review and are pending approval by the FPOC.

CAFS-IFST.8. TRAINING PROGRAMS

Training programs requested by the client

Office or Division	Institute of Food Science and Technology
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and college staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Client
Evaluation form	Extension Committee/ Director's office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request for training and extension activities	1.1 Check the email	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST
	1.2 Forward the email to the Extension head and Director for appropriate action	None	1 minute	<i>Scientist I</i> CAFS-IFST <i>Director</i> CAFS-IFST
	1.3 Assigned resource person will coordinate with the end-user	None	3 minutes	<i>Assigned resource person</i> CAFS-IFST
2. Follow up Request	2.1 Contact and coordinate with the client	None	1 to 3 days	<i>Assigned resource person</i> CAFS-IFST
TOTAL		None	3 days, 5 minutes	

CAFS-IFST.9. IFST PRODUCTS (CALAMANSI JUICE, UBE POWDER AND WINE)*

IFST products requested by the client

Office or Division	Institute of Food Science and Technology-College of Agriculture and Food Science
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and college staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of IFST Products	1.1 Refer to the focal person in charge of each IFST product	None	1 minute	<i>Administrative Staff</i> CAFS-IFST
	1.2 Check availability of the IFST product being requested	None	1 minute	<i>Administrative Officer IV</i> CAFS-IFST (Calamansi Juice) <i>University Researcher II</i> CAFS-IFST (Ube powder) <i>Associate Professor 6</i> CAFS-IFST (Wines)
	1.3 Prepare the products	None	20 minutes	<i>Administrative Officer IV</i> CAFS-IFST (Calamansi Juice) <i>University Researcher II</i> CAFS-IFST (Ube powder) <i>Associate Professor 6</i> CAFS-IFST (Wines)
2. Payment of analysis	2.1 Issuance of Provisional Receipt	Price varies depending on the IFST products	10 minutes	<i>Administrative Assistant II</i> CAFS-IFST <i>Administrative Officer IV</i> CAFS-IFST
3. Forward to Cashiers Office	3.1 Issuance of official Receipt	None	30 minutes	<i>Collection Officer</i> UPLB Cashier's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Price varies depending on the IFST products	1 hour and 2 minutes	
	TOTAL			

*The appropriate fees are currently under review and are pending approval by the FPOC.



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CAFS-IPB.1. REQUEST TO CONDUCT THESIS STUDY IN IPB

Processing of requests for undergraduate and graduate students to conduct thesis study at the Institute of Plant Breeding.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Undergraduate and Graduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request to the Director	To be prepared by the client
2. Research Study Form	Extension and Technology Commercialization Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to the Director	1.1 Receive and check completeness of documents	None	3 minutes	<i>Administrative Staff</i> CAFS-IPB
	1.2 Forward request to the Director for approval	None	3 minutes	<i>Administrative Staff</i> CAFS-IPB
2. Accomplish and submit Research Study form	2.1 Schedule and conduct briefing/orientation	None	2 hours	<i>University Extension Associate</i> CAFS-IPB
	2.2 assign student to a unit/laboratory within the institute	None	3 minutes	<i>University Researcher</i> CAFS-IPB
TOTAL		None	2 hours and 9 minutes	

CAFS-IPB.2. REQUEST FOR CONDUCT OF TRAININGS

Provision of technical trainings conducted by IPB researchers on crop management, disease diagnosis, plant propagation, SNAP hydroponics, and related topics.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client
Company ID or government ID of attendees	To be prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Director	1.1 Receive, verify documents, and endorse to Director	None	1 day	<i>Administrative Staff</i> CAFS-IPB
	1.2 Approve request and endorse to concerned unit	None	1 day	<i>Director</i> CAFS-IPB
	1.3 Prepare training programs and contracts.	None	2 days	<i>Researcher</i> CAFS-IPB
2. Submit additional requirements	2.1 Verify and finalize documents	None	3 days	<i>Researcher</i> CAFS-IPB
TOTAL		None	7 days	

CAFS-IPB.3. INVITATION TO PARTICIPATE IN EXHIBITIONS AND TRADE FAIRS

Processing of invitations for IPB participation in exhibitions and trade fairs.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB staff, students, visitors or private individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter request to the Director	To be prepared by the client
IPB Extension Form	Extension and Technology Commercialization Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter addressed to the director	1.1 Receive and forward to concerned unit	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB
2. Accomplish IPB Extension Form	2.1 Review and verify information	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB
TOTAL		None	10 minutes	

CAFS-IPB.4. VISITOR ASSISTANCE SERVICES

Provision of assistance to scheduled visitors and promotion of IPB programs, products, and services.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB staff, students, visitors or private individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to director	1.1 Receive request and forward to concerned unit	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB <i>Director</i> CAFS-IPB
2. Acknowledge and coordinate with Extension Division	2.1 Disseminate itinerary and coordinate arrangements.	None	5 minutes	<i>Research Associate</i> CAFS-IPB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	10 minutes	

CAFS-IPB.5. SEED DISTRIBUTION SERVICES

Processing of requests for distribution of seeds to qualified clients.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Public and Private Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to director	1.1 Receive request and endorse to the National Seed Foundation (NSF)	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB
2. Coordinate with the National Seed Foundation (NSF)	2.1 Document seed distribution details	None	15 minutes	<i>Administrative Staff</i> CAFS-IPB
TOTAL		None	20 minutes	

CAFS-IPB.6. INTERNSHIP PROGRAM

Processing of internship applications from students of other public and private universities and colleges.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students from Public and Private Universities and Colleges

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to director	1.1 Receive and evaluate request	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB
2. Acknowledge and accomplish IPB Extension Forms	2.1 Review documents and assign to the concerned unit	None	2 days	<i>Researcher</i> CAFS-IPB
3. Submit the proof of completion for the internship program	3.1 Approve and release certificate	None	10 minutes	<i>Research Associate</i> CAFS-IPB
TOTAL		None	2 days 15 minutes	

CAFS-IPB.7. REQUEST FOR GENETIC PLANT MATERIALS

Processing of requests for genetic plant materials or germplasm.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, Private and Public Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client
MTA/SMTA Document	National Plant Genetic Resources Laboratory

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the Director requesting for germplasm	1.1 Receive and forward to concerned researcher	None	1 day	<i>Administrative Staff</i> CAFS-IPB
2. Accomplish MTA/SMTA	2.1 Review and process request	None	3 days	<i>Administrative Staff</i> CAFS-IPB
TOTAL		None	4 days	

CAFS-IPB.8. REQUEST FOR LABORATORY ANALYSIS

Provision of laboratory analysis for nutritional components, minerals, vitamins, pigments, and amino acids.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, Private and Public Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client
Service Request Form	Analytical Services Laboratory (ASL)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the Director	1.1 Receive and endorse to Analytical Services Laboratory	None	3 days	Administrative Staff CAFS-IPB
2. Receive results	2.2 Release, record, and file analysis report	None	1 minute	Laboratory Technician CAFS-IPB
		None	3 minutes	Laboratory Technician CAFS-IPB
TOTAL		None	3 days and 4 minutes	



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CAFS-IPB.9. SOIL MIXING AND SOIL BAGGING SERVICES

Preparation and bagging of soil mixtures for plant propagation.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	IPB Staff and UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client
Service Request Form	IPB Plant Nursery

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the Director	1.1 Receive and act on the request	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB <i>Director</i> CAFS-IPB
2. Accomplish Service Request Form	2.1 Receive, endorse, record, and file	None	2 minutes	<i>Administrative Staff</i> CAFS-IPB
TOTAL		None	7 minutes	

CAFS-IPB.10. HAULING, FIELD CLEARING, AND FACILITY USE SERVICES

Provision of hauling services, clearing of experimental fields, and use of meeting rooms and facilities.

Office or Division	Institute of Plant Breeding
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	IPB Staff and UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter request to the Director	To be prepared by the client
Service Request Form	IPB General Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the Director	1.1 Receive and endorse to the concerned service unit	None	5 minutes	<i>Administrative Staff</i> CAFS-IPB
2. Accomplish Service Request Form	2.1 Acknowledge, evaluate, and schedule service	None	2 minutes	<i>Administrative Staff</i> CAFS-IPB
TOTAL		None	7 minutes	

CAFS-IPB.11. REQUEST FOR LAND/LOT ALLOCATION FOR RESEARCH

Evaluation, approval, and assignment of research lots exclusively for approved research activities, in accordance with institutional land-use policies.

Office or Division	Institute of Plant Breeding
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	IPB Staff and UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to the Director	To be prepared by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the Director with a copy of research proposal	1.1 Receive and check completeness of documents	None	1 day	<i>Administrative Staff</i> CAFS-IPB <i>Administrative Officer</i> CAFS-IPB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Evaluate request and assess availability and suitability of research lot	None	7 days	<i>Mechanic</i> CAFS-IPB
	1.3 Approve request and assign research lot	None	2 days	<i>Administrative Staff</i> CAFS-IPB
2. Receive notice of approval	2.1 Issue approval and inform client of assigned research lot details	None	1 day	
TOTAL		None	10 days	



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CAFS-IWEP.1. PEST IDENTIFICATION AND PLANT DISEASE DIAGNOSIS

Request for IWEP Pest Clinic Services

Office or Division	Institute of Weed Science, Entomology and Plant Pathology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB projects; Government RD&E units; SUCs: farmers and farm owners, non-government clients, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client and sample information sheet	IWEP Pest Clinic
2. Samples or specimens	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email or upon visit	1. Responds thru email; Sends the client information sheet and price list	None	5 minutes	<i>University Researcher</i> CAFS-IWEP or <i>Laboratory Technician</i> CAFS-IWEP or <i>Administrative Officer</i> CAFS-IWEP
2. Submits samples/ specimens and accomplishes the client information sheet	2.1 Receives the samples/ specimens and the accomplished form; Initial processing of samples/ specimens; Forwards the samples/specimens and form to the concerned researcher/ faculty member	None	2 hours	<i>University Researcher</i> CAFS-IWEP or <i>Laboratory Technician</i> CAFS-IWEP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the result of identification/diagnosis	3.1 Analysis of samples in the laboratory	None	2 months	University researcher CAFS-IWEP or Faculty members as technical expert
	3.2 Preparation of diagnostic report certified by the technical expert	None	5 days	University researcher CAFS-IWEP or Faculty members as technical experts
	3.3 Sends the diagnostic report to the Director for approval	None	1 day	University Researcher CAFS-IWEP or Administrative Officer CAFS-IWEP and Director CAFS-IWEP
	3.4 Sends the diagnostic report back to IWEP Pest Clinic, ready for release	None	1 day	University Researcher CAFS-IWEP or Administrative Officer CAFS-IWEP
4. Payment of diagnostic services	4.1 Preparation and issuance of billing statement and approval of the director	Price varies depending on the service provided.	1 day	University Researcher CAFS-IWEP or Administrative Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		See price list.		CAFS-IWEP and Director CAFS-IWEP
	4.2 Sends the bill thru email	None	5 minutes	University Researcher CAFS-IWEP or Administrative Officer CAFS-IWEP
	4.3 Issuance of official Receipt	None	10 minutes	UPLBFI Cashier
5. Presents the official receipt and claims the result of identification/ diagnosis	5.1 Records the payment details (amount and account name)	None	5 minutes	University Researcher CAFS-IWEP or Administrative Officer CAFS-IWEP
	5.2 Release of Results	None	3 minutes	University Researcher CAFS-IWEP
TOTAL		Price varies depending on the service provided	2 months, 8 days, 2 hours and 28 minutes	

APPROVED RATES			
SERVICES	DESCRIPTION	GOVERNMENT / STUDENT RATE (₱)	NON-GOVERNMENT RATE (₱)

Identification per insect specimen	Species	1,500.00	2,500.00
	Genus	1,000.00	2,000.00
	Family	500.00	1,500.00
	Order	300.00	500.00
Diagnosis per weed specimen	Species	1,500.00	2,500.00
	Genus	1,000.00	2,000.00
	Family	500.00	1,500.00
	Order	300.00	500.00
Diagnosis of virus, phytoplasma and viroid diseases	Visual observation Serological testing Molecular testing	to be determined depending on the disease and number of samples	
Virus disease indexing	Serological testing Molecular testing		
Diagnosis of nematodes		1,500.00	2,000.00
Identification per isolate (Bacteria)	Species	5,200.00	5,700.00
	Genus	4,200.00	4,700.00
Identification per isolate (Multicellular Fungi)	Species	2,100.00	2,500.00
	Genus	1,800.00	2,000.00
Identification per fungal specimen (Visual observation)	Species	500.00	1,500.00
	Genus	300.00	800.00
	Family	200.00	500.00
	Order	100.00	300.00
Soil sterilization	per 50 kg soil	500.00	

CAFS-IWEP.2. REQUEST FOR MOSQUITO EGGS

Purchasing of mosquito eggs for research purposes

Office or Division	Institute of Weed Science, Entomology and Plant Pathology
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB projects; Government RD&E units; SUCs: farmers and farm owners, non-government clients, students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter request to Director	IWEP Pest Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the Director via email	1.1 Receives requests and forwards to the Director's office	None	3 days	University Researcher CAFS-IWEP or Laboratory Technician CAFS-IWEP or Administrative Officer CAFS-IWEP
2. Schedules the date of pick-up	2. Sends price quotation and scheduling of the pick-up date	None	2 days	University Researcher CAFS-IWEP or Laboratory Technician CAFS-IWEP or Administrative Officer CAFS-IWEP
3. Payment of fees	3. Receives the payment and issues official receipt	<i>Aedes aegypti</i> mosquito eggs are priced at ₱2.00 each	10 minutes	UPLBFI Cashier
4. Waits for the processing of order	4. Preparation and packaging of mosquito eggs	None	3 days	University Researcher CAFS-IWEP or Laboratory Technician CAFS-IWEP
5. Presents the	5.1 Records the	None	5 minutes	University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
official receipt and claims the package of mosquito eggs	payment details (amount and account name)			<i>Researcher</i> CAFS-IWEP or <i>Laboratory Technician</i> CAFS-IWEP or <i>Administrative Officer</i> CAFS-IWEP
	5.2 Release the package of mosquito eggs to the client	None	3 minutes	<i>University Researcher</i> CAFS-IWEP
TOTAL		Price varies depending on the number of mosquito eggs requested	8 days, and 18 minutes	



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CAFS-IWEP.3. REQUEST FOR DISINFECTION/MOSQUITO MISTING/TERMITE SERVICES

Request for Services

Office or Division	Institute of Weed Science, Entomology and Plant Pathology-College of Agriculture and Food Science
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Colleges and offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to IWEP Director	Client
2. Inspection Report with the schedule of treatment	UPMP Junior Extension Associate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the urban pest problem (e.g. termite/ant/mosquito infestation, etc.) or requesting for disinfection				Client
2. Submit request letter thru email at urbanpestmanagement.uplb@up.edu.ph or physically at the Director's Office	2.1. Receive the request letter	None	1 minute	Junior Extension Associate CAFS-IWEP
	2.2. Respond thru email, and schedule the initial inspection	None	5 minutes	Junior Extension Associate CAFS-IWEP
3. Assist the UPMP team during the initial inspection	3.1. Identify the urban pest and their extent of damages, and write an inspection report	None	1 day	Junior Extension Associate CAFS-IWEP
	3.2. Send inspection report to	None	1 day	Junior Extension

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Program Leader for approval			<i>Associate CAFS-IWEP</i>
	3.3. Send the approved Inspection Report with appropriate treatment methods and schedule of treatment to the Client through email	None	2 minutes	<i>Junior Extension Associate CAFS-IWEP</i>
4. Confirm the scheduled date of treatment	4.1. Wait for the scheduled date of treatment	None	1 week	<i>Urban Pest Management Program Team CAFS-IWEP</i>
	4.2. Treatment/Disinfection of the Client's office/building	None	1 day	<i>Urban Pest Management Program Team CAFS-IWEP</i>
TOTAL		None	1 week, 3 days, and 8 minutes	



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EXTERNAL SERVICES**

CAFS-LGRTS.1. REQUEST FOR USE OF FARM EQUIPMENT (TRACTOR AND TRUCK)

This service is for Research, Techno Demonstration, and Resource Generation Projects of the station

Office or Division	La Granja Research and Training Station (LGRTS)
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	LGRTS projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form for the use of farm equipment	Form provided by LGRTS Admin Office
a. Tractor request-indicate the purpose, the area, and time needed in the request form	
b. Truck request (indicate the place, purpose and time needed in the request form,	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Tractor Request by the requesting projects	1. Receive the submitted request	None	5 Minutes	<i>Farm Services Staff</i> CAFS-LGRTS
	1.2 Check the availability of the equipment and the equipment operator for scheduling	None	5 minutes	<i>Farm Services Staff</i> CAFS-LGRTS
Follow up request	1.3 Forward request to the Station Manager for approval	None	1 hour	<i>Station Manager</i> CAFS-LGRTS
	1.4 Forward approved request to the Farm Services section	None	15 minutes	<i>Administrative Staff</i> CAFS-LGRTS
	TOTAL	None	1 day	

CAFS-LGRTS.2. REQUEST FOR TRANSPORTATION SERVICES

This service is for the delivery of supplies and materials, hauling of products, and shuttling of visitors, and office personnel to their official places of business/transactions.

Office or Division	La Granja Research and Training Station (LGRTS)
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	LGRTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form for the use of Vehicle	For provided by LGRTS Admin Office
a. Indicate the place, purpose, time needed, and the passengers	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Vehicle Request Form by the requesting employee	1. Receive the submitted request	None	5 Minutes	<i>Motor Pool Staff</i> CAFS-LGRTS
	1.2 Check the availability of the vehicle and the driver requested and note the request	None	5 minutes	<i>Motor Pool Staff</i> CAFS-LGRTS
	1.3 Forward request to the Station Manager for approval	None	1 hour	<i>Station Manager</i> CAFS-LGRTS
Follow up request if approved or not	1.4 Forward approved original request to the Motor Pool Section	None	1 hour	<i>Administrative Staff</i> CAFS-LGRTS
If approved	1.5 Prepare and deliver trip ticket to assigned driver At least 1 day before the trip	None	1 hour	<i>Administrative Staff</i> CAFS-LGRTS
	TOTAL	None	1 day	

CAFS-LGRTS.3. REQUEST PLACEMENT/ORDER OF AGRICULTURAL PRODUCTS

This service is to cater the public with the agricultural products available at the station

Office or Division	La Granja Research and Training Station (LGRTS)
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter or email to avail or order the agricultural products	Requesting individual, unit, or office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write and submit a letter request to order products	1. Receive and stamp the submitted request	None	5 Minutes	<i>Administrative Staff</i> CAFS-LGRTS
	1.2 Forward letter to the Station Manager for approval 1.3 Check the availability of the requested items with the project in charges	None	20 minutes	<i>Administrative Staff</i> CAFS-LGRTS
Follow up request	1.4 Contact, coordinate and update the client on the status of request (If approved or available) 1.5 Set the pick-up date and facilitate the packing of the products	Prices vary on the agricultural products requested. See Table on Product Listing.	1 day	<i>Project In-charge</i> CAFS-LGRTS <i>and</i> <i>Administrative Staff</i> CAFS-LGRTS
	Total	Prices Vary*	2 days	

*This service is undergoing review.

TABLE OF FEES**	
ITEM	PRICE
Abiu seedling	₱80.00
Avocado-grafted	₱100.00
Batuan seedling - grafted	₱150.00
Calamansi seedling - marcotted	₱80.00
Dragon fruit – potted	₱100.00
Durian seedling - grafted	₱150.00
Guava seedling	₱25.00
Guava seedling - marcotted	₱80.00
Lanzones seedling – inarched	₱250.00
Lemon seedling – marcotted	₱100.00
Lemoncito – marcotted	₱100.00
Mango seedling – grafted	₱80.00
Mangosteen seedling	₱250.00
Miracle fruit seedling	₱100.00
Pomelo seedling – grafted	₱100.00
Rambutan seedling – inarched	₱100.00
Santol seedling - grafted	₱80.00
Sweet Guyabano – grafted	₱100.00
Mahogany seedling	₱12.00
Cuttings - Dragon fruit	₱60.00/cutting
Cuttings – Cassava	₱1.00/cutting
Cuttings – ornamental plants	₱20.00–₱30.00
Cuttings - Sweet Potato	₱0.50/cutting
Potted plant – Herbs and spices	₱60.00
Potted plants - ornamental	₱150.00–₱500.00
Potted plants (small) - ornamental	₱80.00

TABLE OF FEES**	
ITEM	PRICE
Potted herbs/spices - giveaways	₱60.00
Corn seeds - Glutinous	₱90.00–₱120.00/kg
Mungbean	₱80.00–₱90.00/kg
Okra (seeds)	₱500.00/kg
Peanut (Shelled)	₱110.00–₱130.00/kg
Peanut (unshelled)	₱60.00–₱70.00/kg
Soybean	₱55.00–₱70.00/kg
Squash (seeds)	₱1,800.00/kg
Stringbean/Polesitao (seeds)	₱800.00/kg
Banana (saba/lakatan/turдан)	₱30.00/kg
Dragon Fruit (fruit)	₱60.00–₱100.00/kg
Lanzones (fruit)	₱120.00–₱160.00/kg
Papaya	₱20.00–₱25.00/kg
Pineapple	₱20.00–₱30.00/kg
Rambutan fruit	₱20.00–₱50.00/kg
Santol fruit	₱15.00–₱25.00/kg
Corn (sweet corn) – green	₱70.00/kg
Tuber – Cassava	₱400.00–₱500.00/sack
Tuber – Cassava	₱20.00/kg
Tuber – sweet potato	₱20.00–₱30.00/kg
Ampalaya	₱60.00–₱120.00
Eggplant	₱60.00–₱120.00/kg
Lettuce	₱500.00/kg
Okra fruit	₱0.75–₱1.00
Pechay	₱40.00–₱60.00/kg
Squash fruit	₱25.00–₱35.00/kg

TABLE OF FEES**	
ITEM	PRICE
Stringbean	₱1.00
Sweet pepper	₱60.00–₱120.00/kg
Fruiting bag (mushroom)	₱30.00/bag
Mushroom fruit	₱60.00/pack/200g
Garden Soil	₱50.00/25 kgs
Bokashi	₱25.00/kg

**Table of Fees is undergoing review.

CAFS-LGRTS.4. SECURE ROAD PASS

Passing through the station's designated road system by the clients.

Office or Division	La Granja Research and Training Station (LGRTS)
Classification	Simple
Type of Transaction	G2C - Government to Client
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Secure Official Receipt	Admin. Office - Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of road pass at the LGRTS Admin Office	1.1 Receive payment from the client 1.2 Issuance of Official Receipt	₱300.00/trip	5 Minutes	<i>Administrative Staff</i> CAFS-LGRTS
2. Present the Official Receipt to the Guard on Post	2.1 Guard to check the official receipt presented and note the receipt once used 2.2 Allow passage after inspection of receipt	None	10 minutes	<i>Guard on duty</i> CAFS-LGRTS
TOTAL		₱300.00/trip	1 day	

CAFS-LGRTS.5. REQUEST FOR EXTENSION SERVICE (TRAINING, TECHNICAL ADVISORY, OUTREACH)

This service enables stakeholders, clients and beneficiaries, especially farmers, to avail LGRTS extension services upon request. Interested individuals may request for training, technical advisory and other outreach services offered by the station.

Office or Division	La Granja Research and Training Station (LGRTS)
Classification	Simple
Type of Transaction	G2C - Government to Client
	G2B (for business entity)
	G2G (for government agency, employee or official)
Who may Avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Request for Training	
A. Field Practice or Internet (with or without Lecture)	
1. Memorandum of Understanding (MOU) between UPLB and the requesting academic institution (state universities and colleges, and private universities and colleges)	Template provided by the UPLB Office of the Institutional Development in Higher Education (OIDHE) or LGRTS
2. Training Contract (between Host Training Establishment and Requesting Department/College)	Template provided by LGRTS
3. Letter of Request/Letter of Intent	Requesting academic institution
4. Letter of Endorsement	Requesting academic institution
5. Application Form	Form provided by LGRTS
6. Trainee Information sheet with 2x2 Recent Colored Picture	Form provided by LGRTS
7. LGRTS Waiver	Form provided by LGRTS
8. Waiver and Quitclaim (UPLB)	Form provided by LGRTS
9. Parent/Guardian Consent	Form provided by LGRTS
10. Training Plan	LGRTS
11. Certified True Copy of Trainee's Insurance Policy	Requesting Academic institution
12. Photocopy of Valid School ID	Trainee/s
13. Certificate of Good Moral Character	Requesting Academic institution
14. Psycho-Emotional Health Certificate (fit for training)	Requesting Academic institution
15. Medical Certificate (fit for training)	School Physician or Government Physician
16. Photocopy of Complete Blood Count (CBC result)	Clinical Laboratory
17. Photocopy of Radiology (X-ray) Result	Radiology/Diagnostic Imaging Unit
18. Photocopy of Pregnancy Report Test Result (for female trainees)	Clinical Laboratory

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
19. Accomplished Pre-Training Questionnaire	Form provided by LGRTS
Special Trainings	
1. Letter of Intent/Letter of Request	Requesting individual, unit or organization
2. Trainee Information Sheet with 2x2 Recent Colored Picture	Form provided by LGRTS
II. TECHNICAL ADVISORY (except walk in and offered technical advisory services)	
1. Letter of Intent/Letter of Request	Requesting individual, unit or organization
2. Client Information Sheet	Form provided by LGRTS
III. OUTREACH (Product Distribution and Tree Planting)	
1. Letter of Intent/Letter of Request	Requesting individual, unit or organization
2. List of Beneficiaries	Requesting individual, unit or organization

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of intent/request to LGRTS admin office or through email to cafs-lgrts.uplb@up.edu.ph	1.1 Receive letter of intent/request and acknowledge/respond upon receipt or opening of email.	None	5 Minutes	Administrative Staff CAFS-LGRTS
	1.2 Forward letter to the Station Manager (for approval) and to the extension coordinator	None	1 minute	Administrative Staff CAFS-LGRTS
	1.3 Approval or disapproval of request	None	2 days	Station Manager CAFS-LGRTS
2. Receive response (approved or not approved)	2.1 Transmit response (approved or not approved) to requesting client	None	5 Minutes	Administrative Staff CAFS-LGRTS
3. If request is APPROVED,	3.1 Receive requirements	None	5 minutes	Extension Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
comply requirements	submitted by the client			CAFS-LGRTS or Administrative Staff CAFS-LGRTS
4. Payment of service fees (as applicable)	4.1 Receive payment		1 minute	Cashier CAFS-LGRTS
	a. Field Practice	₱10.00/ hour/pax		
	b. Field Practice with Lecture	₱20.00/ hour/pax		
	c. Field Trip/Station Tour	₱50.00/pax (maximum 4 hours tour)		
	d. Special trainings	(costing is made upon finalization of details of clients request such as venue, topic/s duration of training and number of participants)		
	4.2 Issue official receipt	None	3 minutes	Cashier
TOTAL		Price Varies	3 Days	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
NATIONAL CROP PROTECTION CENTER
EXTERNAL SERVICES**



CAFS-NCPC.1. REQUEST FOR PEST MANAGEMENT ADVICE, PLANT HEALTH DIAGNOSIS, QUICK RESPONSE ACTION AND PEST INFORMATION INQUIRY

Standard services provided by the unit for walk-in and scheduled clients as well as inquiry online and through phone calls. Includes pest management, plant health diagnosis, quick response, and pest information.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Local Government Units, Farmers, Industry People and Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Service Request Form	Room 222, National Crop Protection Center, U.P. Los Baños, College, Laguna
	email: ncpc.uplb@up.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Service Request Form or wr	1.1 Receive document	None	2 Days	<i>Administrative Staff</i> CAFS-NCPC or <i>TechSAS Pro Personnel</i> CAFS-NCPC
	1.2 Encode and assign unique number	None	2 Days	<i>TechSAS Pro Personnel</i> CAFS-NCPC
	1.3 Evaluate services needed	None	2 Days	<i>TechSAS Pro Personnel</i> CAFS-NCPC
	1.4 Forward to concerned specialist	None	2 Days	<i>TechSAS Pro Personnel</i> CAFS-NCPC
	1.5 Visual inspection/laboratory analysis/product preparation	None	2 Days	<i>Specialist</i> CAFS-NCPC (<i>Entomologist, Plant Pathologist, and/or Weed Scientist</i>)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive response or signed copy from OVPA.	2.1 Provide written diagnosis, information and/or recommendation to client	None	10 Days	Specialist CAFS-NCPC (Entomologist, Plant Pathologist, and/or Weed Scientist)
	2.2 If necessary, a field assessment shall be scheduled. Travelling expenses shall be shouldered by the client except if funds from NCPC is available.	None	10 Days	Specialist CAFS-NCPC (Entomologist, Plant Pathologist, and/or Weed Scientist)
3. Receive response or signed copy from OVPA.	3.1 - Conclude Service	None	1 Hour	Specialist CAFS-NCPC (Entomologist, Plant Pathologist, and/or Weed Scientist) and/or University Researcher II CAFS-NCPC and/or University Researcher II CAFS-NCPC
TOTAL		None	12 Days	



CAFS-NCPC.2. REQUEST FOR SEMINARS AND WORKSHOPS

Custom-made program as required by client. Includes seminars and workshops.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Local Government Units, Farmers, Industry People and Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter of Request to the Director of NCPC	Agency of the Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Director	1.1 Receive document	None	1 Day	Director's Office staff or TechSAS Pro Personnel
	1.2 Encode and assign unique number	None		TechSAS Pro Personnel
	1.3 Forward to NCPC Management Committee for evaluation	None		TechSAS Pro Head
	1.4 Evaluate services needed and assign activity leader and members	None		Management Committee CAFS-NCPC
2. Provide thorough details of the services needed to Activity Leader and Members	2.1 Meet with the client to discuss details of the service requested	None	5 Days	Activity Leader and Members
	2.2 Formulate program and budgetary requirements shouldered by the client except if	None		Activity Leader and Members, and/or Weed Scientist)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	fund from NCPC is available.			
	2.3 - Submit proposed program and budgetary requirements to client	None		<i>Activity Leader and Members</i>
3. Evaluate proposed program and budgetary requirements	3.1 Make necessary revisions on program and adjustments on budget as agreed upon by the client and NCPC	None	2 Days	<i>Activity Leader and Members</i>
	3.2 - Submit revised proposal for approval	None		<i>Activity Leader and Members</i>
4 Approve program and budget proposal	4 - Draft "Service Agreement"	None	1 Day	<i>Activity Leader and Members</i>
5 - Sign "Service Agreement" and receive a notarized copy of the document	5.1 Sign "Service Agreement"	None	2 Days	<i>NCPC Director and Activity Leader</i>
	5.2 - Have the "Service Agreement" notarized	None		<i>Activity Leader and Members</i>
	5.3 - Provide clients with a copy of the notarized "Service Agreement"	None		<i>Activity Leader and Members</i>
6 Provide funding as stipulated on the "Service Agreement"	6 Receive funding and provide clients with receipt	None	1 Day	<i>Activity Leader and Members</i>
7 Execute program as stipulated in the "Service Agreement"	7 Execute program as stipulated in the "Service Agreement"	None	10 Days	<i>Activity Leader and Members</i>
8 Receive terminal report of the activity	8 Provide terminal report of the activity	None	3 Day	<i>Activity Leader and Members</i>
TOTAL		None	25 Days	

CAFS-NCPC.3. REQUEST FOR TRAINING

Custom-made training program as required by client.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Industry People, Local Government Units, Private Individuals, Students, Academicians, and Farmers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter of Request to the Director of NCPC	Agency of the Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Director	1.1 Receive document	None	5 Days	Administrative Staff CAFS-NCPC or Training Coordinator CAFS-NCPC
	1.2 Encode and assign unique number	None		Training Coordinator CAFS-NCPC
	1.3 Forward to NCPC Training Committee for evaluation	None		Training Coordinator CAFS-NCPC Training Committee CAFS-NCPC
	1.4 Evaluate topics needed and assign resource speakers	None		Training Committee CAFS-NCPC
2. Provide thorough details of the services needed by the Resource Speakers and Training Support	2.1 Meet with the client to discuss details of the training requested	None	10 Days	Training Committee CAFS-NCPC
	2.2 Formulate training program/module, MOA/MOU/Service Agreement, and	None		Training Committee CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	budgetary requirements			
	2.3 Send proposed training program, MOA/MOU/Service Agreement, and budgetary requirements to the client	None		<i>Training Committee</i> CAFS-NCPC
3. Evaluate the proposed training program, MOA/MOU, and budgetary requirements	3.1 Make necessary revisions on the training program, MOA/MOU/Service Agreement, and adjustments on budget as agreed upon by the client and NCPC	None	3 Days	<i>Training Committee</i> CAFS-NCPC
	3.2 - Submit the revised proposal for approval	None		<i>Training Committee</i> CAFS-NCPC
4 Sign MOA/MOU/Service Agreement upon approval of the training program, MOA/MOU/Service Agreement, and budget proposal.	4.1 Sign the MOA/MOU/Service Agreement	None	3 Days	<i>NCPC Director</i> CAFS-NCPC and <i>Training Committee</i> CAFS-NCPC
	4.2 Have the MOA/MOU/Service Agreement notarized	None		<i>Training Committee</i> CAFS-NCPC
	4.3 Provide clients with a copy of the notarized MOA/MOU/Service Agreement	None		<i>Training Committee</i> CAFS-NCPC
5. Provide funding as stipulated on the MOA/MOU/Service Agreement	5. Receive funding and provide client with receipt	Depends on	3 Days	<i>Training Committee</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Execute program as stipulated in the MOA/MOU/Service Agreement	6. Execute program as stipulated in the MOA/MOU/Service Agreement	None	12 Days	<i>Training Committee</i> CAFS-NCPC
7. Receive terminal report of the activity	7. Provide terminal report of the	None	7 Days	<i>Training Committee</i> CAFS-NCPC
TOTAL		None	43 Days	

CAFS-NCPC.4. REQUEST FOR INTERNSHIP

Custom-made internship program as required by client.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students from SUCs and Private and Public High Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request to the Office of the Chancellor/College Dean's Office/Director of NCPC	Agency of the Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Director	1.1 - Receive document	None	2 days	<i>Administrative Staff</i> CAFS-NCPC or <i>Training Coordinator</i> CAFS-NCPC
	1.2 - Encode and assign unique number			<i>Committee Management</i> CAFS-NCPC
	1.3 - Forward to NCPC Management Committee for evaluation			<i>Coordinator</i> CAFS-NCPC <i>Committee Management</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Evaluate the internship request	2.1 - Evaluate topics needed and assign resource persons	None	5 days	<i>Committee Management</i> CAFS-NCPC
	2.1 - Meet with the client to discuss details of the internship requested and request for MOA/MOU	None	7 days	<i>Committee Management</i> CAFS-NCPC
	2.2 - Receive and evaluate the MOA/MOU submitted by the client			<i>Client</i> <i>to</i> <i>Committee Management</i> CAFS-NCPC
	2.3 - Formulate internship program and budgetary requirements (if possible)			<i>Client</i> <i>to</i> <i>Committee Management</i> CAFS-NCPC
	2.4 - Send proposed internship programs and budgetary requirements (if possible) to the client			<i>Client</i> <i>to</i> <i>Committee Management</i> CAFS-NCPC
3. Evaluate the proposed internship program, MOA/MOU, and budgetary requirements (if possible)	3.1 - Make necessary revisions on the internship program, MOA/MOU, and adjustments on budget as agreed upon by the client and NCPC	None	3 days	<i>Committee Management</i> CAFS-NCPC
	3.2 - Submit the revised proposal for			<i>Committee Management</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval			CAFS-NCPC
4. Sign MOA/MOU upon approval of the internship program, MOA/MOU, and budget proposal (if possible).	4.1 - Sign the MOA/MOU	None	3 days	Director CAFS-NCPC and Committee Management CAFS-NCPC
	4.2 - Client to notarize the MOA/MOU and provide a copy to NCPC			Client to Committee Management CAFS-NCPC
5. Provide funding as stipulated on the MOA/MOU (if approved)	5 - Receive funding	Depends on agreement	2 days	Committee Management CAFS-NCPC
6. Execute program as stipulated in the MOA/MOU	6.1 - Execute program as stipulated in the MOA/MOU	None	15 days	Committee Management CAFS-NCPC
	6.2 - Evaluate the performance of the student/s			Committee Management CAFS-NCPC
	6.3 - Evaluate the Resource Persons and the Program			Committee Management CAFS-NCPC
	6.4 - Graduation ceremony (if possible)			Committee Management CAFS-NCPC
7. Receive terminal report of the activity	7 - Provide terminal report of the activity	None	7 days	Committee Management CAFS-NCPC
TOTAL		None	44 days	

CAFS-NCPC.5. PROVISION OF THE RAPID TEST KIT (RTK) FOR PESTICIDE RESIDUES TO CLIENTS

Provision of Rapid Test Kit (RTK) for pesticide residues to clients

Office or Division	National Crop Protection Center
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB projects, Government RD&E units, SUCs, farmers, students, private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Sheet	PTCL-PMD(DIV.III), NCPC
Training	PTCL-PMD(DIV.III), NCPC
Official Receipt	UPLB FI
Item	Procuring Entity
Agreement form	PTCL-PMD(DIV.III), NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact NCPC thru TechSAS Pro and request purchase via email or phone call. Please contact techsas.ncpc@gmail.com.	1.1 Forwarding of email to the RTK project head, and send request form to the client	None	4 hours	<i>TechSAS Pro</i> CAFS-NCPC or <i>PTCL RTK Project Head</i> CAFS-NCPC
2. Fill out request form and submit to the RTK project head	2.1 Review and approval/disapproval; Assure client of RTK/refill availability and schedule of pick-up and training	None	1 day	<i>PTCL Staff</i> CAFS-NCPC
	2.2 Preparation of the RTK/s or test refills	None	2 days per 1 RTK or 1 OP and/or 1 CM tests refills	<i>RTK Staff</i> CAFS-NCPC
3. Go to the Pesticide Toxicology and Chemistry Laboratory for the lecture on RTK and conduct of hands-on training; Bring a small ice box for storage of an RTK	3.1 Lecture and hands-on training of RTK	None	2 hours	<i>RTK Staff</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
component (if possible)				
	3.2 Record the important information of the client, including the date and amount of the product requested	None	5 minutes	<i>RTK Staff</i> CAFS-NCPC
4. Read and sign the agreement form	4.1 Keep the agreement form	None	5 minutes	<i>RTK Staff</i> CAFS-NCPC
	4.2 Release of the RTK/s requested to the client	None	5 minutes	<i>RTK Staff</i> CAFS-NCPC
5. Go to UPLB FI and proceed to payment. Pay in cash/government issued check or manager's check	5.1 Assist payee in the whole process of payment of the RTK/s	₱ 3,100.00 per RTK/ ₱850.00 per OP test refill/ ₱700.00 per CM test refill	20 minutes	<i>RTK Staff</i> CAFS-NCPC
TOTAL		₱ 3,100.00	3 days, 6 hours, 35 min (per 1 RTK or 1 OP/CM tests refills)	

CAFS-NCPC.6. PROVISION OF TRICHOGRAMMA SP. TO CLIENTS

Provision of Tricho Cards to clients requesting for use in basic research, teaching demonstration, trainings in crop protection/ organic agriculture as well as as farm inputs in various crops.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Local Government Units, Farmers, Industry People and Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request Form	Room 222, National Crop Protection Center, U.P. Los Baños, College, Laguna
	email: ncpc.uplb@up.edu.ph; copy furnish to: techsas.ncpc@gmail.com

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request letter for provision of Tricho Cards to NCPC official email address	1.1 Receive and acknowledge message request through email	None	5 days	Director's Office Staff CAFS-NCPC or TechSas Pro Staff CAFS-NCPC or Trichogramma Laboratory Head CAFS-NCPC
	1.2 Forward message request to concerned specialist	None		Director's Office Staff CAFS-NCPC or TechSas Pro Staff CAFS-NCPC
2. Communicate with specialists with details of request	2.1 Specialist will ask the species of Tricho cards needed, number of Tricho cards needed and tentative date	None	7 Days	Trichogramma Laboratory Head CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Tricho cards are needed by client			
	2.2 Specialist will check availability of Tricho Cards at the Trichogramma Laboratory	None		<i>Trichogramma Laboratory Head</i> CAFS-NCPC
	2.3 If the species & number of Tricho Cards needed by the client are available, the Specialist will agree to the date of provision requested by the client.	None		<i>Trichogramma Laboratory Head</i> CAFS-NCPC
	2.4 If the species & number of Tricho Cards needed by client are not available, Specialist will schedule a new date of provision to the client.	None		<i>Trichogramma Laboratory Head</i> CAFS-NCPC
	2.5 Specialist will ask the client if he/she will approve to the new date of Tricho Cards.	None		<i>Trichogramma Laboratory Head</i> CAFS-NCPC
	2.6 If the client agrees, Specialist will give instruction to the technician to produce the requested Tricho Cards given the details agreed between the Specialist and the client.	None		<i>Trichogramma Laboratory Head</i> CAFS-NCPC and <i>Laboratory Aide II</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Technician will now proceed to produce Tricho Cards in the laboratory.	None	2 Days	<i>Trichogramma Laboratory Head</i> CAFS-NCPC and <i>Laboratory Aide II</i> CAFS-NCPC
	2.8 Technician will inform Specialist that Tricho Cards are available for pick up by client 4 days after step	None	4 Days	<i>Trichogramma Laboratory Head</i> CAFS-NCPC and <i>Laboratory Aide II</i> CAFS-NCPC
3. Client will pick up Tricho Cards at NCPC Office	3.1 Give Tricho Cards to Client	None	30 Minutes	<i>Laboratory Aide II</i> CAFS-NCPC
TOTAL		None	18 Days, 30 minutes	

CAFS-NCPC.7. PROVISION OF EARWIGS TO CLIENTS

Provision of Earwigs to clients requesting for use in basic research, student projects/research, teaching demonstration, training in crop protection/organic agriculture as well as farm inputs in various crops.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	Students, Local Government Units, Farmers, Industry People and Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Service Request Form	Room 222, National Crop Protection Center, U.P. Los Baños, College, Laguna email: ncpc.uplb@up.edu.ph ; copy furnish to: techsas.ncpc@gmail.com

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Request letter for provision of earwigs to NCPC official email address	1.1 Receive and acknowledge message request through email	None	3 Days	Director's Office Staff CAFS-NCPC or TechSas Pro Staff CAFS-NCPC
	1.2 Forward message request to concerned specialist	None		
2. Communicate with specialists with details of request	2.1 Specialist will ask what species of earwigs are needed, number of earwigs needed and date earwigs are needed by client. Specialists will also ask what is the purpose of requesting earwigs.	None	5 Days	TechSas Pro Staff CAFS-NCPC
	2.2 Specialist will check availability and stock of earwigs	None		TechSAS Pro Personnel CAFS-NCPC and BIOCON Laboratory Staff CAFS-NCPC
	2.3 If the species & number of earwigs needed by client is available and sufficient, Specialist will agree to the date of provision requested by client.	None		TechSAS Pro Personnel CAFS-NCPC and BIOCON Laboratory Staff
	2.4 Laboratory staff will now proceed to the preparation of	None		TechSAS Pro Personnel CAFS-NCPC and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	earwigs for release to client			<i>BIOCON Laboratory Staff</i>
	2.5 Specialist will inform client that earwigs are ready for pick up	None		<i>TechSAS Pro Personnel CAFS-NCPC and BIOCON Laboratory Staff</i>
3. Client will pick up earwigs at NCPC Office	2.5 Give earwigs to client	None	30 minutes	<i>TechSAS Pro Personnel CAFS-NCPC and BIOCON Laboratory Staff</i>
TOTAL		None	8 Days, 30 minutes	

CAFS-NCPC.8. PROVISION OF NUCLEOPOLYHEDRO VIRUSES (NPV) TO CLIENTS

Provision of NPV to clients requesting for use in basic research, student project/research, teaching demonstration, trainings in crop protection/organic agriculture as well as as farm inputs in various crops.

Office or Division	National Crop Protection Center
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	Farmers, students, personnel in academe, researchers, development workers, technical staff of government line agencies in agriculture, Local Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter transmitted to NCPC	Requesting Party
2. 2 copies of Service Request Form	Agency/Office - National Crop Protection Center, U.P. Los Baños, College, Laguna Office/Division/Desk Specific Room 222 NCPC Annex Building

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Signifying /Anticipated client				
1. Send request letter for provision of NPV to NCPC official email address	1.1 Receive and acknowledge message request through email	None	3 days	<i>Administrative Staff</i> CAFS-NCPC or <i>TechSAS Pro Personnel</i> CAFS-NCPC
2. Communicate the details of request with respective specialist(s)	2.1 Forward message request to concerned specialist	None	3 days	<i>Administrative Staff</i> CAFS-NCPC or <i>TechSAS Pro Personnel</i> CAFS-NCPC
	2.2 Specialist(s) will determine first the pest of concern before issuance of			<i>BioCon Laboratory Head</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	appropriate type of NPV.			and <i>Laboratory Technician II</i> CAFS-NCPC
	2.3 Specialist(s) and/or laboratory staff will check the availability of specific virus or viruses needed.			<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
	2.4 If the type of virus needed by the client is/are available and sufficient, Specialist and/or laboratory staff will ask the client on the probable date of provision of NPV until they arrive on the specific date.			<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
	2.5 On the date of NPV issuance to client (s), the Specialist and/or laboratory staff will provide first the instructions regarding appropriate application and preservation of NPV as well providing basic information about NPV and answering all the queries of the client(s) before its issuance.			<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client satisfaction survey	3.1 Specialist or laboratory staff will provide client satisfaction survey form to the client after receiving requested NPV.	None	5 minutes	<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
TOTAL		None	3 working days excluding pick up time of requested NPV	
B. Walk-in client (s)				
1. Entertain and conduct short interview of the walk-in client(s)	1.1 Specialist(s) will determine first the pest of concern before issuance of appropriate type of NPV.	None	5 to 30 minutes	<i>BioCon Laboratory Head</i> CAFS-NCPC
	1.2 Specialist(s) and/or laboratory staff will check the availability of specific virus or viruses needed.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
	1.3 If the type of virus needed by the client is/are available and sufficient, Specialist and/or laboratory staff will ask the client on the probable date of provision of NPV until they arrive on the specific date.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 On the date of NPV issuance to client (s), the Specialist and/or laboratory staff will provide first the instructions regarding appropriate application and preservation of NPV as well providing basic information about NPV and answering all the queries of the client (s) before its issuance.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
TOTAL		None	30 minutes	
C. Client (s) requesting for hands-on training on mass production, utilization and preservation of NPVs				
1. Send request letter for the provision of hands-on training to NCPC official email address	1.1 Receive and acknowledge message request through email	None	3 days	<i>Administrative Staff</i> CAFS-NCPC or <i>TechSAS Pro Personnel</i> CAFS-NCPC
2. Communicate the details of request with respective specialist(s)	2.1 Forward message request to concerned specialist	None	5 days	<i>Administrative Staff</i> CAFS-NCPC or <i>TechSAS Pro Personnel</i> CAFS-NCPC
	2.2 Specialist(s) will determine first the availability of concerned NCPC	None		<i>BioCon Laboratory Head</i> CAFS-NCPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	personnel and stock culture of NPV on requested date of training.			
	2.3 Specialist(s) and/or laboratory staff will coordinate with requesting party on the details and logistics of the requested training.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
	2.4 Specialist(s) and the requesting party will agree on specific date(s) of training.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC
	2.5 On the date of NPV issuance to client (s), the Specialist and/or laboratory staff will provide first the instructions regarding appropriate application and preservation of NPV as well providing basic information about NPV and answering all the queries of the client (s) before its issuance.	None		<i>BioCon Laboratory Head</i> CAFS-NCPC and <i>Laboratory Technician II</i> CAFS-NCPC
3. Client satisfaction survey	3.1 Training staff will provide client satisfaction survey form to the client after the conduct of the training	None	10 minutes	<i>BioCon Laboratory Head</i> CAFS-NCPC
TOTAL		None	8 days	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**

CAFS-OCS.1. TRUE COPY OF GRADES (TCG)

Issued to students applying for scholarships, major, shifting, transfer, Readmission (READ), and Maximum Residence Rule (MRR), job application, and Master's degree.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Answer the Google Form to request TCG	CAFS-OCS
1. Payment Receipt	UPLB Cashier's Office or Online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Google Form	1.1 Check the record of the student for the amount to be paid on the request via Google Form	None	5 Minutes	<i>Evaluators</i> CAFS-OCS
	1.2 Indicate the amount to be paid by sending payment instructions after checking the records of the student.	None	5 Minutes	<i>Evaluators</i> CAFS-OCS
2. Pay to the UPLB Cashier's Office or Online Banking		₱50.00 per page		
3. Submit the the proof of payment to the email of OCS re: payment instructions	3.1 Acknowledge receipt of the payment	None	2 days	<i>Evaluators</i> CAFS-OCS
	3.2 College Secretary signs the TCG	None	3 days	<i>College Secretary</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Returns to OCS	4.1 Issue the requested form	None	2 minutes	<i>Administrative Aide VI</i> CAFS-OCS
TOTAL		₱50.00 per page	5 Days, 12 Minutes	

CAFS-OCS.2. CERTIFICATES

Issued to students requesting certificates of enrollment, General Weighted Average (GWA), candidates for graduation, completed units, Good Moral and Right Conduct (GMRC).

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Answer the Google Form to request TCG	CAFS-OCS
2. Payment Receipt	UPLB Cashier's Office or Online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through email	1.1 Check the record of the student	None	2 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	1.2 Reply to the email payment instructions and amount	None	1 working day	<i>Administrative Assistant V</i> CAFS-OCS
2. Pay to UPLB Cashier's Office or online banking		₱50.00 per page		
3. Reply the proof of payment to email thread	3.1 Acknowledge receipt of the payment	None	1 working day	<i>Administrative Assistant V</i> CAFS-OCS
	3.2 College Secretary signs	None	1 working day	<i>College Secretary</i> CAFS-OCS

	the excuse slip form.			
4. Return to OCS	4.1 Issue the requested document	None	2 minutes	<i>Administrative Aide VI</i> CAFS-OCS
TOTAL		₱50.00 per page	3 days and 4 minutes	

CAFS-OCS.3. REMOVAL PERMIT (REGULAR) AND COMPLETION PERMIT

Issued to registered students requesting to complete a grade of 4 or Incomplete (INC) within the regular examination period.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 5 (proof that the student is enrolled in the current semester)	AMIS/OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Permit for removal/ completion	1.1 Check the record of the student when the 4 or INC grade is incurred	None	5 minutes	<i>Administrative Aide VI</i> CAFS-OCS
	1.2 Issue the instructor's permit	None	5 minutes	<i>Administrative Aide VI</i> CAFS-OCS
2. Submit to the instructor	2.1 Signs the instructor's permit and indicates the schedule of removal or completion	None	1 day	<i>Instructor</i> CAFS-OCS
3. Return to OCS	3.1 Issue the removal/completi on permit	None	10 minutes	<i>Administrative Assistant V</i> CAFS-OCS

4. Submit to the instructor	4.1 Prepare the report of the grade form and submit it to OCS	None	5 days	<i>Instructor</i> CAFS-OCS <i>or</i> <i>Unit staff</i> CAFS-OCS
5. Return to Unit	5.1 Give the student a copy of the report of grade.	None	5 minutes	<i>Unit staff</i> CAFS-OCS
TOTAL		None	6 days and 25 minutes	

CAFS-OCS.4. REMOVAL PERMIT (SPECIAL)

Issued to registered students requesting to complete a grade of 4 or Incomplete (INC) outside the regular examination period.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 5 (proof that the student is enrolled in the current semester)	AMIS/OUR
2. Payment slip	CAFS-OCS
3. Payment receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Permit for removal	1.1 Check the record of the student when the 4 or INC grade is incurred	None	8 minutes	<i>Administrative Aide VI</i> CAFS-OCS
	1.2 Issue payment slip for special removals	None	2 minutes	<i>Administrative Aide VI</i> CAFS-OCS
2. Submit to the UPLB Cashier's Office		₱10.00 per unit		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit to OCS	3.1 Return the payment receipt	None	10 minutes	<i>Administrative Aide VI</i> CAFS-OCS
	3.2 Issue the instructor's permit	None		
4. Submit to the instructor	4.1 Signs the instructor's permit and indicates the schedule of removal or completion	None	1 day	<i>Instructor</i> CAFS-OCS
5. Return to OCS	Issue the removal permit	None	10 minutes	<i>Administrative Aide VI</i> CAFS-OCS
6. Submit to the instructor	Prepare the grade sheet and submit it to OCS.	None	5 days	<i>Instructor</i> CAFS-OCS or <i>Unit staff</i> CAFS-OCS
7. Return to Unit	5.1 Give the student a copy of the report of grade.	None	5 minutes	<i>Unit staff</i> CAFS-OCS
TOTAL		₱10.00 per unit	6 days and 25 minutes	



CAFS-OCS.5. EXCUSE SLIP

Issued to registered students requesting an excuse for their absence from class.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical certificate with seal from University Health Service	University Health Service
2. Death certificate, etc. (supporting documents)	From student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Excuse Slip Form	1.1. Check supporting document/s (i.e., medical certificate from University Health Service, death certificate, etc.)	None	5 minutes	Administrative Aide VI CAFS-OCS
	1.2 Issue excuse slip form	None	5 minutes	
2. Fill out the Excuse Slip Form	2.1 Check the excuse slip form	None	1 day	Administrative Aide VI CAFS-OCS
	2.2 College Secretary signs the excuse slip form	None		College Secretary CAFS-OCS
3. Submit to OCS	3.1 Give the signed excuse slip	None	2 minutes	Administrative Aide VI CAFS-OCS
4. Go to the instructor	4.1 Signs the excuse slip form	None		Instructor CAFS-OCS
5. Submit to OCS	Accepts the signed excuse slip	None	1 minute	Administrative Aide VI CAFS-OCS
TOTAL		None	1 day and 13 minutes	



CAFS-OCS.6. GE PLAN OF COURSEWORK

Issued to registered students requiring the submission of a selected GE subject.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. GE Plan of Study Form	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS and download a copy of the GE POS form	1.1 Give instructions on how to download	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to the registration adviser	2.1 Seeks the advice of his/her registration adviser before he/she selects the GE courses he/she wants to take	None		
	2.2 Adviser checks the GE courses the student selected before they sign the form.	None		<i>Student and Adviser</i>
3. Submit to OCS	3.1 Receives the document	None	1 day	<i>Administrative Aide VI</i> CAFS-OCS
	3.2 Check the subjects selected, signatories, and 3 photocopies of the form	None	4 hours	<i>Evaluator</i> CAFS-OCS
	3.3 College Secretary signs the form	None	4 hours	<i>College Secretary</i> CAFS-OCS
4. Return to OCS	4.1 Give the student's copy	None	5 minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CAFS-OCS
TOTAL		None	2 days and 6 minutes	

CAFS-OCS.7. REVISION IN THE APPROVED PLAN OF COURSE WORK

Issued to registered students requesting revisions for their approved coursework.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revision Form	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give a revision form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Submit to registration/ major adviser	2.1 Discuss the revisions of the subjects to be done before signing the form	None		<i>Student and Adviser</i>
3. Go to the Department Chair	3.1 Sign the revision form	None		<i>Student and Adviser</i>
4. Submit to OCS	4.1 Receive the document	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
	4.2 Check and verify proposed changes	None	2 days	<i>Evaluator</i> CAFS-OCS
	4.3 College Secretary approves/disapproves of the changes	None	1 day	<i>College Secretary</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to OCS	5.1 Give the student's copy and the department's copy of the form	None	5 minutes	<i>Administrative Aide VI</i> CAFS-OCS
5. Submit to the Department	6.1 Submit a copy of the form to the department	None		
TOTAL		None	3 days and 7 minutes	

CAFS-OCS.8. WAIVER OF PREREQUISITE (GRADE OF 4.0 OR INC)

Issued to registered students requesting a waiver of the prerequisite.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver of Prerequisite	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue waiver of the prerequisite form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
	1.2 College Secretary first certifies if the student's 4.0 or INC grade	None	1 minute	<i>Student Records Evaluator II</i> CAFS-OCS
2. Go to the instructor	2.1 Instructor/s sign for the non-satisfied prerequisite course/s	None		<i>FIC of the course</i>
3. Go to the Adviser	3.1 Check and sign the waiver of the prerequisite	None		<i>Adviser</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Go to the Institute Director	4.1 Sign the waiver of prerequisite form	None		<i>Department Chair</i>
5. Submit to OCS (administering the course)	5.1 Have it signed by the Waiver of the prerequisite Committee	None	2 days	<i>Student Records Evaluator II CAFS-OCS</i>
	5.2 Dean approves/disapproves the waiver of the prerequisite form	None	3 days	<i>Student Records Evaluator II CAFS-OCS</i>
6. Submit to CAFS-OCS	6.1 Receives the document	None	3 minutes	<i>Administrative Aide VI CAFS-OCS</i>
TOTAL		None	6 days and 5 minutes	

CAFS-OCS.9. WAIVER OF PREREQUISITE (GRADE OF 5.0)

Issued to registered students requesting a waiver of the prerequisite.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver of Prerequisite	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue waiver of the prerequisite form	None	1 minute	<i>Administrative Aide VI CAFS-OCS</i>
	1.2 College Secretary first certifies if the student's 4.0 or INC grade	None	1 minute	<i>Student Records Evaluator II CAFS-OCS</i>
2. Go to the instructor	2.1 Instructor/s sign for the non-	None		<i>FIC of the course</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	satisfied prerequisite course/s			
3. Go to the Vice Chancellor for Student Affairs	3.1 Check and sign the waiver of the prerequisite	None		OVCSA
4. Go to the Adviser	4.1 Check and sign the waiver of the prerequisite	None		Adviser
5. Go to the Institute Director	5.1 Sign the waiver of prerequisite form	None		Institute Director
6. Submit to OCS (administering the course)	6.1 Check the waiver of the prerequisite by the Waiver of the Prerequisite Committee	None	2 days	Student Records Evaluator II CAFS-OCS
	6.2 Dean approves/disapproves the waiver of the prerequisite form	None	3 days	Student Records Evaluator II CAFS-OCS
7. Submit to CAFS-OCS	7.1 Receives the document	None	3 minutes	Administrative Aide VI CAFS-OCS
TOTAL		None	5 working days and 5 minutes	



CAFS-OCS.10. OVERLOAD PERMIT

Issued to registered students requesting to enroll more than 21 units.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Overload Permit	CAFS-OCS
2. Plan of Study	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue Overload permit	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to the Adviser	2.1 Seek the recommendation of the adviser and sign the overload permit	None		<i>Adviser</i>
3. Go to the Institute Director	3.1 Sign the overload permit	None		<i>Institute Director</i>
4. Submit to OCS	4.1 Receive the overload permit with attachment	None	1 day	% OVCSA
	4.2 Check the information in the form submitted	None	4 hours	<i>Student Records Evaluator II</i> CAFS-OCS
	4.3 College Secretary signs the form	None	4 hours	<i>College Secretary</i> CAFS-OCS
5. Return to OCS	5.1 Get a copy of the form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
TOTAL		None	2 days and 2 minutes	

CAFS-OCS.11. UNDERLOAD PERMIT

Issued to registered students who enrolled below 14 units.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Underload Permit	CAFS-OCS
2. Attachment (what is applicable) - Medical certification (health reason) - Copy of the schedule of classes and certification by the adviser (for unavailability of the course) - Copy of payroll and appointment papers (for employment reasons) - Certification by the adviser that there are no more courses to take based on the curriculum	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue Underload permit	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to the Adviser	2.1 Seek the recommendation of the adviser and sign the underload permit	None		<i>Adviser</i>
3. Go to the Institute Director	3.1 Sign the underload permit	None		<i>Institute Director</i>
4. Submit to OCS	4.1 Receive the underload permit with attachment	None	1 day	OVCSA
	4.2 Check the information in the form submitted	None	4 hours	<i>Student Records Evaluator II</i> CAFS-OCS
	4.3 College Secretary signs the form	None	4 hours	<i>College Secretary</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to OCS	5.1 Get a copy of the form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
TOTAL		None	2 days and 2 minutes	

CAFS-OCS.12. SUBSTITUTION OF COURSES

Issued to registered courses that transferred or cross-registered from other schools.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Transcript of Records for transferees	Previous school of transferee
2. True Copy of Grades for cross-registrants/others	School enrollment of cross-registrants/others

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue substitution form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to the Adviser	2.1 Sign the substitution form	None		<i>Adviser</i>
3. Go to the chairman or head of the unit	3.1 Sign where the subject is offered	None		
4. Submit to OCS	4.1 Receive the form and supporting documents	None	1 day	<i>Administrative Assistant V</i> CAFS-OCS
	4.2 Check the supporting documents if correct	None		<i>Administrative Assistant V</i> CAFS-OCS

	4.3 College Secretary approves the substitution of the subject and records the substitution	None		College Secretary CAFS-OCS
5. Return to OCS	5.1 Get a copy of the form	None	1 minute	Administrative Aide VI CAFS-OCS
TOTAL		None	1 day and 2 minutes	

CAFS-OCS.13. GRADUATION CLEARANCE (GRADUATED OUTSIDE FREE TUITION)

Issued to graduating students upon completion of units and manuscript.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript	Student
2. CD and email of the abstract, curriculum vitae, and graduation picture	Student
3. Graduation fee	CAFS-OCS
4. College Clearance	OVCSA (via recommit)
5. University Clearance	UPLB Cashier's Division or Online Banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue the college clearance	None	1 minute	Administrative Aide VI CAFS-OCS
2. Go to OVCSA (recommit)	2.1 Process online University clearance	None		
3. Go to various units	3.1 Secure the required signatures that signify that the	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	student has no accountabilities			
4. Go to UPLB Cashier's Division or Pay through Online Banking	4.1 Receive payment	₱300.00		
	4.2 Issue official receipt	None		
5. Submit to OCS	5.1 Receive the documents	None	1 day	Administrative Aide VI CAFS-OCS
	5.2 Check the signatories and other documents if complete (including the submission of the hardbound manuscript)	None		Administrative Assistant V CAFS-OCS
	5.3 Record the clearance	None		Administrative Aide VI CAFS-OCS
	5.4 College Secretary signs the clearance	None		College Secretary CAFS-OCS
TOTAL		₱300.00	1 day and 1 minute	

CAFS-OCS.14. GRADUATION CLEARANCE (GRADUATED FREE TUITION)

Issued to graduating students upon completion of units and manuscript.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript	Student

2. CD and email of the abstract, curriculum vitae, and graduation picture	Student
3. Graduation fee	CAFS-OCS
4. College Clearance	OVCSA (via RECOMMIT)
5. University Clearance	UPLB Cashier's Office or Online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue the college clearance	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to OVCSA RECOMMIT)	2.1 Process online University clearance	None		
3. Go to various units	3.1 Secure the required signatures that signify that the student has no accountabilities	None		
4. Submit to OCS	4.1 Receive the documents	None	1 day	
	4.2 Check the signatories and other documents if complete (including the submission of the hardbound manuscript)	None		
	4.3 Record the clearance	None		<i>Administrative Aide VI</i> CAFS-OCS
	4.4 College Secretary signs the clearance	None		<i>College Secretary</i> CAFS-OCS
TOTAL		None	1 day and 1 minute	

CAFS-OCS.15. LEAVE OF ABSENCE (LOA)

Issued to registered students requiring leave due to personal or health reasons, etc.



The leave should not exceed one year but may be renewed for at most another year. When not taken in two (2) successive years, the aggregate LOA should not exceed two (2) years.

- A student who needs to go on LOA beyond the allowable period of two years should apply for an honorable dismissal, without prejudice to readmission.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS registered students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request with parents' consent/signature addressed to the Dean	Student
2. Clearance form	CAFS-OCS
3. Payment receipt	UPLB Cashier's Office or Online banking
4. Leave of absence form (if enrolled)	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OCS	1.1 Receive the letter	None	5 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	1.2 College Secretary approves/disapproves the request	None	7 hours	<i>College Secretary</i> CAFS-OCS
	1.3 OCS issues Clearance Form, LOA Form (if enrolled), and Payment instructions	None	55 minutes	<i>Administrative Assistant V</i> CAFS-OCS
2. Go to various units	2.1 Secure the required signatures	None		
3. Go to UPLB Cashier's Office or pay through Online Banking	3.1 Receive payment	₱150.00		
	3.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit to OCS	4.1 Receive the documents	None	2 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	4.2 Check the signatories and other documents if complete	None	3 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	4.3 College Secretary signs the clearance	None	2 days	<i>College Secretary</i> CAFS-OCS
	4.4 Make a letter informing the professor that the student's Leave of Absence is approved (if the student is enrolled for the semester)	None	30 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	4.5 email signed letters to the professors for the subjects enrolled (if applicable)	None	25 minutes	<i>Administrative Assistant V</i> CAFS-OCS
5. Return to OCS	5.1 Claim a copy of the approved clearance	None	5 minutes	<i>Administrative Assistant V</i> CAFS-OCS
TOTAL		₱150.00	3 days, 1 hour, and 5 minute	

CAFS-OCS.16. REMOVAL OF ABSENCE WITHOUT LEAVE STATUS(AWOL)

Issued to students who suddenly did not register for the semester.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter of intent to return to college, explaining the reasons why the student was AWOL, signed by the student and parent	Student
2. Payment instructions	CAFS-OCS
3. Payment receipt	UPLB Cashier's Office or Online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to OCS	1.1 Receive the letter	None	1 day	Administrative Assistant V CAFS-OCS
	1.2 Issue Absence Without Leave Form and Payment Instructions	None	1 day	Administrative Assistant V CAFS-OCS
2. Go to UPLB Cashier's Office/Online banking	2.1 Receive payment	₱ 225		
	2.2 Issue official receipt	None		
3. Submit documents to OCS	3.1 Accept the Official Receipt	None	1 day	Administrative Assistant V CAFS-OCS
	3.2 Give the student a copy of the Certification of Returnee signed by the College Secretary	None	1 day	Administrative Assistant V CAFS-OCS
4. Submit to the Office of the University Registrar (if long AWOL)	4.1 Receive the Certification of Returnee			
	4.2 Activate the account of the student			
TOTAL		₱225	2 days	

CAFS-OCS.17. READMISSION

Issued to students with dismissed or double probation status.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Readmission Affidavit of non-enrollment (for long AWOL only), Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action	Student & Parents
2. True Copy of Grades & Summary of Academic Performance	CAFS-OCS
3. Payment instructions	CAFS-OCS
3. Payment receipt	UPLB Cashier's Office/online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm the status of the student if permanently disqualified, dismissed, or on double probation	None	15 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	1.2 Give payment instructions for request of a True Copy of Grades and Summary of Academic Performance	None	15 minutes	<i>Student Records Evaluator II</i> CAFS-OCS
2. Go to UPLB Cashier's Office/ Online banking	2.1 Receive payment	₱50.00 per page		
	2.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to OCS	3.1 Receive payment receipt	None	1 dai	<i>Student Records Evaluator II</i> CAFS-OCS
	3.2 Process request for True Copy of Grades and Summary of Academic Performance	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS
4. Return to OCS	4.1 Check the requirements submitted by the student	None	15 minutes	<i>Administrative Assistant II</i> CAFS-OCS
	4.2 Give the Evaluation Sheet Readmission (blue form) for signature of the adviser, department head, and OSA director	None	5 minutes	<i>Administrative Assistant II</i> CAFS-OCS
5. Go to Adviser	5.1 Sign the Evaluation Sheet Readmission (blue form), letter of intent to return, and list of remaining subjects	None		
6. Go to Department/ Institute	6.1 Sign the Evaluation Sheet Readmission (blue form)	None		
5. Submit to OCS	7.1 Receive the documents	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Check if the documents are complete	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.3 Evaluates the records of the student	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.4 Set the date for the panel interview of the committee	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.5 Committee members interview and approve or disapproves the student	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.6 College Secretary signs the Readmission papers	None	2 days	<i>College Secretary</i> CAFS-OCS
	7.7 Dean recommends the Readmission papers to OVCSA	None	3 days	<i>Dean</i> CAFS-DO
6. Submit to OVCSA	8.1 Receive the Evaluation Sheet	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Readmission (blue form)			
	8.2 Guidance Instructors evaluate the student	None		
	8.3 Forward the Evaluation Sheet Readmission (blue form) to OVCAA	None		
7. Submit to OVCAA	9.1 Receive the documents	None		
	9.2 Conducts the final interview/evaluation and approves or disapproves the application of the student	None		
	9.3 Give a copy of documents (approved/disapproved) to OCS	None		
8. Return to OCS	10.1 Release to student (for probation and dismissed status)	None	5 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	10.2 Give a copy of the document (approved/disapproved)	None	3 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
TOTAL		₱50.00 per page	12 days, 50 minutes	

CAFS-OCS.17. READMISSION

Issued to students with dismissed or double probation status.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Readmission Affidavit of non-enrollment (for long AWOL only), Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action	Student & Parents
2. True Copy of Grades & Summary of Academic Performance	CAFS-OCS
3. Payment instructions	CAFS-OCS
3. Payment receipt	UPLB Cashier's Office/online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm the status of the student if permanently disqualified, dismissed, or on double probation	None	15 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	1.2 Give payment instructions for request of a True Copy of Grades and Summary of Academic Performance	None	15 minutes	<i>Student Records Evaluator II</i> CAFS-OCS
2. Go to UPLB Cashier Division/online banking	2.1 Receive payment	₱50.00 per page		
	2.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to OCS	3.1 Receive payment receipt	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS
	3.2 Process request for True Copy of Grades and Summary of Academic Performance	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS
4. Return to OCS	4.1 Check the requirements submitted by the student	None	15 minutes	<i>Administrative Assistant II</i> CAFS-OCS
	4.2 Give the Evaluation Sheet Readmission (blue form) for signature of the adviser, department head, and OSA director	None	5 minutes	<i>Administrative Assistant II</i> CAFS-OCS
5. Go to Adviser	5.1 Sign the Evaluation Sheet Readmission (blue form), letter of intent to return, and list of remaining subjects	None		
6. Go to Department/ Institute	6.1 Sign the Evaluation Sheet Readmission (blue form)	None		
5. Submit to OCS	7.1 Receive the documents	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Check if the documents are complete	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.3 Evaluates the records of the student	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.4 Set the date for the panel interview of the committee	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.5 Committee members interview and approve or disapproves the student	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.6 College Secretary signs the Readmission papers	None	2 days	<i>College Secretary</i> CAFS-OCS
	7.7 Dean recommends the Readmission papers to OVCSA	None	3 days	<i>Dean</i> CAFS-DO
6. Submit to OVCSA	8.1 Receive the Evaluation Sheet	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Readmission (blue form)			
	8.2 Guidance Instructors evaluate the student	None		
	8.3 Forward the Evaluation Sheet Readmission (blue form) to OVCAA	None		
7. Submit to OVCAA	9.1 Receive the documents	None		
	9.2 Conducts the final interview/evaluation and approves or disapproves the application of the student	None		
	9.3 Give a copy of documents (approved/disapproved) to OCS	None		
8. Return to OCS	10.1 Release to student (for probation and dismissed status)	None	5 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	10.2 Give a copy of the document (approved/disapproved)	None	3 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
TOTAL		₱50 per page	12 days 50 minutes	

CAFS-OCS.18. EXTENSION OF RESIDENCY

Issued to students who maximized their number of residencies at the University.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Extension of Residency Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action	Student & Parents
2. True Copy of Grades & Summary of Academic Performance	CAFS-OCS
3. Payment instructions	CAFS-OCS
4. Payment receipt	UPLB Cashier's Office/online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm the status of the student if the maximum residence rule only or readmission and the maximum residence rule	None	15 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	1.2 Give payment instructions for the request of a True Copy of Grades and Summary of Academic Performance	None	15 minutes	<i>Administrative Assistant II</i> CAFS-OCS
2. Go to UPLB Cashier's Office/online banking	2.1 Receive payment	₱50.00 per page		
	2.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to OCS	3.1 Receive payment receipt	None	4 hours	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	3.2 Process request for True Copy of Grades and Summary of Academic Performance	None	4 hours	<i>Student Records Evaluator II</i> CAFS-OCS
4. Return to OCS	4.1 Check the requirements submitted by the student	None	10 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	4.2 Give the Green Evaluation Sheet MRR (green form) for signature of the adviser and department head	None	10 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
5. Go to Adviser	5.1 Sign the Green Evaluation Sheet MRR (green form), letter of intent to return, and list of remaining subjects	None		
6. Go to Department/Institute	6.1 Sign the Green Evaluation Sheet MRR (green form)	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Return to OCS	7.1 Receive the documents	None	2 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.2 Check if the documents are complete	None	58 minutes	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.3 Evaluates the records of the student	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.4 College Secretary signs the Extension of Residency papers	None	2 days	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	7.5 Dean approves/disapproves the Extension of Residency papers	None	4 days	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
8. Return to OCS	8.1 Give a copy of the documents	None	5 minutes	<i>Student Records Evaluator II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
TOTAL		₱50.00 per page	7 days, 55 minutes	

CAFS-OCS.19. SHIFTING TO THE COLLEGE

Issued to registered students who want to shift to the College.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UP and Non-UP students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent approved by the student's current College	Student
2. True Copy of Grades (for evaluation)	Student's College Secretary's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS (accepting)	1.1 Receive the letter and True Copy of Grades submitted on or before the deadline	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	1.2 Review the documents	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS

	1.3 College Secretary interviews the student and recommends approval or disapproval	None	1 day	College Secretary CAFS-OCS
	1.4 Set the date for the panel interview of the committee or Department	None	1 day	Student Records Evaluator II CAFS-OCS or Administrative Assistant II CAFS-OCS
	1.5 CAFS Committee recommends approval or disapproval	None	1 day	Student Records Evaluator II CAFS-OCS or Administrative Assistant II CAFS-OCS
	1.6 Issue an Admission Form	None	1 day	Student Records Evaluator II CAFS-OCS or Administrative Assistant II CAFS-OCS
2. Go to OCS (current)	2.1 Request for TCG (for permanent record of the accepting College), Certificate of Good Moral Character, and Certificate of No Contract. The student also gets a Clearance Form and Permit to Transfer Form	(depend s on the College how much per page)		

3. Submit to OCS (accepting)	3.1 Submit all the required documents on or before the deadline	None	3 days	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	3.2 Check the documents submitted	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
	3.3 College Secretary will sign the Admission Form	None	1 day	<i>College Secretary</i> CAFS-OCS
	3.4 OCS of the accepting College will submit the student's documents to OUR	None	1 day	<i>Student Records Evaluator II</i> CAFS-OCS or <i>Administrative Assistant II</i> CAFS-OCS
TOTAL		Per page	13 days	

CAFS-OCS.20. SHIFTING OUT FROM THE COLLEGE

Issued to registered students who want to shift out of the College.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UP and Non-UP students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to shift addressed to the College Dean through the College	Student

Secretary, signed by the Student, noted by the Parent/s, Adviser, and Department Chair

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Submit a letter of intent to shift	None	1 day	<i>Student Records Evaluator II CAFS-OCS or Administrative Assistant II CAFS-OCS</i>
	1.2 Committee on Admission or the College Secretary interviews and evaluates the applicant	None	2 days	<i>Student Records Evaluator II CAFS-OCS or Administrative Assistant II CAFS-OCS</i>
2. Return to OCS (current)	2.1 If the request of the student is approved, he/she may now request TCG via Google Form.	None	2 minutes	<i>Student Records Evaluator II CAFS-OCS</i>
3. Go to UPLB Cashier/online banking	3.1 Receive payment	₱50.00 per page		
	3.2 Issue receipt	None		
4. Submit to OCS (current)	4.1 Receive the payment receipt	None	1 day	<i>Student Records Evaluator II CAFS-OCS</i>
	4.2 Prepare the TCG	None	1 day	<i>Student Records Evaluator II CAFS-OCS</i>
	4.3 College Secretary signs the TCG	None	1 day	<i>College Secretary CAFS-OCS</i>
5. Return to OCS (current)	5.1 issue requested form	None	2 minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CAFS-OCS
6. Return to OCS (accepting)	6.1 Interview the student			
	6.2 OCS of the accepting College will issue an Admission Form (if accepted)			
7. Go to OCS (current)	7.1 Give payment instructions for the request of TCG (for permanent record of the accepting college), Certificate of Good Moral Character, Certificate of No Contract, Clearance Form, and Permit to Transfer Form	₱50.00 per page	1 day	Administrative Aide VI CAFS-OCS or Administrative Assistant II CAFS-OCS or Student Records Evaluator II CAFS-OCS
	7.2 College Secretary signs the documents	None	2 days	College Secretary CAFS-OCS
TOTAL		₱50.00 per page	9 days, 6 minutes	

CAFS-OCS.21. APPLICATION FOR GRADUATION

Issued to students who submitted the form for evaluation within 1 year prior to graduation.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS students who submitted the form for evaluation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Graduation form	CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application for Graduation form to OCS	1.1 Issue an application for graduation form	None	1 minute	<i>Administrative Aide VI</i> CAFS-OCS
2. Go to Adviser	2.1 Sign the application for graduation	None		
3. Submit documents to OCS	3.1 Receive the form with 2 photocopies attached	None	3 days	<i>Evaluators</i> CAFS-OCS
	3.2 Evaluate the subjects remaining and taken by the student	None	3 days	<i>Evaluators</i> CAFS-OCS
	3.3 College Secretary signs the form	None	4 days	<i>College Secretary</i> CAFS-OCS
4. Return to OCS	4.1 Give the copy of the form of the student	None	2 minutes	<i>Administrative Aide VI</i> CAFS-OCS
TOTAL		None	10 days, 3 minutes	

CAFS-OCS.22. DROPPING OF COURSES

Issued to students who will drop subjects due to personal or health reasons.

Office or Division	College of Agriculture and Food Science - Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS registered students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s with a photocopy of ID with signature and any supporting document attached (medical certificate, etc.)	Student

2. Payment instructions	CAFS-OCS
3. Payment receipt	UPLB Cashier Division/online banking

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Receive and check the documents attached to the letter	None	45 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	1.2 For the signature of the College Secretary if for approval or disapproval	None	1 day and 7 hours	<i>College Secretary</i> CAFS-OCS
	1.3 Prepare dropping form/s	None	15 minutes	<i>Administrative Assistant V</i> CAFS-OCS
2. Return to OCS	2.1 Issue dropping form and payment slip	None	2 minutes	<i>Administrative Assistant V</i> CAFS-OCS
3. Go to the instructor/s	3.1 Check and sign the dropping form	None		
4. Go to UPLB Cashier/online banking	4.1 Receive payment	₱10.00 per unit		
	4.2 Issue receipt	None		
5. Submit to OCS	5.1 Receive the documents	None	1 minute	<i>Administrative Assistant V</i> CAFS-OCS
	5.2 Check the signatories and other documents if complete	None	4 minutes	<i>Administrative Assistant V</i> CAFS-OCS
	5.3 College Secretary signs the clearance	None	1 working day	<i>College Secretary</i> CAFS-OCS
	5.4 Make a letter informing the professor that the student's request to drop is approved	None	30 minutes	<i>Administrative Assistant V</i> CAFS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.5 Route signed letters to the professors for the subjects enrolled	None	30 minutes	<i>Administrative Assistant V</i> CAFS-OCS
6. Return to OCS	6.1 Claim a copy of the approved clearance	None	2 minutes	<i>Administrative Assistant V</i> CAFS-OCS
TOTAL		₱10.00 per unit	4 days 4 minutes	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
OFFICE OF THE DEAN
EXTERNAL SERVICES**



CAFS-DO.1. APPLICATION FOR COLLEGE OF AGRICULTURE AND FOOD SCIENCE FINANCIAL EDUCATION LOAN (CAFEL)

Issued to CAFS students to meet their immediate financial needs especially for academic use

Office or Division	College of Agriculture and Food Science - Office of the Dean
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form (Google form)	Office of the Associate Dean for Instruction
2. Form 5	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have the Form No. 05 signed by the College Secretary to ensure that the applicant is enrolled	College Secretary's Office	None		
2. Proceed to the Office of the Dean's Budget Section	Provide applicant's CAFEL application form and discuss how the CAFEL works (computation, interest, due date, etc.)	None	3 minutes	Administrative Assistant V
3. Proceed to the Student's adviser	Sign the application form	None		
4. Proceed to the Associate Dean for Instruction's office	Check and interview the applicant for approval of the loan.	None	5 minutes	Associate Dean for Instruction CAFS-DO
5. Submit to Dean's Office	5.1 Receive the accomplished application form together with the signed Form 5, UPLB ID of the student and valid ID of the	None	60 minutes	Administrative Assistant V CAFS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	guardian/co-borrower. 5.2. Check and review application form 5.3 Stamp Date and Time received 5.4 Record documents received thru CAFS database and record book 5.5 Preparation of the Cheque and for signature of the Associate Dean for Instruction. 5.6 Release of the Cheque and picture-taking of the student with the released cheque for documentation. letter with action			
TOTAL		None	1 hour, 8 minutes	

CAFS-DO.2. REQUEST FOR USE OF DEAN'S OFFICE FACILITIES/EQUIPMENT

Rental of Office of the Dean's facilities / equipment

Office or Division	College of Agriculture and Food Science - Office of the Dean
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Dean endorsed by the Faculty in-charge/ adviser or department chair.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow date				
Submit to ADMIN Staff in charge				
Submit to Office Head				
Submit to Unit Head				
2. Submit to Dean's Office	2.1 Receive Request letter 2.2 Stamp Date and Time received 2.3 Record documents received thru document tracking system and record book 2.4 Send letter to the section in-charge 2.5 Calendar/ Schedule the day of borrow 2.6 Countersign and Recommend for Approval 2.7 Send letter to the Dean for notation 2.8 Return letter request with action	None	15 minutes	<i>Administrative Aide VI</i> CAFS-DO or <i>Administrative Officer IV</i> CAFS-DO
TOTAL		None	15 minutes	



CAFS-DO.3. REQUEST TO POST ON COLLEGE BILLBOARD, WEBSITE AND OFFICIAL SOCIAL MEDIA SITES

Approval of posting of Advertisement/ publication materials both (online or through bulletin board)

Office or Division	College of Agriculture and Food Science - Office of the Dean
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CAFS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for posting. *Submit at least three (3) days before the event				
Submit to ADMIN Staff in charge				
Submit to Office Head for notation				
Submit to Unit Head for notation				
2. Submit to Dean's Office	2.1 Receive Request letter 2.2 Stamp Date and Time received 2.3 Record documents received thru document tracking and record book	None	15 minutes	<i>Administrative Aide VI</i> CAFS-DO or <i>Administrative Officer IV</i> CAFS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Send letter to the section in-charge 2.5 Calendar/ Schedule the date of posting 2.6 Countersign and Recommend for Approval 2.7 Send letter to the Dean for notation 2.8 Return letter request with action Approval			
TOTAL		None	15 minutes	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
OFFICE OF THE DEAN
INTERNAL SERVICES**



CAFS-DO.3. TRANSPORTATION SERVICE

Request for vehicle including driver to transport staff/ visitors of the college

Office or Division	College of Agriculture and Food Science - Office of the Dean
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	College Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter signed and endorsed by the unit head 2. Trip Ticket 3. Fuel Withdrawal Slip 4. Request Letter signed and endorsed by the unit head 5. Trip Ticket 6. Fuel Withdrawal Slip	Department/ Unit of requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request and invitation if necessary				
Submit to ADMIN Staff in charge				
Submit to Office Head				
Submit to Unit Head				
Submit to RMO or Messengerial section of the unit				
2. Submit to the Office of the Dean	2.1 Receive request letter 2.2 Stamp Date and Time received 2.3 Record documents received thru document tracking system used by the university and record book 2.4 Check	RFID Load, Driver's TEV and Fuel (Amount Depending on the Place to Visit)	15 minutes	Administrative Aide VI CAFS-DO and Administrative Officer IV CAFS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Schedule and Recommend Approval 2.5 Prepare Trip Ticket and Fuel withdrawal Slip countersigned by the section's Administrative Officer 2.6 Submit to the Dean for approval and signature 2.7 Release of request letter with action			
TOTAL		Fee subject to location*	15 minutes	

*This service is undergoing revision.

CAFS-DO.4. REQUEST FOR USE OF DEAN'S OFFICE FACILITIES/EQUIPMENT

Rental of Office of the Dean's facilities / equipment

Office or Division	College of Agriculture and Food Science - Office of the Dean
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	College Staff/Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Dean endorsed by the department chair.	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for the request including the borrow date				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to ADMIN Staff in charge				
Submit to Office Head				
Submit to Unit Head				
2. Submit to Dean's Office	2.1 Receive Request letter 2.2 Stamp Date and Time received 2.3 Record documents received thru document tracking system and record book 2.4 Send letter to the section in-charge 2.5 Calendar/ Schedule the day of borrow 2.6 Countersign and Recommend for Approval 2.7 Send letter to the Dean for notation 2.8 Return letter request with action	None	15 minutes	<i>Administrative Aide VI</i> CAFS-DO or <i>Administrative Officer IV</i> CAFS-DO
TOTAL		None	15 minutes	

CAFS-DO.5. REQUEST TO POST ON COLLEGE BILLBOARD, WEBSITE AND OFFICIAL SOCIAL MEDIA SITES

Approval of posting of Advertisement/ publication materials both (online or through bulletin board)

Office or Division	Office of the Dean - College of Agriculture and Food Science
Classification	Simple

Type of Transaction	G2C - Government to Government
Who may Avail	College Staff/Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a request letter citing the reason for posting. *Submit at least three (3) days before the event				
Submit to ADMIN Staff in charge				
Submit to Office Head for notation				
Submit to Unit Head for notation				
2. Submit to Dean's Office	2.1 Receive Request letter 2.2 Stamp Date and Time received 2.3 Record documents received thru document tracking and record book 2.4 Send letter to the section in-charge 2.5 Calendar/ Schedule the date of posting 2.6 Countersign and Recommend for Approval	None	15 minutes	<i>Administrative Aide VI</i> CAFS-DO or <i>Administrative Officer IV</i> CAFS-DO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Send letter to the Dean for notation 2.8 Return letter request with action Approval			
TOTAL		None	15 minutes	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
PHILIPPINE AGRICULTURAL SCIENTIST
EXTERNAL SERVICES**

CAFS-PAS.1. MANUSCRIPT SUBMISSION

The author submits his/her manuscript to the PAS journal for possible publication.

Office or Division	Philippine Agricultural Scientist
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Authors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PAS email address/PAS website (Google Form)	PAS Editorial Team
Manuscript files	Author
Language editing certificate	Author
Ethics permits (if applicable)	Author
Cover letter	Author
Authors' agreement	Author
Notice of submission acknowledgment	PAS Editorial Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the manuscript files, language editing certificate, ethics permits (if applicable), cover letter, and authors' agreement via email/Google Form				
2. Wait for the notice of submission acknowledgment	2.1 Receive manuscript files and send email notification to the author	None	10 minutes	University Research Associate II CAFS-PAS or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>University Researcher II</i> CAFS-PAS
TOTAL		None	10 minutes	

CAFS-PAS.2. PAS EDITORIAL TEAM INITIAL EVALUATION

The PAS Editorial Team evaluates if the manuscript submitted is qualified according to the PAS criteria.

Office or Division	Philippine Agricultural Scientist
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Authors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Manuscript files	Author
Language editing certificate	Author
Ethics permit (if applicable)	Author
Cover letter	Author
Authors' agreement	Author
Initial comments	PAS Editorial Team
Turnitin similarity reports (if applicable)	PAS Editorial Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Wait for the results of the initial evaluation	1.1 Input submission information into the journal database and assign unique article code	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.2 Check if submission requirements are complete	None	5 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.3 Check if the submitted manuscript is formatted according to the PAS manuscript template, with the manuscript in Word file, Tables in Excel, and Figures in JPEG/PNG	None	15 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS or <i>University Researcher III</i> CAFS-PAS
	1.4 Check for plagiarism by conducting a Google search and generating a Turnitin similarity report	None	1 hour	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS

	1.5 Check if the content (writeup, scientific merit) is up to PAS standards	None	15 minutes	<i>Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS or <i>University Researcher III</i> CAFS-PAS
	1.6 If the submission is not within the scope of The PAS, refer the author to other journals	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
TOTAL		None	1 hour and 55 minutes	

CAFS-PAS.3. PAS EDITORIAL BOARD INITIAL EVALUATION

The PAS Editorial Board evaluates if the manuscript submitted is qualified according to the PAS criteria.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Authors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Manuscript files	PAS Editorial Team
Ethics permit (if applicable)	PAS Editorial Team
PAS Editorial Team's initial comments	PAS Editorial Team
Turnitin similarity reports (if applicable)	PAS Editorial Team

Certificate of appreciation	PAS Editorial Team
PAS Editorial Board's initial evaluation	PAS Editorial Board
List of possible reviewers	PAS Editorial Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Wait for the email with the Editorial Board's decision(s)/ recommendation(s))	1.1 If the submission is within the scope of The PAS, email the manuscript to the Editorial Board, including any relevant comments by the Team	None	10 minutes	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS
	1.2 Wait for the Editorial Board's decision(s)/recommendation(s)	None	15 days	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS
	1.3 Acknowledge the Editorial Board's evaluation and send a Certificate of Appreciation	None	10 minutes	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS
	1.3 Send email notification to the author if the manuscript is qualified or not, or if the manuscript is for resubmission	None	10 minutes	University Research Associate II CAFS-PAS or University Researcher II CAFS-PASII
TOTAL		None	3 weeks and 30 minutes	

CAFS-PAS.4. MANUSCRIPT REVIEW PROCESS

Local and international reviewers provide comments for revisions/recommendations for approval/disapproval.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Reviewers	PAS Editorial Board, PAS Editorial Team
Manuscript Files	PAS Editorial Team
Guidelines for Reviewers	PAS Editorial Team
Certificate of Appreciation	PAS Editorial Team
Reviewer's Evaluation	Reviewers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Wait for the email with comments for revision	1.1 Send invitation email to possible reviewers	None	1 week	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS
	1.2 Wait for the reviewers' acceptance/refusal to review	None	3 days	University Research Associate II CAFS-PAS or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>University Researcher II</i> CAFS-PAS
	1.3. Forward the manuscript files and guidelines for reviewers to confirmed reviewers	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.4 If reviewers refused invitation, repeat Step 3.1	None	1 week	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.5 Wait for the reviewers' comment(s)/recommendation(s)	None	3 weeks	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.6 Acknowledge the reviewers' evaluation and send a Certificate of Appreciation	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
TOTAL		None	18 days and 20 minutes	

CAFS-PAS.5. MANUSCRIPT REVISION

Authors revise their manuscript based on the evaluations of the reviewers and the PAS Editorial Team.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Manuscript Files	Author
Reviewers' Evaluations	Reviewers
Rejoinder of Consolidated Reviewer Comments	PAS Editorial Team
PAS Manuscript Template and General Guidelines	PAS Editorial Team
Revised Manuscript Files	Author
Rejoinder of Consolidated Reviewer Comments with Author's Responses	Author
Cross-Check Document for Reviewers/PAS Editorial Board	PAS Editorial Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the email with the rejoinder of consolidated reviewer comments and revision instructions	1.1 Consolidate all comments from the reviewers and the PAS Editorial Team into a rejoinder document	None	3 hours	<i>University Research Associate II CAFS-PAS or University Researcher II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CAFS-PAS
	1.2 Email the author with the rejoinder, the original manuscript files for reference, the PAS manuscript template and general guidelines, and the instructions for revision	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
2. Revise the manuscript according to the revision comments and instructions	2.1 Wait for the author's revision documents	None	15 days*	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
3. Send the revised manuscript files and the rejoinder via email	3.1 Send revision acknowledgment email to the author	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
TOTAL		None	15 days, 3 hours, and 20 minutes	

* Depending on the number of items to be revised.

CAFS-PAS.6. REVISION REVIEW

The PAS Editorial Team conducts a cross-check of the revision with the reviewers' and Team's comments, then forwards the cross-check document to the reviewers/PAS Editorial Board.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Manuscript Files	Author
Revised Manuscript Files	Author
Rejoinder of Consolidated Reviewer Comments with Author's Responses	Author
Cross-Check Document for Reviewers/PAS Editorial Board	PAS Editorial Team
Revision Evaluation	Reviewers/PAS Editorial Board

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the email with the rejoinder of consolidated further comments and revision instructions	1.1 Check the revised manuscript files if all comments have been addressed	None	3 hours	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS
	1.2 Forward the cross-check document and the revised manuscript files to the reviewers/PAS Editorial Board for further evaluation	None	10 minutes	University Research Associate II CAFS-PAS or University Researcher II CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Wait for the reviewers/PAS Editorial Board's further evaluation	None	15 days	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.4 Receive and send an acknowledgment email to the reviewers/PAS Editorial Board's further evaluation	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.5.1 If further revision is needed, repeat Step 5			<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	6.1.5.2 If the latest revision is approved, proceed to Step 7			<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	TOTAL	None	15 days, 3 hours, and 20 minutes	

CAFS-PAS.7. FINAL DECISION

The PAS Editorial Team notifies the author once the manuscript has been approved for publication, or if it has been rejected by the PAS Editorial Board.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved manuscript files	Author
Final recommendation by the PAS Editorial Board	PAS Editorial Board
Acceptance/rejection letter	PAS Editorial Team
PAS manuscript template and general guidelines	PAS Editorial Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Wait for the final decision on the manuscript	1.1 If the manuscript is accepted for publication, send the acceptance letter to the author, along with the approved manuscript files and the PAS manuscript template and general guidelines for reference	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	1.2 If the manuscript is rejected, send the rejection letter to the author, along with the comments from the PAS Editorial Board	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge the PAS journal's final decision	2.1 If the manuscript is approved, wait for the necessary documents from the author	None	3 days	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
3. If the manuscript is approved, send the necessary documents for publication	3.1 Acknowledge receipt of the documents	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
TOTAL		None	6 weeks, 3 days and 30 minutes	

CAFS-PAS.8. LANGUAGE EDITING

The PAS Language Editor checks the overall writeup and technical accuracy of the manuscript, improves its readability, and ensures its compliance with the Council of Science Editors style guide.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest version of the approved manuscript documents	Author
Turnitin similarity reports (if applicable)	PAS Language Editor

Latest version of the Council of Editors style guide	PAS Language Editor
Edited manuscript files with comments	PAS Language Editor
Final manuscript files for layout	Author, PAS Language Editor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the language-edited manuscript files	1.1 Check if the manuscript files are complete (manuscript in Word, Tables in Excel, Figures in high-quality JPEG/PNG)	None	10 minutes	<i>University Research Associate II</i> CAFS-PAS
	1.2 Conduct a final plagiarism check by conducting a Google search and generating a Turnitin similarity report	None	1 hour	<i>University Research Associate II</i> CAFS-PAS
	1.3.1 If the Turnitin similarity percentage warrants the manuscript's revision, send to the author and wait for the revised manuscript files	None	3 days	<i>University Research Associate II</i> CAFS-PAS
	1.3.2 If the manuscript passes the final check, edit and comment on the manuscript files	None	3 days	<i>University Research Associate II</i> CAFS-PAS
2. Comply with the comments and edits of the PAS Language Editor	2.1 Wait for the author's edited manuscript files	None	3 days	<i>University Research Associate II</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the edited manuscript files	3.1 Acknowledge receipt of the edited manuscript files and check if further edits are needed	None	2 hours	University Research Associate II CAFS-PAS
	3.2.1 If the manuscript files need further editing, repeat Step 8.1.3.2	None	3 days	University Research Associate II CAFS-PAS
	3.2.2 If the manuscript files are ready for layout, inform the author and send the files to the PAS Production Editor	None	10 minutes	University Research Associate II CAFS-PAS
TOTAL		None	1 week, 5 days, 3 hours, and 20 minutes	

CAFS-PAS.9. LAYOUT

The PAS Production Editor prepares the final layout of the article for print and online publication. The PAS Editorial Team then proofreads the journal issue.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Final manuscript files for layout	PAS Language Editor
Latest version of the Council of Editors style guide	PAS Language Editor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Assigned DOI for the article	PAS Associate Editor
Page proofs of the article	PAS Production Editor, Author
Author's approval form	Author
Article processing fee	Author
Final journal issue	PAS Production Editor, PAS Editorial Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9.1 Wait for the page proofs of the article	9.1.1 Prepare the documents by ensuring that files and fonts are ready for input into layout software and that the DOI for the article is available	None	30 minutes	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	9.1.2 Prepare the final layout of the article	None	1 day	<i>University Researcher II</i> CAFS-PAS
	9.1.3 Send the page proofs of the article to the author	None	10 minutes	<i>University Researcher II</i> CAFS-PAS
9.2 Acknowledge receipt of the page proofs and communicate corrections if needed	9.2.1 If the page proofs need further corrections, incorporate these into the layout	None	1 day	<i>University Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS
	9.2.2 If there are no further corrections, send the final page proofs and the author's approval form	None	1 hour	<i>University Researcher II</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9.3 Send the duly accomplished author's approval form	9.3.1 Acknowledge receipt of the accomplished author's approval form	None	10 minutes	<i>University Researcher II</i> CAFS-PAS
	9.3.2 Send the article processing fee details to the author	None	10 minutes	<i>University Researcher II</i> CAFS-PAS
9.4 Wait for the final print and online versions of the article	9.4.1 Package the journal issue	None	3 days	<i>University Researcher II</i> CAFS-PAS
	9.4.2 Send the packaged journal issue to the PAS Editorial Team for proofreading	None	10 minutes	<i>University Researcher II</i> CAFS-PAS
	9.4.3 Proofread the journal issue and send the proofread versions to the PAS Production Editor	None	3 days	<i>Research Associate II</i> CAFS-PAS or <i>University Researcher II</i> CAFS-PAS or <i>University Researcher III</i> CAFS-PAS
	9.4.4 Incorporate the comments from the PAS Editorial Team and prepare the journal issue for checking by the PAS Editor-in-Chief	None	1 day	<i>University Researcher II</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9.4.5 Check the journal issue prepared by the PAS Production Editor	None	3 days	<i>Editor-in-Chief</i> CAFS-PAS
	9.4.6 Finalize the journal issue	None	1 day	<i>University Researcher II</i> CAFS-PAS
TOTAL		None	13 days, 2 hours, 10 minutes	

CASF-PAS.10. PAYMENT CONFIRMATION

The PAS Administrative Staff processes the payment confirmation and notifies the author if further information is needed.

Office or Division	Philippine Agricultural Scientist
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of article processing fee payment	Author
Official receipt	PAS Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10.1 Pay the article processing fee and send the proof of payment	10.1.1 Acknowledge receipt of the proof of payment	Local authors: ₱300.00- ₱400.00 per page; International	10 minutes	<i>Administrative Staff</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		authors: USD250.00		
10.2 Wait for the official receipt	10.2.1 Secure the official receipt from UPLB Foundation, Inc.	None	3 days	<i>Administrative Staff</i> CAFS-PAS
	10.2.2 Send the official receipt to the author	None	10 minutes	<i>Administrative Staff</i> CAFS-PAS
Total		Price Varies	3 days, 20 minutes	

CAFS-PAS.11. ONLINE UPLOAD

The PAS Associate Editor uploads the final versions of the articles from the journal issue to the PAS website, EBSCO, Scopus, Clarivate, UKDR, and UPLB Journals.

Office or Division	Philippine Agricultural Scientist
Classification	Complex
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Final versions of the articles	PAS Production Editor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11.1 Wait for the online version of the article	11.1.1 Upload the final versions of the articles to the PAS website, EBSCO, Scopus, Clarivate, UKDR,	None	7 day	<i>University Researcher III</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and UPLB Journals.			
TOTAL		None	7 day	

CAFS-PAS.12. JOURNAL PRINTING AND DISTRIBUTION

The PAS Administrative Staff and the Production Editor coordinate with the printing press for timely printing of the journal issue. The PAS Administrative Staff then distributes the printed copies to the authors and the journal subscribers.

Office or Division	Philippine Agricultural Scientist
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB Employees, Local and International Contributors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Final journal issue	PAS Production Editor
Payment for printing services	PAS Administrative Staff
Printed journal issues	Printing Press
List of authors	PAS Administrative Staff
List of PAS journal subscribers	PAS Administrative Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12.1 Wait for the complimentary printed copies of the journal issue	12.1.1 Send the final journal issue to the printing press	None	10 minutes	<i>University Researcher II</i> CAFS-PAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	12.1.2 Produce the printed copies of the journal issue	None	1 month	Printing Press
	12.1.3 Settle the payment to the printing press	₱90,000.00 (per issue)	1 day	<i>Administrative Aide VI</i> CAFS-PAS
	12.1.4 Receive the printed copies of the journal issue	None	1 day	<i>Administrative Aide VI</i> CAFS-PAS
	12.1.5 Distribute the printed copies to the authors and journal subscribers	None	3 days	<i>Administrative Aide VI</i> CAFS-PAS
TOTAL		₱90,000.00	1 day	



**COLLEGE OF AGRICULTURE AND FOOD
SCIENCE
POSTHARVEST TRAINING AND RESEARCH
CENTER
EXTERNAL SERVICES**

CAFS-PHTRC.1. LABORATORY SERVICES

This service allows the transacting client to request data analysis using various laboratory services of the center.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Complex
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	Students/Private or Government institution

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
official request letter	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Approve or Disapprove request If Approved, request will be forwarded to designated PHTRC Staff If Disapproved, the client will be informed	None	2 days	Research Staff in-charge CAFS-PHTRC
	1.2 Conduct of laboratory service for approved request	None	Processing Time depends on the laboratory service	Research Staff in-charge CAFS-PHTRC
	1.3 Release of results	See table of fees	45 minutes	Research Staff in-charge CAFS-PHTRC
TOTAL		See table of fees	Processing Time depends on the laboratory service	

TABLE OF FEES		
Laboratory Service	Price (₱)	Processing Time
Gas chromatography (Ethylene only)	₱100.00/injection*	7 days
Gas chromatography (carbon dioxide and oxygen)	₱100.00/injection*	7 days

TABLE OF FEES		
Laboratory Service	Price (₱)	Processing Time
Storage studies - physiological response monitoring (visual, disease incidence, shiveling/wilting/browning, disorders)	based on contract service rate*	7 days
Firmness test (Penetrometer)	₱6.00/reading*	1 day
Chemical analysis (TSS, TA, pH)	₱150.00/sample*	7 days
Moisture content analysis (drying oven method)	₱100.00/sample*	1 day
Chemical analysis (Total sugar by Phenol method)	₱300.00/sample*	7 days
Chemical analysis (Reducing sugar by Nelson-Somogyi Method)	₱300.00/sample*	7 days
Chemical analysis (Starch content by sulfuric acid hydrolysis)	₱400.00/sample*	7 days
Chemical analysis (Ascorbic acid content)	₱100.00/sample*	7 days
Chemical analysis (total phenolics)	₱300.00/sample*	7 days
Color meter reading (CIE Lab, CIE Lch)	₱25/reading*	7 days
Hot water treatment (using laboratory hot water bath)	₱250.00/load*	1 day
Hot water treatment (using 2-crate hot water tank)	₱450.00/load*	1 day
Drying using hot air chamber (oven)	₱100.00/day*	1 day
Air drying (using drying racks)	₱10.00/day/rack*	1 day
Non-refrigerated centrifuge (table-top)	₱50.00/hour*	1 day

*Based on the current laboratory service rate. Subject to availability of manpower and equipment.

CAFS-PHTRC.2. USE OF PHTRC COLD ROOMS

This service allows the transacting client to avail cold room facilities of the Center for storage of fruits, vegetables, and flowers.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Anybody

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official request letter	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Received the request letter for Directors notification & approval			
	1.2 Forward to persons responsible for approved request	None	1 day	Engineer II CAFS-PHTRC or Maintenance Staff CAFS-PHTRC
	1.3 Storage of Fruits, Vegetables & cut flowers per cold room	₱450.00/ week	1 day	Engineer II CAFS-PHTRC or Maintenance Staff CAFS-PHTRC
TOTAL		₱450.00/ week	2 days	

CAFS-PHTRC.3. USE OF HOT WATER TANK

This service allows the transacting client to avail a hot water tank for certain fruits.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Private or Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official request letter	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter at least 2-3 days before the use of HWT	1.1 Director's approval-forward to person incharge/responsible	None	1 day	Engineer II CAFS-PHTRC
	1.2 One (1) set HWT with cooling tank (Rice)	₱10,000.00 per tank	1 day	Engineer II CAFS-PHTRC or Maintenance Staff CAFS-PHTRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱10,000.00	2 days	

CAFS-PHTRC.4. LIBRARY SERVICES: ARTICLE REQUEST SERVICE

This service allows the transacting client to avail requested articles.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Complex
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Sends request thru e-mail (phtrclibrary.uplb@up.edu.ph) or via the article request link (bit.ly/PHTRC-OnlineLibrary)	1.1 Check email/article request link and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	5 minutes	College Librarian CAFS-PHTRC
	1.2 Search the requested article in the database		5 minutes	
	1.3. If document/article is available in the database, staff downloads the full-text of the article		5 minutes	
	1.4. If document/article is NOT available, staff requests the article to UPD/De		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	La Salle/IRRI and other library partners			
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Clients receives the requested article thru email and accomplish the online service evaluation form	2.1. Sends the full-text to the client thru e-mail		3 minutes	
TOTAL		Price Varies	7 Days	

CAFS-PHTRC.5. LIBRARY SERVICES: DATA GENERATION REQUEST

This service allows the transacting client to generate pertinent data.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Complex
Type of Transaction	G2C - Government to Clients G2G - Government to Government

Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail (phtrclibrary.uplb@up.edu.ph) or via the article request link (bit.ly/PHTRC-OnlineLibrary)	1.1 Checks email/article request link and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	5 minutes	<i>College Librarian</i> CAFS-PHTRC
	1.2 Searches for data from the library records and file, print collection, online databases, official websites, and other reliable print/online sources		4 days	
	1.3.If data is available online, staff downloads the data		5 minutes	
	1.4.If data is NOT available online, staff requests the data to concerned offices/agencies/institutions, and other library partners		3 days	
	1.5. If the data is available in PRINT:			
	1.5.1. Locates the material		5 minutes per page	
	1.5.2. Staff scans the pages with data			
	1.6. If the client is Non UP:			
	1.6.1.Locates the material		7 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.2.Sends bill of payment 1.6.3.Waits for the proof of payment 1.6.4.Staff scans the pages with data			
2. Clients receives the requested data thru email and fills out the online service evaluation form	2.1. Sends the data to the client thru e-mail and the evaluation link		5 minutes	
TOTAL		*Price Varies	7 Days	

CAFS-PHTRC.6. LIBRARY SERVICES: BORROWING/RETURNING OF PRINT MATERIAL (ROOM-USE)

This service allows the transacting client to borrow needed print materials

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Complex
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires availability of material	1.1 Ask for the specific title of the library material			
	1.2 Search the title of the material in the iLib System to confirm/check the status and location of the library	None	15 minutes	<i>College Librarian</i> CAFS-PHTRC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material being requested.			
2. Signs at the registry logbook and leaves ID.	2.1. Validate ID and serves the requested library material to the client			
3. Browse/read the book within the library				
4. Return the in-process library material(s) borrowed to the Librarian in-charge	4.1. Return the ID and receives the library material			
5. Receive ID.	5.1 Shelve the returned book			
TOTAL		None	15 minutes	

CAFS-PHTRC.7. LIBRARY SERVICES: LIBRARY INSTRUCTION SERVICE

This service allows the transacting client to avail cold room facilities of the Center for storage of fruits, vegetables, and flowers.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Simple
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
official request letter	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends request via email (phtrclibrary.uplb@up.edu.ph)	1.1. Confirm, arrange schedule of the session	None	1 day	College Librarian CAFS-PHTRC
2. Client receives email notification	2.1. Send confirmation email or email notification containing details on the conduct of the instructional session.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Conduct lecture session (face to face or online)	None	1 hour (per class)	
TOTAL		None	1 day and 1 hour	

CAFS-PHTRC.8. LIBRARY SERVICES: REQUEST/SALE OF PHTRC IEC MATERIALS & PUBLICATIONS

This service allows the transacting client to avail requested articles.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Complex
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
official request letter	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquire about PHTRC publications or IEC materials	1.1. Sends pricelist of IEC/publications to client	Amount of the IEC and publication + delivery fee via courier (if transaction is online)*	2 minutes	College Librarian CAFS-PHTRC
2. Client/patron selects titles and sends list to librarian via email	2. Informs the client of the payment procedures		2 minutes	
3.1.1. For face-to-face transaction, client pays the amount to UPFI office Cashier and hands the receipt to the librarian-in-charge	3.1.1. Librarian-in-charge receives the receipt and hands the IEC/publication to the client		15 minutes	
3.1.2. Client fills out the IEC/publication purchase logbook	3.1.2. Librarian requests the client to fill out the IEC/publication purchase logbook.			
3.2.1 For online transactions, client provides	3.2.1. Librarian sends the ordered IEC/ publication via		2 hours, 30 minutes	College Librarian CAFS-

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
contact number and address where to send the parcel via courier on a Cash-on-Delivery mode of payment	courier (Cash on Delivery mode of payment) and notifies the client of the delivery details			PHTRC
	4. Librarian collects payment from the courier, deposit the amount to UPFI office Cashier and gets official receipt		2 hours (7 days after client receives the parcel)	College Librarian CAFS-PHTRC
	5. Librarian scans the official receipt and sends a copy via email to the client. Librarian records the details of purchase in the logbook		3 minutes	
	6. Librarian sends scanned copy of receipt to client via email and records the purchase in the IEC/publication purchase logbook		3 minutes	
TOTAL		None	7 days, 2 hours, 55 minutes	

* This service is undergoing revision.

CAFS-PHTRC.9. LIBRARY SERVICES: SELECTIVE DISSEMINATION OF INFORMATION (SDI)

This service allows the transacting client to avail requested articles.

Office or Division	Postharvest Horticulture Training and Research Center
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email request	From the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Librarian checks online databases for recently uploaded journals with postharvest-related articles	None	30 days	College Librarian CAFS-PHTRC
	2. Librarian gathers abstract and bibliographies of postharvest-related articles			
	3. Librarian organizes the gathered postharvest abstracts and bibliographies, classifies them by subject (usually by crops) and arrange the entries in alphabetical order.			
	4. Librarian uploads a copy of SDI in PHTRC Library website and sends a copy to PHTRC staff via email		15 minutes	College Librarian CAFS-PHTRC
5. Client inquires about postharvest studies on specific crops	5. Librarian sends link of the SDI to client		3 minutes	College Librarian CAFS-PHTRC
6. Client selects titles of the postharvest articles and sends full-text request to the Librarian via email or via face-to-face	6. Librarian checks for full-text of requested SDI articles and sends a copy to the client.		3 minutes per article	
7. Client confirms receipt of the SDI full-text.				
TOTAL		None	7 days, 2 hours, 55 minutes	



**COLLEGE OF ARTS AND SCIENCES
DEPARTMENT OF HUMANITIES
EXTERNAL SERVICES**



CAS-DHUM.1. ISSUANCE OF ID TO INDIVIDUAL CONTRACT OF SERVICE (ICS)

This service is issued to request ICS workers of the Department for official use/identification.

Office or Division	Department of Humanities
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	Department's Individual Contract of Service Worker

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form (Personal Information)	Requesting Individual
Picture	Requesting Individual
Copy/photocopy of prevailing contract of service	Requesting Individual

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirements	1.1 Encode and process/print ID	None	2 hours	<i>Administrative Staff</i> CAS-DHUM
TOTAL		None	2 hours	

CAS-DHUM.2. RENTAL OF CAS ANNEX 2 FACILITY

This helps a student to request the use of a venue for varied authorized academic and non-academic, profit or non-profit activities.

Office or Division	Department of Humanities
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	UPLB Students/ Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request stating the purpose of the activity, the facility being reserved, date and time period covered by the activity; and duly recommended by the organization's adviser or head of unit.	Requesting party
Certificate of recognition from the OSA for student organizations.	SOAD- OSA
Official Receipt (OR) of Payment (duplicate copy - for ticket booth only)	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirements		None		<i>Requesting student organization</i>
1. Submit Requirements	1.1 Check if letter request is duly signed by the requesting party, head and adviser of the organization	None	5 minutes	<i>Administrative Staff CAS-DHUM</i>
	1.2 Check availability of requested facility	None	5 minutes	<i>Administrative Staff CAS-DHUM</i>
	1.3 Receive documents	None	5 minutes	
2. Route to Unit Head	2.1 Forward to the Assistant Chair for review and countersigning.	None	5 minutes	<i>Administrative Staff; Assistant Chair CAS-DHUM</i>
	2.2 Evaluate Request	None	5 minutes	<i>Department Chair CAS-DHUM</i>
	2.3 Affix signature for approval of use so as to proceed to payment	None	5 minutes	<i>Department Chair CAS-DHUM</i>
3. Return to requesting party	3.1 Place it under the folder "For student pick-up"	None	5 minutes	<i>Administrative Staff CAS-DHUM</i>
TOTAL		None	35 minutes	

CAS-DHUM.3. RENTAL OF MAKILING FILM LAB

This allows students or organizations to borrow the Makiling Film Lab for academic or non-academic activities.

Office or Division	Department of Humanities
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	UPLB Students/ Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request stating the purpose of the activity, the facility being reserved, date and time period covered by the activity; and duly recommended by the organization's adviser or head of unit.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirements		None		<i>Requesting student organization</i>
1. Submit Requirements	1.1 Check if letter request is duly signed by the requesting party, head and adviser of the organization	None	2 minutes	<i>Administrative Staff CAS-DHUM</i>
	1.2 Check availability of Makiling Film Lab.	See Table of Fees	2 minutes	<i>Administrative Staff CAS-DHUM</i>
	1.3 Receive documents	None	2 minutes	<i>Administrative Staff CAS-DHUM</i>
2. Route to Unit Head	2.1 Forward to Makiling Film Lab Coordinator for signature on conforme.	None	5 minutes	<i>Administrative Staff, Coordinator CAS-DHUM</i>

	2.2 Evaluate Request	None	30 minutes	Department Chair CAS-DHUM
	2.3 Forward to ICOPED for their information regarding for overtime use of MFL from the building (For Signature and Approval)	None	30 minutes	Administrative Staff, Coordinator, Department Chair CAS-DHUM College Dean CAS-DO Institute Director CEM-ICOPED
3. Return to requesting party	3.1 Place it under the folder "For student pick-up"	None	5 minutes	Administrative Staff CAS-DHUM
TOTAL		None	1hour, 16 minutes	

TABLE OF FEES	
Particulars	UP
Venue (includes basic seating and lighting)	₱500.00/hour
Sound Equipment (includes microphones and speaker)	₱1,500.00 for 3 hours
Projector and Screen (<i>subject to availability</i>)	₱1,500.00/hour
Overtime Pay for Two (2) Administrative Aides* (1 from ICOPED and 1 from MFL)	₱150.00/hour

*Overtime pay (applicable for activities beyond 5 PM)



**COLLEGE OF ARTS AND SCIENCES
DEPARTMENT OF HUMANITIES
INTERNAL SERVICES**

CAS-DHUM.4. USE OF DHUM EQUIPMENT

This allows students to borrow DHUM Equipment (e.g. projector, sound and lights equipment, and panel boards).

Office or Division	Department of Humanities
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty members and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request stating the purpose of the activity, the facility being reserved, date and time period covered by the activity; and duly recommended by the organization's adviser or head of unit.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish requirements		None		requesting student organization
1. Submit Requirements	1.1 Check if letter request is duly signed by the requesting party, head and adviser of the organization	None	5 minutes	<i>Administrative Staff</i> CAS-DHUM
	1.2 Check availability of requested DHUM equipment.	See Table of Fees	5 minutes	<i>Administrative Staff</i> CAS-DHUM
	1.3 Receive documents	None	5 minutes	<i>Administrative Staff</i> CAS-DHUM
2. Route to Unit Head	2.1 Forward to the Assistant Chair for review and countersigning.	None	5 minutes	<i>Administrative Staff,</i> <i>Assistant Chair</i> CAS-DHUM
	2.2 Evaluate Request	None	5 minutes	<i>Department Chair</i> CAS-DHUM
	2.3 Affix signature for approval of use so as	None	5 minutes	<i>Department Chair</i> CAS-DHUM

	to proceed to payment			
3. Return to requesting party	3.1 Place it under the folder "For student pick-up"	None	5 minutes	<i>Administrative staff</i> CAS-DHUM
TOTAL		See Table of Fees	35 minutes	

TABLE OF FEES	
Particulars	UP
Projector	₱1,000.00/hour (for MFL Projector) ₱250.00/hour (for DHUM Projector)
Sound and light equipment	₱500.00/use; ₱500.00 bond fee
Panel boards	₱500.00/use; No bond fee



**COLLEGE OF ARTS AND SCIENCES
DEPARTMENT OF SOCIAL SCIENCES
EXTERNAL SERVICES**

CAS-DSS.1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT FOR DSS LECTURERS

To act on the request of DSS Lecturers for a certificate of employment

Office or Division	Department of Social Sciences
Classification	complex
Type of Transaction	G2G - Government to Government
Who may Avail	DSS Lecturers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Endorsement	
1. Accomplish Requirement Letter of request	Requesting Party
Request for Signature	
2. Document/s to be signed (1 copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the Letter Request at DSS, 2/F, CAS Annex 1 Building.	1.1 Receive and review the document	None	45 minutes	Administrative Staff CAS-DSS
	1.2 Refer to the appropriate admin staff			
2. Route to the appropriate admin staff	2.1 Evaluate the request	None	5 days	Administrative Staff CAS-DSS
	2.2 Check the records			
	2.3 Prepare a certificate and attach a copy of the appointment/s			
3. Route to the Unit Head	2.1 Evaluate the document	None	1 day	Unit Head CAS-DSS
	2.2 Take the appropriate action and affix signature			
4. Route to the appropriate Admin staff	4.1 Release a copy of the signed document to the client	None	15 minutes	Administrative Staff CAS-DSS
TOTAL		None	6 days, 1 hour	

CAS-DSS.2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT FOR DSS INDIVIDUAL CONTRACT OF SERVICES (ICS)

To act on the request of DSS ICS for a certificate of employment

Office or Division	Department of Social Sciences
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	DSS-ICS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Endorsement	
1. Accomplish Requirement Letter of request	Requesting Party
Request for Signature	
2, Document/s to be signed (1 copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit one (1) copy of the Letter Request at DSS, 2/F, CAS Annex 1 Building.	1.1 Receive and check the document	None	45 minutes	Administrative Staff CAS-DSS
	1.2 Refer to the appropriate admin staff			
2. Route to the appropriate admin staff	2.1 Evaluate the request	None	5 days	Administrative Staff CAS-DSS
	2.2 Check the records			
	2.3 Prepare a certificate and attach a copy of the appointment/s			
3. Route to the Unit Head	2.1 Evaluate the document	None	1 day	Unit Head CAS-DSS
	2.2 Take the appropriate action and affix signature			
4. Route to the appropriate Admin staff	4.1 Release a copy of the signed document to the client	None	15 minutes	Administrative Staff CAS-DSS
TOTAL		None	6 days, 1 hour	



**COLLEGE OF ARTS AND SCIENCES
DEPARTMENT OF SOCIAL SCIENCES
INTERNAL SERVICES**



CAS-DSS.3. USE OF CAS ANNEX 1 FACILITIES (CLASSROOMS, MAIN GATE, AND LOBBY)

Non-profit activities (exhibits/hanging of tarpaulins/ meetings/trainings/seminars)

Act on the request of Faculty (Department of Social Sciences [DSS], Dept of Humanities [Dhum] and Animal Biology Division [ABD])

Office or Division	Department of Social Sciences
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	DSS, Dhum, and ABD Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Endorsement	
1. Accomplish Requirement Letter request	Requesting Party
Request for Signature	
2. Document/s to be signed (1 copy)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) copy of the Letter Request at DSS, 2/F, CAS Annex 1 Building.	1.1 Receive and review the document	None	45 minutes	Administrative Staff CAS-DSS
	1.2 Check the availability of the requested facility			
	1.3 Recommend appropriate Action			
2. Route to Unit Head	2.1 Evaluate the document	None	1 day	Unit Head CAS-DSS
	2.2 Take the appropriate action and affix signature			
3. Route to the appropriate Administrative staff	3.1 Release a copy of the signed document to the client	None	15 minutes	Administrative Staff CAS-DSS
TOTAL		None	1 day, 1 hour	



**COLLEGE OF ARTS AND SCIENCE
INSTITUTE OF BIOLOGICAL SCIENCES
EXTERNAL SERVICES**

CAS-IBS 1. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (UNDERLOAD, DROPPING, ETC.)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Underload, Overload, Dropping, Leave of Absence, Late Registration Forms	Requesting Party (Students)
2. Request Letter	Requesting Party (Students)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to Admin Staff in charge	1.1 Receive document and check if the attachments and signatories are complete	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
	1.2 After the director signs the documents, review if signatures are complete then place it under the folder "For Student Pick-up"	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
Students will forward the document to the College Secretary Office.	2. Submit to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
TOTAL		None	1 day, 20 minutes	

CAS-IBS 2. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (PLAN OF STUDY)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Plan of Study Form (GE and Major)	Institute of Biological Sciences- Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Admin Staff in charge	1.1 Receive document and check if the attachments and signatories are complete	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
	1.2 After the director signs the documents, review if signatures are complete then place it under the folder "For Student Pick-up"	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
2. Admin staff in-charge at IBS - DO will forward the document to the College Secretary Office.	2. If the documents are per batch (eg. Plan of Study, Acceptance Page etc) , make a list of students who submitted as a receiving copy then forward to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
TOTAL		None	1 day, 20 minutes	

CAS-IBS 3. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (READMISSION)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Readmission	Requesting Party (Students)
2. Request Letter	Requesting Party (Students)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the document for signature of the Director.	1.Receive document and signed by the Director	None	2 hours	<i>Administrative staff in-charge</i> IBS-Director's Office
Students will forward the document to the College Secretary Office.	2.Submit to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
Admin staff in-charge at ColSec will forward the document at CAS Deans' Office	3.Submit to CAS Dean's Office	None	1 day	<i>Administrative staff in-charge</i> IBS-Director's Office
Admin staff in-charge at ColSec will forward the document at Vice Chancellor for Student Affairs (Action Taken)	4.Submit to Vice Chancellor for Student Affairs	None	1 day	<i>Administrative staff in-charge</i> OVCSA
Admin staff in-charge at ColSec will forward the document at Vice Chancellor for Academic Affairs (Final Action)	5.Submit to Vice Chancellor for Academic Affairs	None	1 day	<i>Administrative staff in-charge</i> OVCAA
TOTAL		None	4 days, 2 hours	

CAS-IBS 4. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (MAXIMUM RESIDENCE RULE)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Maximum Residence Rule(MRR) form	Requesting Party (Students)
2. Request Letter	Requesting Party (Students)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the document for signature of the Director.	1.Receive document and signed by the Director	None	2 hours	<i>Administrative staff in-charge</i> IBS-Director's Office
Students will forward the document to the College Secretary Office.	2.Submit to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
Admin staff in-charge at ColSec will forward the document at CAS Deans' Office	3.Submit to CAS Dean's Office	None	1 day	<i>Administrative staff in-charge</i> CAS-DO
TOTAL		None	2 days, 2 hours	



CAS-IBS 5. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (INSTITUTE CLEARANCE)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Institute Clearance form	Institute of Biological Sciences- Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the clearance form	1.Receive clearance form and approve it.	None	5 minutes	<i>Administrative staff in-charge IBS-Director's Office</i>
TOTAL		None	5 minutes	

CAS-IBS 6. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (WAIVER OF PREREQUISITE & SUBSTITUTION)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Forms and other supporting documents	Forms- Institute of Biological Sciences-Director's Office Supporting Documents- Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to Admin Staff in charge	1.1 Receive document and check if the attachments and signatories are complete	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
	1.2 After the director signs the documents, review if signatures are complete then place it under the folder "For Student Pick-up"	None	10 minutes	<i>Administrative staff in-charge</i> IBS-Director's Office
Students will forward the document to the College Secretary Office.	2. Submit to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
TOTAL		None	1 day, 20 minutes	

CAS-IBS 7. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (MANUSCRIPT)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Acceptance Page and Abstract	Requesting Party (Students)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for signature of the Director.	1.1 Receive document and signed by the Director	None	2 hours	<i>Administrative staff in-charge</i> IBS-Director's Office
2. Admin staff in-charge at IBS - DO will forward the document to the CAS Deans Office.	2. If the documents are per batch (eg. Plan of Study, Acceptance Page etc) , make a list of students who submitted as a receiving copy then forward to the CAS Deans Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-DO
TOTAL		None	1 day, 2 hours	

CAS-IBS 8. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (GRADE SHEET)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Grade Sheet forms	From AMIS account(Faculty)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for signature of the Director.	1.1 Receive document and signed by the Director	None	2 hours	<i>Administrative staff in-charge IBS-Director's Office</i>
2. Admin staff in-charge at IBS - DO will forward the document to the College Secretary	2. If the documents are per batch (eg. Plan of Study, Acceptance Page Grade sheet) , make a list of students who submitted as a receiving copy then forward to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge CAS-DO</i>
TOTAL		None	1 day, 2 hours	

CAS-IBS 9. SERVICES TO STUDENTS FOR ACADEMIC CONCERNS (COMPLETION/REMOVAL OF GRADE)

To act on student requests on academic-related concerns

Office or Division	Institute of Biological Sciences
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report of Records for Completion/ Removal Grade	Forms- Institute of Biological Sciences- Director's Office Completion Permit- Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for signature of the Director.	1.1 Receive document and signed by the Director	None	2 hours	<i>Administrative staff in-charge</i> IBS-Director's Office
2. Admin staff in-charge at IBS - DO will forward the document to the College Secretary	2. Submit to the College Secretary Office.	None	1 day	<i>Administrative staff in-charge</i> CAS-OCS
TOTAL		None	1 day, 2 hours	



**COLLEGE OF ARTS AND SCIENCE
INSTITUTE OF CHEMISTRY
EXTERNAL SERVICES**

CAS-IC.1. ANALYTICAL SERVICE

The Institute of Chemistry - Analytical Service Laboratory (ASL) is a service laboratory that provides routine chemical analyses and conducts training workshops in proximate and HPLC analyses. ASL also offers customized plant extraction services.

Office or Division	Institute of Chemistry - Analytical Service Laboratory (ASL)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen, G2G- Government to Government, G2B- Government to Business
Who may Avail	UP and non-UP Students, researchers, other government offices and business establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-analysis Consultation Form (Google form, link provided))	ASL, Institute of Chemistry
2. Request of Analyses Form	ASL, Institute of Chemistry
3. Proof of Payment	UPLB Cashier's Office or Landbank Link.BizPortal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on chemical analyses and services (a) Walk-in (b) Online (icasl.uplb@up.edu.ph; Viber: 0992-048-9921)	1.1 Assess client requirements and determine whether the sample(s) are acceptable for analysis. 1.2 Provide appropriate instructions on sample preparation and submission (if applicable), timetable, and applicable price list.	None	(a) 10 minutes (walk-in) (b) Pause-clock (online)	<i>University Research Associate II or University Researcher I or Professor CAS-IC</i>
2. Submit sample(s) and accomplish the Request for Analysis Form	2.1 Verify the accomplished Request for Analysis Form	None	10 minutes	<i>University Research Associate II or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and submitted sample(s). 2.2 Prepare the Statement of Charges. 2.3 Endorse sample(s) to the designated laboratory personnel.			<i>University Researcher I or Professor CAS-IC Kimley M. Llamas</i>
3. Pay appropriate service fee	3. Receive payment and issue Official Receipt (OR) or electronic receipt (if online/ Landbank LinkBizPortal payment).	Refer to the issued Statement of Charges	5 minutes	UPLB Cashier's Office or Landbank Link.BizPortal
	3.1. Prepare the samples and perform the requested chemical analyses. 3.2 Prepare, review, and certify the analytical report. 3.3 Inform the client of the scheduled release date of results via email or Viber message.	None	15 days*	<i>University Research Associate II or University Researcher I or Professor CAS-IC</i>
4. Settlement of remaining service fee (if applicable)	4. Receive payment and issue Official Receipt (OR) or electronic receipt (if online/ Landbank LinkBizPortal payment).	Refer to the issued Statement of Charges	5 minutes	UPLB Cashier's Office or Landbank Link.BizPortal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Claim/receive of Certificate of Analysis	5. Release the Certificate of Analysis in hard or soft copy, as requested by the client.	None	5 Minutes	University Research Associate II or University Researcher I CAS-IC
TOTAL		Refer to the issued Statement of Charges	15 days, 35 minutes	

**Approximately fifteen (15) government working days, subject to the laboratory's workload. The release of results shall be based on the agreed timeline with the client and will be processed on a first-come, first-served basis, except for test parameters that require immediate analysis*



**COLLEGE OF ARTS AND SCIENCE
INSTITUTE OF CHEMISTRY
INTERNAL SERVICES**

CAS-IC.2. ANALYTICAL SERVICE

The Institute of Chemistry - Analytical Service Laboratory (ASL) is a service laboratory that provides routine chemical analyses and conducts training workshops in proximate and HPLC analyses. ASL also offers customized plant extraction services.

Office or Division	Institute of Chemistry - Analytical Service Laboratory (ASL)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen, G2G- Government to Government, G2B- Government to Business
Who may Avail	UP and non-UP Students, researchers, other government offices and business establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-analysis Consultation Form (Google form, link provided))	ASL, Institute of Chemistry
2. Request of Analyses Form	ASL, Institute of Chemistry
3. Proof of Payment	UPLB Cashier's Office or Landbank Link.BizPortal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on chemical analyses and services (a) Walk-in (b) Online (icasl.uplb@up.edu.ph; Viber: 0992-048-9921)	1.1 Assess client requirements and determine whether the sample(s) are acceptable for analysis. 1.2 Provide appropriate instructions on sample preparation and submission (if applicable), timetable, and applicable price list.	None	(a) 10 minutes (walk-in) (b) Pause-clock (online)	University Research Associate II or University Researcher I or Professor CAS-IC
2. Submit sample(s) and accomplish the Request for Analysis Form	2.1 Verify the accomplished Request for Analysis Form	None	10 minutes	University Research Associate II or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and submitted sample(s). 2.2 Prepare the Statement of Charges. 2.3 Endorse sample(s) to the designated laboratory personnel.			<i>University Researcher I or Professor CAS-IC Kimley M. Llamas</i>
3. Pay appropriate service fee	3. Receive payment and issue Official Receipt (OR) or electronic receipt (if online/ Landbank LinkBizPortal payment).	Refer to the issued Statement of Charges	5 minutes	UPLB Cashier's Office or Landbank Link.BizPortal
	3.1. Prepare the samples and perform the requested chemical analyses. 3.2 Prepare, review, and certify the analytical report. 3.3 Inform the client of the scheduled release date of results via email or Viber message.	None	15 days*	<i>University Research Associate II or University Researcher I or Professor CAS-IC</i>
4. Settlement of remaining service fee (if applicable)	4. Receive payment and issue Official Receipt (OR) or electronic receipt (if online/ Landbank LinkBizPortal payment).	Refer to the issued Statement of Charges	5 minutes	UPLB Cashier's Office or Landbank Link.BizPortal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Claim/receive of Certificate of Analysis	5. Release the Certificate of Analysis in hard or soft copy, as requested by the client.	None	5 Minutes	University Research Associate II or University Researcher I CAS-IC
TOTAL		Refer to the issued Statement of Charges	15 days, 35 minutes	

**Approximately fifteen (15) government working days, subject to the laboratory's workload. The release of results shall be based on the agreed timeline with the client and will be processed on a first-come, first-served basis, except for test parameters that require immediate analysis*



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF MATHEMATICAL SCIENCES
EXTERNAL SERVICES**

CAS-IMS.1. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

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

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

Office or Division	Institute of Mathematical Sciences
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	IMS Faculty Members, Students, Administrative Staff, other UP Offices, Government Agencies, and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter Request	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter, request, or document	1.1 Receive document and refer to appropriate staff	None	5 Minutes	<i>Administrative Staff</i> CAS-IMS
	1.2 Review request or document and prepare submit to proper endorser and signatories	None	1 Day	<i>Administrative Staff</i> CAS-IMS
	1.3 Clear response or sign the document.	None	5 minutes	<i>Director or Authorized Representative</i> CAS-IMS
2. Receive response or signed copy	2. Transmit a copy of the signed	None	5 Minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document to the client.			CAS-IMS
TOTAL		None	1 Day, 15 minutes	

CAS-IMS.2. INSTITUTE CLEARANCE

The Institute Clearance is an official document issued to IMS students who are graduating, shifting to another program, or transferring to a different institution. It certifies that the student has satisfactorily settled all academic, financial, and administrative obligations with the Institute.

Office or Division	Institute of Mathematical Sciences
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Institute Clearance Form	IMS Clearance Webpage at https://ims.uplb.edu.ph/clearance-flowchart/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- out the IMS online clearance form	1.1 Receive and process the online submission	None	1 day	<i>Clearance Officer</i> CAS-IMS
	1.2 Mark the student as "Cleared" in the CAS Clearance Portal	None	5 minutes	<i>Clearance Officer</i> CAS-IMS
TOTAL		None	1 day, 5 minutes	

CAS-IMS.3. REQUEST FOR ROOM OR FACILITY USE

IMS makes its facilities available to other offices and agencies, faculty members, students and student organizations, as well as private partner organizations, for approved activities conducted beyond regular office hours.

Office or Division	IMS Director's Office
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Faculty members, other UPLB and government offices, student organizations, other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting Party
2. Activity Permit	OVCSA, SSO, IMS Director's Office, etc (depending on the type of activity)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and its appointments	1. 1. Receives the letter and checks the availability of the requested facility	None	5 minutes	<i>Administrative Staff</i> CAS-IMS
	1.2. Checks whether the activity is aligned with IMS guidelines	None	1 day	<i>Occupational Safety, Buildings, and Facilities Committee</i> CAS-IMS
	1.3 Issues a quotation for the rental fees and overtime fees, if applicable	Depends on the type of room or facilities requested	15 minutes	<i>Occupational Safety, Buildings, and Facilities Committee</i> CAS-IMS
	1.4 Approves the request and the quotation of fees	None	15 minutes	<i>Director</i> CAS-IMS
2. Pay the fees assessed by IMS				
3. Provide IMS a copy of the official	3. Issues a copy of the Letter of Agreement (LOA)	None	5 minutes	<i>Occupational Safety, Buildings, and</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receipt or proof of payment	for the use of the facilities			<i>Facilities Committee</i> CAS-IMS
4. Accomplish and sign the LOA	4.1. Signs the LOA	None	10 minutes	<i>Director</i> CAS-IMS
	4.2 Files a copy of the LOA and furnishes the requesting party a copy	None	10 minutes	<i>Administrative Staff</i> CAS-IMS
TOTAL		None	1 day, 1 hour	



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF MATHEMATICAL SCIENCES
INTERNAL SERVICES**

CAS-IMS.3. REQUEST FOR INFORMATION, ENDORSEMENT, AND/OR SIGNATURE

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

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

Office or Division	Institute of Mathematical Sciences
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	IMS Faculty Members, Administrative Staff, other UP Offices, and Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter Request	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter, request, or document	1.1 Receive document and refer to appropriate staff	None	5 Minutes	Administrative Staff CAS-IMS
	1.2 Review request or document and prepare submit to proper endorser and signatories	None	1 Day	Administrative Staff CAS-IMS
	1.3 Clear response or sign the document.	None	5 minutes	Director or Authorized Representative CAS-IMS
2. Receive response or signed copy	2. Transmit a copy of the signed document to the client.	None	5 Minutes	Administrative Staff CAS-IMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	1 Day, 15 minutes	

CAS-IMS.4. REQUEST FOR ROOM OR FACILITY USE

IMS makes its facilities available to other offices and agencies, faculty members, students and student organizations, as well as private partner organizations, for approved activities conducted beyond regular office hours.

Office or Division	IMS Director's Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	Faculty members, other UPLB and government offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting Party
2. Activity Permit	OVCSA, SSO, IMS Director's Office, etc (depending on the type of activity)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and its appointments	1. 1. Receives the letter and checks the availability of the requested facility	None	5 minutes	<i>Administrative Staff</i> CAS-IMS
	1.2. Checks whether the activity is aligned with IMS guidelines	None	1 day	<i>Occupational Safety, Buildings, and Facilities Committee</i> CAS-IMS
	1.3 Issues a quotation for the rental fees and overtime fees, if applicable	Depends on the type of room or facilities requested	15 minutes	<i>Occupational Safety, Buildings, and Facilities Committee</i> CAS-IMS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approves the request and the quotation of fees	None	15 minutes	<i>Director CAS-IMS</i>
2. Pay the fees assessed by IMS				
3. Provide IMS a copy of the official receipt or proof of payment	3. Issues a copy of the Letter of Agreement (LOA) for the use of the facilities	None	5 minutes	<i>Occupational Safety, Buildings, and Facilities Committee CAS-IMS</i>
4. Accomplish and sign the LOA	4.1. Signs the LOA	None	10 minutes	<i>Director CAS-IMS</i>
	4.2 Files a copy of the LOA and furnishes the requesting party a copy	None	10 minutes	<i>Administrative Staff CAS-IMS</i>
TOTAL		None	1 day, 1 hour	



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF PHYSICS
EXTERNAL SERVICES**

CAS-IOP.1. REQUEST FOR INSTITUTE CLEARANCE

This service allows the transacting client to request for endorsement on matters related to the issuance/approval of the Institute Clearance.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include endorsements to be determined by the Clearance Officer of the Unit.

Office or Division	Institute of Physics
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All students who have been enrolled to Physics and Applied Physics degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Institute Clearance form	IoP Clearance Portal (Online)
Request for endorsement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up necessary information in IoP Clearance Portal				<i>Applicant</i>
2. Contact the IoP Clearance Officer	2.1 Clearance Officer will check and verifies entries on the electronic database	None	5 Minutes	<i>Administrative Staff, CAS-IoP</i>
	2.2 Clearance Officer will update the official list of CAS students been cleared	None	5 minutes	<i>Administrative Staff, CAS-IoP</i>
3. Inform the CAS-OCS that has been cleared from IoP.	3.1 Clearance Officer will notify CAS-OCS	None	5 Minutes	<i>Administrative Staff, CAS-IoP</i>
TOTAL		None	15 Minutes	

CAS-IOP.2. REQUEST FOR ROOM/LECTURE HALL RESERVATION

This service allows the transacting client to request for room/lecture hall reservation.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include endorsement to the Director's approval of the request for the availability of the room/lecture hall to be determined by the assigned Administrative Staff.

Office or Division	Institute of Physics
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Faculty members, other UPLB offices, student organizations, other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter request addressed to the Director (for student organizations, other UPLB offices, other organizations)	Requesting Party
1. Activity Permit	Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of lecture hall/room as per rooms	Check the availability of lecture hall/rooms as per room control	None	3 Minutes	<i>Applicant</i>
2. Prepares and submit signed letter request for the use of the venue	2.1 The assigned staff will receives the letter and notify the Director for the availability of the requested facility.	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
	2.2 For the Director's approval/disapproval	None	1 Day	<i>Director, CAS-IoP</i>
	2.3 Compute the fees to be paid to the Cash Division	See Table of Fees	5 Minutes	<i>Administrative Staff, CAS-IoP</i>
2. Pay the corresponding fee at the				<i>Requesting Party</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cashier's Office				
3. Present the OR to the Unit/Office	Have a photocopy of the OR for office file documentation	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
4. (For faculty members of the University) – Accomplish permit to give exam outside class hours	5.1 Received the accomplished form permit from the client (faculty members) with schedule time and date of exam for lecture hall/room use for signature of the Director	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
	5.2 For the Director's approval/disapproval	None	1 Day	<i>Director, CAS-IoP</i>
5. Forward the same to the CAS Office of the College Secretary for approval				<i>Administrative Staff, CAS-OCS</i>
TOTAL		See Table of Fees	2 Days, 20 Minutes	

TABLE OF FEES		
Particulars	UP	NON-UP
Lecture Hall	₱1,000.00/hour	₱1,250.00/hour
Room	₱550.00/hour	₱750.00/hour
Technician*	₱200.00/hour	

*Overtime pay



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF PHYSICS
INTERNAL SERVICES**

CAS-IOP.3. REQUEST FOR ROOM/LECTURE HALL RESERVATION

This service allows the transacting client to request for room/lecture hall reservation.

A request is considered simple if it can be answered by readily available data without the need for preparation of report or analysis. Requests under this transaction include endorsement to the Director's approval of the request for the availability of the room/lecture hall to be determined by the assigned Administrative Staff.

Office or Division	Institute of Physics
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Faculty members, other UPLB offices, student organizations, other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Information/Endorsement	
1. Letter request addressed to the Director (for student organizations, other UPLB offices, other organizations)	Requesting Party
1. Activity Permit	Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of lecture hall/room as per rooms	Check the availability of lecture hall/rooms as per room control	None	3 Minutes	<i>Applicant</i>
2. Prepares and submit signed letter request for the use of the venue	2.1 The assigned staff will receives the letter and notify the Director for the availability of the requested facility.	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
	2.2 For the Director's approval/disapproval	None	1 Day	<i>Director, CAS-IoP</i>
	2.3 Compute the fees to be paid to the Cash Division	See Table of Fees	5 Minutes	<i>Administrative Staff, CAS-IoP</i>
2. Pay the corresponding fee at the				<i>Requesting Party</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cashier's Office				
3. Present the OR to the Unit/Office	Have a photocopy of the OR for office file documentation	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
4. (For faculty members of the University) – Accomplish permit to give exam outside class hours	5.1 Received the accomplished form permit from the client (faculty members) with schedule time and date of exam for lecture hall/room use for signature of the Director	None	3 Minutes	<i>Administrative Staff, CAS-IoP</i>
	5.2 For the Director's approval/disapproval	None	1 Day	<i>Director, CAS-IoP</i>
5. Forward the same to the CAS Office of the College Secretary for approval				<i>Administrative Staff, CAS-OCS</i>
TOTAL		See Table of Fees	2 Days, 20 Minutes	

TABLE OF FEES		
Particulars	UP	NON-UP
Lecture Hall	₱1,000.00/hour	₱1,250.00/hour
Room	₱550.00/hour	₱750.00/hour
Technician*	₱200.00/hour	

*Overtime pay



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF STATISTICS
EXTERNAL SERVICES**

CAS-INSTAT.1. REQUEST FOR USE OF INSTITUTE'S FACILITIES AND EQUIPMENT

Use and rental of the institute's facilities and equipment.

Office or Division	Institute of Statistics Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Employees/students/other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for the use of INSTAT Lecture Hall stating the purpose of the activity, date and time	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request address to the Director for the use of Lecture Hall	1.1 Checking for the availability of the facility 1.2 Approval of the Unit Head	₱450.00 Per hour – Lecture Hall ₱200 per hour.00 - Sound System	30 Minutes	Administrative Officer / Unit Head CAS-INSTAT
TOTAL		₱650.00 per hour	30 Minutes	

CAS-INSTAT.2. INSTITUTE CLEARANCE

Student enrolled in a statistics degree program.

Office or Division	Institute of Statistics Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Special Problem manuscript	1. Requesting Party
2. Soft Copies of Special Problem manuscript, Journal article, Poster/infographic	2. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit one (1) hard copy of bound Special Problem manuscript to the INSTAT Director's Office	1. Receive document	None	1 minute	<i>Administrative Assistant II</i> CAS-INSTAT
	1.2 Check the signatories	None	1 minute	<i>Administrative Assistant II</i> CAS-INSTAT
	1.3 Send to Director for signature	None	1 minute	<i>Administrative Assistant II</i> CAS-INSTAT
2. Complete the online forms and upload the required documents	2. Notify the students to proceed with processing their college clearance	None	5 minutes	<i>Administrative Assistant II</i> CAS-INSTAT
TOTAL		None	8 minutes	



**COLLEGE OF ARTS AND SCIENCES
INSTITUTE OF STATISTICS
INTERNAL SERVICES**

CAS-INSTAT.3. REQUEST FOR USE OF INSTITUTE'S FACILITIES AND EQUIPMENT

Use and rental of the institute's facilities and equipment.

Office or Division	Institute of Statistics Director's Office
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Employees/students/other agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request for the use of INSTAT Lecture Hall stating the purpose of the activity, date and time	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request address to the Director for the use of Lecture Hall	1.1 Checking for the availability of the facility 1.2 Approval of the Unit Head	₱450.00 Per hour – Lecture Hall ₱200.00 per hour - Sound System	30 Minutes	<i>Administrative Officer / Unit Head</i> CAS-INSTAT
TOTAL		₱650.00 per hour	30 Minutes	



**COLLEGE OF ARTS AND SCIENCES
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**



CAS-OCS.1. TRUE COPY OF GRADES AND/OR CERTIFICATIONS (MANUAL)

In-person requests of students for various reasons i.e., scholarships, graduate studies, readmission, board exam, extension of residency, transferring, shifting

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	CAS OCS Window 5
2. Official Receipt	UPLB Cashier Office or Electronic Payment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills up the request form	1.1 Issues form to students.	None	10 minutes	Staff assigned in Window 5 (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
	1.2 Checks the entries in the requested form and indicates the amount to be paid.			
	1.3 Asks the student to proceed at UPLB Cashier's Office for payment.			
2. Cashier receives payment and issues official receipt; OR Student makes a payment electronically and takes a screenshot of proof of transactions.		₱50.00 per page		Administrative Staff OVCA-CASHIER
3. Student returns to OCS the request form and official receipt; OR upload the proof of payment at	2.1. Verifies the payment.	None	5 working days*	Staff assigned in Window 5 (Administrative Officer II) or
	2.2. Prepare the requested document.		1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
designated Google Form (tinyurl.com/CAS-OCSPayment)	3. College Secretary/ Assistant College Secretary signs the requested hard copy or electronic copy of the document		(hard copy) OR 4 hours (electronic copy)	(Administrative Aide VI) or (Administrative Assistant II) CAS-OCS College Secretary or Assistant College Secretary CAS-OCS
4. Student shows official receipt on scheduled date of pick up of the requested TCG and/or certification.	4. Releases the requested document.	None	5 minutes	Staff assigned in Window 5 (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
TOTAL		₱50.00 per page	6 days and 15 minutes (hard copy)	
OR				
	4. Releases the requested electronic copy of the document via email.	None	20 minutes	Staff assigned in Window 5 (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱50.00 per page	5 days, 4 hours and 30 minutes (electronic copy)	

*During registration period processing time and release of requested documents will depend on the last day of registration

CAS-OCS.2. TRUE COPY OF GRADES AND/OR CERTIFICATIONS (ONLINE)

In-person requests of students for various reasons i.e., scholarships, graduate studies, readmission, board exam, extension of residency, transferring, shifting

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	CAS OCS Window 5
2. Official Receipt	UPLB Cashier Office or Electronic Payment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student download and fill out the request form (CAS-OCS Form 007) and upload to designated Google Form (tinyurl.com/UPLB CAS-OCSRequestForm)	1. Check the entries in the requested form and email the student about the amount to be paid and payment process.	None	1 day	Staff assigned in Window 5 (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
2. Cashier receives payment and issues official receipt; OR Student makes a payment electronically and takes a		₱50.00 per page		Administrative Staff OVCA-CASHIER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
screenshot of proof of transactions.				
3. Student returns to OCS the request form and official receipt; OR upload the proof of payment at designated Google Form (tinyurl.com/CAS-OCSPayment)	2.1. Verifies the payment. 2.2. Prepare the requested document. 3. College Secretary/ Assistant College Secretary signs the requested hard copy or electronic copy of the document	None	5 days* 1 day (hard copy) OR 4 hours (electronic copy)	Staff assigned in Window 5 <i>(Administrative Officer II)</i> or <i>(Administrative Aide VI)</i> or <i>(Administrative Assistant II)</i> CAS-OCS College Secretary or Assistant College Secretary CAS-OCS
4. Student shows official receipt on scheduled date of pick-up of the requested TCG and/or certification.	4. Releases the requested document.	None	20 minutes	Staff assigned in Window 5 <i>(Administrative Officer II)</i> or <i>(Administrative Aide VI)</i> or <i>(Administrative Assistant II)</i> CAS-OCS
TOTAL		₱50.00 per page	7 days and 15 mins (hard copy)	
OR				
	4. Releases the requested electronic copy of the document via email.	None	20 minutes	Staff assigned in Window 5 <i>(Administrative Officer II)</i> or <i>(Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Aide VI) or (Administrative Assistant II) CAS-OCS
TOTAL		₱50.00 per page	6 days, 4 hours and 30 mins (electronic copy)	

*During registration period processing time and release of requested documents will depend on the last day of registration

CAS-OCS.3. REMOVAL/ COMPLETION A GRADE OF “4.0” OR “INC” (DURING FINALS AND REGULAR REMOVALS PERIOD)

Issued to students who incurred a grade of "4.0" or "INC"

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Permit	CAS OCS Website (https://cas.uplb.edu.ph/removal-completion-permit/)
2. Removal /Completion Grade Report	Unit of concerned faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Students download the file and accomplish the permit form.				
1.2 Students submit the accomplished form to the faculty-in-charge (FIC) via email.		None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 FIC verifies the student record and enrollment status. 2.2 FIC signs the permit and indicates the schedule of removals or completion. 2.3 FIC submit the accomplish form to removal_completion_cas_ocs.uplb@up.edu.ph	1.1 Receives permit with FIC's approval. 1.2 Verifies the student records	None	1 hour	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> or <i>(Administrative Aide VI)</i> or <i>(Administrative Assistant II)</i> CAS-OCS
	2. College Secretary / Assistant College Secretary signs the permit.	None	1 day	<i>College Secretary / Assistant College Secretary</i> CAS-OCS
	3. Returns the signed permit to students and FIC.	None	4 hours	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> or <i>(Administrative Aide VI)</i> or <i>(Administrative Assistant II)</i> CAS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Students provide a copy of permit to the concerned instructor on the day of removals or completion.		None		
4. FIC submits grades and generates a gradesheet via AMIS. FIC submits the signed gradesheet to OCS. (FIC concerned must submit the student's grade no later than 5 working days after the removal/completion date.)	4.1. Receives copy of grade for encoding and filing.	None	1 day	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS</i>
4. Student shows official receipt on scheduled date of pick up of the requested TCG and/or certification.	4. Releases the requested document.	None	5 minutes	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS</i>
TOTAL		NONE	2 days, 1 hour, 5 minutes	



CAS-OCS.4. REMOVAL/ COMPLETION A GRADE OF “4.0” OR “INC” (DURING SPECIAL REMOVALS PERIOD)

Issued to students who incurred a grade of "4.0" or 'INC"

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Permit	CAS OCS Website (https://cas.uplb.edu.ph/removal-completion-permit/)
2. Removal /Completion Grade Report	Unit of concerned faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Students download the file and accomplish the permit form. 1.2 Students submit the accomplished form to the faculty-in-charge (FIC) via email.		None		<i>Client</i>
2.1 FIC verifies the student record and enrollment status. 2.2 FIC signs the permit and indicates the schedule of removals or completion. 2.3 FIC submit the accomplish form to removal_completion_cas_ocs.uplb	1.1 Receives permit with FIC's approval. 1.2 Verifies the student records 1.3 Staff send the amount of removal fee to students via email.	None	2 hours	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
@up.edu.ph				
3. Cashier receives payment and issues official receipt; OR Student makes a payment electronically and takes a screenshot of proof of transactions.		₱20.00 per subject		Administrative Staff OVCA-Cashier's Office
4. Students return to OCS the request form and official receipt; OR upload the proof of payment at designated Google Form (tinyurl.com/CAS-OCSPayment).	2.1 Verifies the payment.	None	5 minutes	Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
	3. College Secretary / Assistant College Secretary signs the permit.		1 day	
	4. Returns the signed permit to the student and FIC.	None	4 hours	Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
5. Students provide a copy of permit to the concerned instructor on the day of removals or completion.		None		
6. FIC submits grades and generates a gradesheet via AMIS. FIC submits the signed gradesheet to OCS. (FIC concerned must submit the student's grade no later than 5 working days after the removal/completion date.)	5. Receives copy of grade for encoding and filing.	None	1 day	Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS
TOTAL		₱20.00 per subject	2 days, 6 hours and 5 minutes	

CAS-OCS.5. EXCUSE FOR ABSENCE

Any student, who, for unavoidable cause is absent from class, must obtain an excuse slip to be presented to the faculty concerned not later than the second-class session following the student's return.

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Excuse for Absence Request Form	Online Filing and Processing
2. Medical certificate (if applicable)	University Health Service (UHS)
3. Death certificate (if applicable)	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student downloads the UPLB-OCS Form No. 101 (Excuse for Absence) upload the supporting document/s (i.e. medical certificate from UHS, death certificate, etc.) for issuance of excuse slip form at tinyurl.com/CASExcuseSlip	1.1. Check the accuracy of the certificate submitted. 1.2. The Assistant College Secretary will send the approved excuse slip via email.	None	2 days	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
2. The student sends the signed excuse slip and secures the approval of his/her instructor(s).		None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Instructor(s) signs the excuse slip form.		None		
4. Students upload the signed excuse slip form to tinyurl.com/CASExcuseSlipSigned . (The student may print the excuse slip form for his/her personal copy)	2. Receives excuse slip form duly signed by concerned instructor(s) for record and filing.	None		Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9, (Administrative Officer II) or (Administrative Aide VI) or (Administrative Assistant II) CAS-OCS Assistant College Secretary CAS-OCS
TOTAL		NONE	2 days	

CAS-OCS.6. ACCOMPLISHING PLAN OF STUDY (DURING REGULAR PERIOD)

Issued to all students to determine major option/field, adviser, electives and area of specialization.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Plan of Study Form	Institute/ Department of concern student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests Plan of Study form at his/her institute/ department. 1.2. Students fill up the form and have his/her assigned adviser and unit head sign the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.	None	1 day	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
	2. College Secretary / Assistant College Secretary signs the form.	None	1 day	<i>College Secretary / Assistant College Secretary</i> CAS-OCS
	3. Encodes the necessary information to the database and files the OCS copy to the individual student record jacket.	None	1 day	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
2. The student picks up a copy of the approved Plan of Study.	4.1. Returns the student's copy. 4.2. Disseminates department's copy to concerned unit.	None	30 minutes	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
TOTAL		NONE	3 days, 30 minutes	



CAS-OCS.7. ACCOMPLISHING PLAN OF STUDY (DURING REGISTRATION AND GRADUATION PERIOD)

Issued to all students to determine major option/field, adviser, electives and area of specialization.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Plan of Study Form	Institute/ Department of concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests Plan of Study form at his/her institute/ department. 1.2. The student fills up the form and has his/her assigned adviser and unit head signs the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.		3 days	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
	2. College Secretary / Assistant College Secretary signs the form.		1 day	<i>College Secretary / Assistant College Secretary</i> CAS-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Encodes the necessary information to the database and files the OCS copy to the individual student record jacket.		2 days	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College Secretary</i> CAS-OCS
2. The student picks up a copy of the approved Plan of Study.	4.1. Returns the student's copy. 4.2. Disseminates department's copy to concerned unit.		30 minutes	<i>Administrative Staff assigned to degree program in Windows 1,2,4,5,8,9,</i> <i>(Administrative Officer II)</i> <i>or</i> <i>(Administrative Aide VI)</i> <i>or</i> <i>(Administrative Assistant II)</i> CAS-OCS <i>Assistant College</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Secretary CAS-OCS
TOTAL		NONE	6 days, 30 minutes	

CAS-OCS.8. ACCOMPLISHING GENERAL EDUCATION (GE) OF STUDY (DURING REGULAR PERIOD)

Issued to freshmen students who are required to take 15 units of general education subjects

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	Institute/ Department of concern student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests Plan of Study form at his/her institute/ department. 1.2. Students fill up the form and have his/her assigned adviser and unit head sign the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.		1 working day	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. College Secretary / Assistant College Secretary signs the form.		1 working day	College Secretary / Assistant College Secretary
	3. Encodes the necessary information to the database and files the OCS copy to the individual student record jacket.		30 minutes	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary
2. The student picks up a copy of the approved Plan of Study.	4.1. Returns the student's copy. 4.2. Disseminates department's copy to concerned unit.		1 working day	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	NONE	2 working days and 30 minutes	

CAS-OCS.9. ACCOMPLISHING GENERAL EDUCATION (GE) OF STUDY (DURING REGISTRATION AND GRADUATION REGULAR PERIOD)

Issued to freshmen students who are required to take 15 units of general education subjects

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	Institute/ Department of concern student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests Plan of Study form at his/her institute/ department. 1.2. Students fill up the form and have his/her assigned adviser and unit head sign the form. 1.3. Student submits Plan of Study form to OCS.	1.1. Receives Plan of Study. 1.2. Checks and evaluates the completeness of the form.		1 working day	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary
	2. College Secretary / Assistant College Secretary signs		1 working day	College Secretary / Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the form.			College Secretary
	3. Encodes the necessary information to the database and files the OCS copy to the individual student record jacket.		1 working day	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary
2. The student picks up a copy of the approved Plan of Study.	4.1. Returns the student's copy. 4.2. Disseminates department's copy to concerned unit.		30 minutes	Staff assigned to degree program in Windows 1,2,4,5,8,9 (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II) Assistant College Secretary
TOTAL		NONE	3 working days and 2 hours	

CAS-OCS.10. CHANGE IN APPROVED PLAN OF STUDY OR GENERAL EDUCATION (GE) PLAN OF COURSEWORK (DURING REGULAR PERIOD)

Issued to students who need to make changes in the approved GE Plan of Study

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	Institute/ Department of concern student
Copy of Approved Plan of Study	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student applies for Request for Change of Approved Plan of Study at his/her institute/department. 1.2. The student fills up the form, has his/her assigned adviser and the unit head signs the form. 1.3. Student submits form to OCS.	1.1. OCS receives the form. 1.2. Checks and evaluates the completeness of the form.		2 working days	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
	2. College Secretary / Assistant College Secretary signs the form.		1 working day	College Secretary / Assistant College Secretary
	3. Encodes the necessary information to the database and files the OCS copy to the individual student record		1 working day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	jacket.			(Administrative Aide VI) (Administrative Assistant II)
3. Student picks-up the approved GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to the concerned student. 4.2. OCS sends the department's copy to the concerned unit.		1 hr	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
TOTAL		NONE	4 working days	

CAS-OCS.11. CHANGE IN APPROVED PLAN OF STUDY OR GENERAL EDUCATION (GE) PLAN OF COURSEWORK (DURING REGISTRATION AND GRADUATION PERIODS)

Issued to students who need to make changes in the approved GE Plan of Study

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Education (GE) Plan of Study	Institute/ Department of concern student
Copy of Approved Plan of Study	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student applies for Request for Change of Approved Plan of Study at his/her	1.1. OCS receives the form. 1.2. Checks and evaluates the completeness of the form.		4 working days	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
institute/department. 1.2. The student fills up the form, has his/her assigned adviser and the unit head signs the form. 1.3. Student submits form to OCS.				Aide VI) (Administrative Assistant II)
	2. College Secretary / Assistant College Secretary signs the form.		1 working day	College Secretary / Assistant College Secretary
	3. Encodes the necessary information to database and files the OCS copy to individual student record jacket.		1.5 working day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
3. Student picks-up the approved GE Plan of Coursework form for self-keeping.	4.1. OCS returns the student's copy to the concerned student. 4.2. OCS sends the department's copy to the concerned unit.		30 mins	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
TOTAL		NONE	6.5 working days and 30 minutes	

CAS.OCS.12. APPLICATION OF WAIVER OF PRE-REQUISITES

A waiver may be granted, provided that the student is graduating within one year from the time of application and provided further, that the student will most likely pass the higher course on the basis of his/her academic record.

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Waiver of Pre-requisite Form	Concerned unit Staff assigned to degree program in Windows 1,2,4,8,9

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Student requests for waiver of prerequisite form from the concerned unit. 1.2. Students fill up the form.				
2. Obtains certification from the instructor of the prerequisite course (only if the student has taken the prerequisite course, otherwise proceed to the next step).				
3. Student obtains certification from the Office of Vice Chancellor for Student Affairs				
4. Students secure evaluation from the registration adviser and the unit head of the				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
student's home unit.				
5. Student secures evaluation from the unit's waiver committee				
6. Submits to OCS for processing.	1.1. OCS checks the academic record of the student, number of times the student waived the prerequisite, and when the student is expected to graduate. 1.2. The College Secretary approves/disapproves the waiver of prerequisites.		Within the day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
7.1 Student picks up a copy of the accomplished waiver of prerequisite. 7.2 Students upload the approved waiver at AMIS for OCS consent.	2. Assigned SRE approves the student's application for AMIS OCS consent.		Within the day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
TOTAL		NONE	1 working day	



CAS.OCS.13. FILING OF OVERLOAD/UNDERLOAD PERMIT

For students who need to file underload or overload of the required number of units taken per semester.

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request with attachments (remaining courseworks & AMIS enlisted courses)	Concerned Student
Overload/Underload Permit Form	Staff assigned to degree program in Windows 1,2,4,8,9
Interview (as needed only)	CAS OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter request for underloading/overloading with recommendation from the adviser and Unit head/Director.	1.1 OCS checks the academic record of the student: academic standing, graduating within a year and/or with 1-2 semesters backlog, subject and units. 1.2 For action of the College Secretary (interview as needed only). 1.3 Once approved, OCS issues permits or students download the permit from the website. 1.4 Asks the student to secure signature of the adviser and Department		1-2 days	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Chair/Program Coordinator			
2. The student's adviser and department chair/program coordinator signs the permit.				
3. Student returns the overload/underload permit and approved letter to OCS.	2.1 OCS receives the permit. 2.2 College Secretary/Assistant College Secretary signs the form. 2.3 OCS files a copy in the individual student jacket. 2.4 OCS releases student's copy.		Within the day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
3. Student returns the overload/underload permit and approved letter to OCS.				
TOTAL		NONE	3 days	

CAS.OCS.14. DROPPING OF SUBJECT(S)

A student may, with the consent of the faculty and the approval of the Dean (through the College Secretary), drop a subject by filing in the prescribed form before the three-fourth of the hours prescribed for the semester has lapsed, and not later.

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request with attachments (Form 5)	Concerned Student

Dropping Form (UP Form 26)	Staff assigned to degree program in Windows 1,2,4,8,9
Interview (as needed only)	CAS OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits letter request for dropping of subject(s).	1.1 OCS checks the academic record of the student: academic standing, subject and units. 1.2 College Secretary/Assistant College Secretary approves or disapproves the request (interview as needed only). 1.3 Once approved, OCS issues a dropping slip. 1.4 Asks the student to proceed at the UPLB Cashier's office for payment. 1.5 Asks the student to secure approval from the concerned instructor and adviser.	P10.00 per unit	1-2 days	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
2. The Cashier's Office receives payment and issues an official receipt.				UPLB Cashier's Office
3. Instructor(s) and adviser signs the dropping form.				Concerned Instructor and Adviser
4. The student returns to OCS the signed dropping form,	2.1 OCS checks the completeness of the dropping form.		Within the day	Staff assigned to degree program in Windows

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
approved letter and official receipt.	2.2 College Secretary/Assistant College Secretary signs the form. 2.3 OCS files the approved copy of permit in the individual student jacket.			1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
5. The student gives a copy of the dropping slip to the concerned instructor.				Concerned student
TOTAL		10 per unit	3 days	

CAS-OCS.15. SUBSTITUTION OF COURSES

Substitution of courses may be allowed only in the following cases: (1) when a student is pursuing a curriculum that has been superseded by a new one; (2) conflict in schedule between two required subjects; or (3) when the required subject is not offered

Office or Division	CAS Office of the College Secretary
Classification	Simple
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Grades (TOR/TCG)	Concerned student
Course Description	Concerned student
Substitution Form	CAS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Students present a true copy of grades and course description. 1.2 Students fill-				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
up the substitution form.				
2. Student secures the signature of adviser, concerned unit head where the subject is offered and the subject taken.				
3. Students submit the signed substitution form to OCS.	1.1. OCS receives the form for approval. 1.2. College Secretary/Assistant College Secretary signs the substitution form.		Within the day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
TOTAL		NONE	1 day	

CAS-OCS.16. CLEARANCE OF GRADUATING STUDENTS

Students who have completed all academic requirements and are recommended to graduate may process clearance for issuance of transcript of records, diploma and honorable dismissal.

Office or Division	CAS Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Graduation Fee	UPLB Cashiers Office
Hard-copy and Soft-copy of Thesis Manuscript	Concerned student
University Clearance Form	OVCSA Website
College Clearance Form (CAS-OCS Form No. 16)	CAS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student ask the adviser's signature at CAS-OCS Form No.16 1.2 The student's adviser will send the signed form to the CAS OCS email. 1.3 Students pay the graduation fee at the Cashier's Office. Submit the official receipt to OCS 1.4 Students submit the hard copy to CAS-OCS and soft copy to CAS-OCS email.	1.Checks the documents submitted.	Grad Fee - P 220.00 Alumni Fee - P40.00 Carillo n Fee - P40.00	20 mins	
2. Students apply for university clearance at www.uplbosa.org.	2.1 Checks if the students are already cleared in CAS units. 2.2 Once cleared, the College Secretary/Assistant College Secretary will sign the CAS-OCS Form No. 16. Then they will also be cleared in University Clearance.		10 days	Staff assigned to degree in Window8
3.1. Students will check the status of the clearance at www.uplbosa.org 3.2 Students submit clearance certificates to the Office of the University Registrar.				Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	P300.00	10 days and 20 minutes	

CAS-OCS.17. HONORABLE DISMISSAL

A student who desires to discontinue his/her connection to the University for reasons of suspension, expulsion due to disciplinary action, transfer to another institution.

Office or Division	CAS Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request signed by the student, parent, adviser and unit head	Concerned student
College Clearance Form (CAS-OCS Form No. 16)	CAS Website
University Clearance	OVCSA Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student writes a letter request to the College Secretary requesting college clearance for honorable dismissal.	1.1. Checks the letter submitted and verifies the academic record of the student. 1.2. College Secretary/Assistant College Secretary approves the request letter. 1.3. Ask the student to accomplish CAS-OCS Form No.16		1-2 days	Staff assigned to degree in Window 8 College Secretary / Assistant College Secretary
2. Students apply for university clearance at www.uplbosa.org .	2.1 Checks if the students are already cleared in CAS units.		10 days	Staff assigned to degree in Window 8

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Once cleared, the College Secretary/Assistant College Secretary will sign the CAS-OCS Form No. 16. Then they will also be cleared in University Clearance.			College Secretary / Assistant College Secretary
3.1. Students will check the status of the clearance at www.uplbosa.org . 3.2 Students submit clearance certificates to the Office of the University Registrar.				Concerned student
TOTAL		NONE	12 days	

CAS-OCS.18. LEAVE OF ABSENCE (LOA) (ENROLLED/ NOT-ENROLLED)

The application, indicating the reason for a leave and the period which must not exceed one academic year but may be renewed for at most another year, shall be presented to the instructor(s) concerned for appropriate action and shall be subject to the approval by the Dean (through the College Secretary).

Office or Division	CAS Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request address to the College Secretary should be signed by the student, with parent's consent, signature of adviser and concerned unit head	Concerned student
Certificate of employment (if applicable)	Concerned student
Medical Certificate (if applicable)	Concerned student

College Clearance Form (CAS-OCS Form No. 16)	CAS Website
LOA Form	CAS-OCS Window 8

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student submits letter requesting for leave of absence 1.2 Student ask the adviser's signature at CAS-OCS Form No.16 1.3 The student's adviser will send the signed form to CAS OCS email.	1.1. Checks the letter submitted and verifies the academic record of the student. 1.2. College secretary/Assistant College Secretary approves the request letter. 1.3. Issues LOA form. 1.4. Asks student to pay LOA fee		1-2 days	Staff assigned at Window 8 College Secretary/ Assistant College Secretary
2. The student secures the required signatories and pays the LOA fee.				Concerned student
3. The Cashier's Office receives payment and issues an official receipt.		P 150.00		Cashiers Office
4. Students submit to OCS the LOA form and receipt of LOA fee on or before the deadline.	2.1. OCS receives and checks the submitted forms. 2.2. Checks if the students are already cleared in CAS units. 2.2 College secretary/Assistant College Secretary signs the LOA and clearance forms 2.3. Issues student's copy of the approved forms.		10 days	Staff assigned at Window 8 College Secretary/ Assistant College Secretary
TOTAL		NONE	12 days	



CAS-OCS.19. REINSTATEMENT DUE TO ABSENCE WITHOUT LEAVE (AWOL)

A student who did not file for leave of absence nor enrolled in the previous semester and has not reached maximum rule on residency.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter addressed to the Dean	Concerned student
Affidavit of Non enrollment	Concerned student
Statement of Parent's support	Concerned student
Photocopy of Parent's ID with signature	
Plan of Study(detailing courses to be taken)	Concerned student
True Copy of Grades	CAS-OCS
Photocopy of Parent's ID with signature	Concerned student
Plan of Action	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student submits a letter addressed to the Dean explaining the reason for his/her AWOL. 1.2 Letter should be signed by the student, parent, adviser and concerned unit head. 1.3 Attached to letter request are the following: affidavit of non-enrollment, statement of parent's support, plan of study (detailing the courses to be				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
taken), true copy of grades.				
	1.1 Receives the documents submitted and verifies the academic status of the student. 1.2 Prepares Summary of Academic Performance 1.3 College Secretary/Assistant College Secretary signs all required forms. 1.4 OCS schedules interview with the Dean		2-3 days	Staff assigned at Window 8 College Secretary/ Assistant College Secretary
2. Students picks-up the documents from OCS for an interview of the Dean.	2. The Dean interviews the student, evaluates and approves/disapproves the appeal.		depends on the schedule of the Dean/Associate Dean	
3. Students gives back the documents to OCS upon approval of the Dean.			1 day	Staff assigned at Window 8 College Secretary/ Assistant College Secretary
4. The Cashier's Office receives payment and issues an official receipt.		P 225.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Student submits official receipt of payment	4.1 Accepts the official receipt of payment. 4.2 OCS returns the approved document of reinstatement.		1-2 days	Staff assigned at Window 8 College Secretary/ Assistant College Secretary
TOTAL		P 225.00	6 days (for OCS only)	

CAS-OCS.20. READMISSION

Readmission: A student who, at the end of the semester, obtains final grades below a grade of 3.0 in more than 75% of the total number of academic units shall be dropped from the rolls of the College.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for Readmission (following OVCAA format)	Concerned student
Plan of Study	Staff assigned at Window 8
Affidavit of Non enrollment (if applicable)	Staff assigned at Window 8
True Copy of Grades	Staff assigned at Window 8
Summary of Academic Performance	Staff assigned at Window 8
Plan of Action	Staff assigned at Window 8

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits a letter request addressed to the Vice Chancellor for Academic Affairs explaining				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
his/her reason(s) for dismissal. Letters should be signed by the student, parent, adviser and concerned unit head.				
	1.1. OCS checks the completeness of the submitted document. OCS attaches all necessary documents for Readmission 1.2. Prepares Summary of Academic Performance 1.3 College Secretary/Assistant College Secretary signs the documents. 1.4 OCS schedules interview with the Dean		2-4 days	Staff assigned at Window 6 College Secretary/ Assistant College Secretary
	2. The Dean interviews the student, evaluates and approves/disapproves the appeal.		depends on the schedule of the Dean/Associate Dean	Dean/Associate Dean
	3.1 OCS forward the approved documents to OVCSA		1 day	Staff assigned at Window 6
2. With the OVCSA decision, the student document will be forwarded to OVCAA for evaluation.				OVCSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Students wait for the OVCAA to conduct final interview/evaluation and approve or disapprove the application of the student. OVCAA gives the results to the OCS.				OVCSA
TOTAL		NONE	6 days (for OCS only)	

CAS-OCS.21 EXTENSION OF RESIDENCY

Extension of residency: A student who has not finish the requirements of a course or any college within a period of actual residence must file extension of residency.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for Readmission (following OVCAA format)	Concerned student
Plan of Study	Staff assigned at Window 8
Affidavit of Non enrollment (if applicable)	Staff assigned at Window 8
True Copy of Grades	Staff assigned at Window 8
Summary of Academic Performance	Staff assigned at Window 8
Plan of Action	Staff assigned at Window 8

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student submits letter of intent signed by the parents, adviser and				Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
current concerned unit head with a true copy of grades attached. 1.2 Students accomplish the shifting application form.				
	1.1. OCS checks the completeness of the submitted document. OCS attaches all necessary documents for Extension of Residency. 1.2. Prepares Summary of Academic Performance 1.3 College Secretary/Assistant College Secretary signs the documents. 1.4 OCS schedules interview with the Dean		2-4 days	Staff assigned at Window 6
	2. The Dean interviews the student, evaluates and approves/disapproves the appeal.		depends on the schedule of the Dean/Associate Dean	Dean/Associate Dean
	3.1 OCS informs the student about the results of the application. 3.2 OCS give the approved letter to the student		within the day	Staff assigned at Window 6
TOTAL		NONE	5 days (for OCS only)	



CAS-OCS.22 SHIFTING WITHIN THE COLLEGE

Any student who wants to shift from one curriculum to another within the college provided that the student has earned at least 30 academic units at the time of application and is subject to the rules of admitting units.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Shifting Application form (OUR Form 2021 - 6)	CAS Website
Letter of intent approved by the student's current College	Concerned student
True Copy of Grades	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Student submits letter of intent signed by the parents, adviser and current concerned unit head with a true copy of grades attached. 1.2 Students accomplish the shifting application form.				Concerned student
	2. The Dean interviews the student, evaluates and approves/disapproves the appeal.		depends on the schedule of the Dean/Associate Dean	Dean/Associate Dean
	3.1 OCS informs the student about the results of the application. 3.2 OCS give the approved letter to the student		within the day	Staff assigned at Window 6

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		NONE	7 days	

CAS-OCS.23 SHIFTING TO OTHER COLLEGE

Any student who wants to shift from one curriculum to another degree program offered by another college provided that the student has earned at least 30 academic units at the time of application and subject to the rules of the admitting college.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission document	Concerned student
Permit to transfer	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the admission slip and permit to transfer of the accepting College	1. OCS receives and verifies admission slips for issuance of clearance forms.		20 mins	
2. Students ask the CAS units to sign the clearance form.	2 Received the accomplished clearance form.			
3. Student requests for TCG (for permanent record of the accepting college), Certificate of Good Moral Character and Certificate of Non Contract.	3.1. Issues form to students. 3.2. Checks the entries in the request form and indicates the amount to be paid. 3.3. Asks students to proceed at UPLB Cashier's office for payment.		5 working days	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Cashier's Office receives payment and issues an official receipt.		P50.00 per page		UPLB Cashier's Office
	4.1 College secretary signs the permit to transfer. 4.2 Releases to students all required documents.		1 day	Staff assigned to degree program in Windows 1,2,4,8,9, (Administrative Officer II) (Administrative Aide VI) (Administrative Assistant II)
TOTAL		P 50.00 per page	6 days	

CAS-OCS.24. TRANSFER TO COLLEGE FROM OTHER UP CAMPUS UNIT

A student transferring from another Campus University must have completed at least 30 academic units and will be subject to the rules of the admitting college.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Undergraduate Admission Application form (UPLB Form No. 3)	CAS Website
Letter of intent	Concerned student
True Copy of Grades	Concerned student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit required documents to CAS OCS.	1.1. OCS receives the documents of the applicant. 1.2. Forwards application and transmittal letter to unit heads for evaluation.		5 days	Staff assigned at Window 6
	4.1 OCS receives the action of the unit's committee. 4.2 OCS Informs the student regarding the results of evaluation. 4.3 OCS sends a transmittal letter to OUR about the unit's evaluation.		depends on the schedule of the unit's committee	Concerned unit
2. Students submit the required documents to OUR.			2 days	Staff assigned at Window 6
TOTAL		NONE	7 days	

CAS-OCS.25. TRANSFER TO COLLEGE FROM OTHER INSTITUTION

A transferring student from another institution must have obtained an average grade of 2.0 or better and completed at least 33 units of academic courses in a non-UP college.

Office or Division	CAS Office of the College Secretary
Classification	Complex
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal letter from the University	OUR
Documents submitted to OUR	OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Applicants submits required documents to OUR. 1.2 OUR checks and evaluates the transfer credentials.	1.1. OCS receives and evaluates the documents of the applicant. 1.2. Forwards transmittal letter and attached documents to concerned unit for evaluation.		2 days	Staff assigned at Window 8
	2.1 Unit interviews the student and recommends approval or disapproval. 2.2 Unit Committee transmits to OCS the action for transfer application.		depends on the schedule of the Departments/ Committee	Concerned unit
	3.1 OCS issues an admission slip and permit to transfer. 3.2 College Secretary/Assistant College Secretary signs the documents 3.3 OCS transmit to OUR the transfer application.			Staff assigned at Window 9
TOTAL		NONE	7 days	



CAS-OCS.26. FACULTY SERVICE RECORDS

Workload credits (teaching load, administrative load, research and extension load) of each faculty member of the College were computed and processed.

Office or Division	CAS Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty Service Record and necessary attachments	OUR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receives and records FSR. 1.2 Checks and verifies the entries of information. 1.3 Validates the computation of workload credits.		1 hr per FSR	Staff assigned at Window 3
	2. College Secretary/Assistant College Secretary signs the FSR.		Within today	College Secretary / Assistant College Secretary
	3. Dean/Associate Dean signs the FSR		Depends on the schedule of the Dean	Dean/Associate Dean
	4. Forwards to the following offices for validation and approval: OUR, OVCAA and OVCRE.		Within the day	OUR
	5. Files verifies and processes OCS copy and returns unit's copy.		Within the day	
TOTAL		NONE		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			2 days and 1 hour	

CAS-OCS.27. FIELDTRIP

As part of the course requirements, students are required to participate in field trips. The faculty is responsible for securing the necessary permit to conduct the field trip in compliance with institutional policies and guidelines.

Office or Division	CAS Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C – Government to Clients
Who may Avail	CAS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Field Trip Forms 1,2 & 3 and attachments	CAS Unit
CHED Required Documents	CAS Unit / CAS OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty members submit to OCS all the required documents..	1.1 OCS receives the document. 1.2 Checks and verifies all the information and documents attached.		14 days	Staff assigned at Window 4
	2. Once checked, the College Secretary/Assistant College Secretary signed and endorsed the form to Dean.		3 days	College Secretary / Assistant College Secretary
	3. Dean/Associate Dean signs the Form.		Depends on the schedule of the Dean	Dean/Associate Dean
	4. OCS informs the faculty about the decision of the Dean.		30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Faculty forwards to the following offices for validation and approval: OVCAA and OC.				OVCAA OC
3. Faculty give the copy of signed and notarized form to OCS	5. OCS receives the copy.		30 minutes	Staff assigned at Window 4
TOTAL		NONE	17 days and 1 hour	



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CAS-DO.1. USE AND/OR RENTAL OF SELECTED CAS FACILITIES

This service is granted to requesting clients for the use of the CAS Auditorium, Multipurpose Halls, classrooms, lobby and grounds for varied authorized academic and non-academic, profit or non-profit activities

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UPLB clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request stating explicitly the purpose of the activity, the facility being reserved, date and time period covered by the activity and duly recommended by the organization adviser or head of unit.	Requesting party
2. CAS Form 09-01 (Application for the Use and/or Rental of CAS Facilities)	CAS Dean's Office
3. Statement of Account (SOA)	CAS Dean's Office
4. Official Receipt (OR) of Payment (duplicate copy)	UPLB Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request	1.1 Receives and records letter of request	None	2 hours	Administrative Staff (Front Desk Personnel) CAS-DO
	1.2 Checks availability of requested facility and recommends approval/disapproval	None	3 hours	University Extension Specialist or Administrative Aide VI CAS-DO
	1.3 Reviews, approves/disapproves the request	None	4 hours	Dean/Associate Dean CAS-DO
2. Fills up CAS Form 09-01 (with approved	2.1 Checks if form is properly accomplished	None	3 hours	University Extension Specialist or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
letter)				<i>Administrative Aide VI CAS-DO</i>
	2.2 Reviews, affixes signature for approval of use to proceed to payment	None	4 hours	<i>Dean/Associate Dean CAS-DO</i>
3. Secures statement of account (SOA)	Computes rate for non-UPLB users and prints a copy of SOA	CAS Rental Rates (See Table of Fees)	4 hours	<i>University Extension Specialist or Administrative Aide VI CAS-DO</i>
4. Proceeds to payment	<i>(Cash Division accepts payment)</i>			<i>Administrative Staff OVCA - Cashier's Office</i>
5. Submits duplicate copy of OR and leaves contact details for event's urgent concerns	Accepts OR, records/files contact details and blocks calendar for schedule of the event/activity	None	4 hours	<i>University Extension Specialist or Administrative Aide VI CAS-DO</i>
TOTAL		See Table of Fees	3 days	

*Rental Rates

CAS Office of the Dean		
Products/Services	Rate/Fee	Unit of Measure
<i>Use of Facilities (rentals)</i>	<i>Non-UPLB User</i>	
CAS Auditorium	1,600.00	per hour
Sound System (Audi-minimum of 2 hours	250.00	per hour
LCD Projector	500.00	per hour
MPH 1 or MPH2	1,000.00	per hour

CAS Office of the Dean		
Products/Services	Rate/Fee	Unit of Measure
<i>Use of Facilities (rentals)</i>	<i>Non-UPLB User</i>	
Sound System (MPH)	250.00	per hour
Gallery 1 or Gallery 2	600.00	per hour
Classroom with A/C	500.00	per hour
Classroom without A/C	200.00	per hour
Makiling Performance Garden (MPG)	760.00	per hour
Exhibit	200.00	per day
Ticket Booth	100.00	per day
Panel Board	200.00	per day

CAS-DO.2. LANGUAGE INSTRUCTION TOWARDS EXCELLENCE (LITE) PROGRAM SERVICES

The UPLB CAS LITE Program offers a variety of language proficiency training ranging from short-term to semester-long courses.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Individual or group of learners from partner Universities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request/ Inquiry via email or visit to the LITE office	Applicant/client
Intake form	LITE Office
Terms of Reference (TOR)	LITE Office
Statement of Account	LITE Office
Official Receipt	UPLB /UPLBFI Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of	1.1 Receives letter	None	2 hours	LITE Senior

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request/inquiry via email or F2F visit	or answers inquiries via email or F2F			Office Aide/Program Coordinator CAS-DO
2. Secures an appointment for the pre-evaluation exam	2.1 Checks availability of evaluator and recommends appointment	None	2 hours	LLITE Senior Office Aide/Program Coordinator CAS-DO
3. Fills up intake form as pre-evaluation exam	3.1 Checks if form is properly accomplished; diagnoses proficiency	None	2 days	LITE Senior Office Aide/Program Coordinator CAS-DO
4. Secures the Terms of Reference (TOR)	4.1 Issues TOR	None	4 hours	LITE Senior Office Aide/Program Coordinator CAS-DO
5. Secures statement of account (SOA)	Computes rate and prints a copy of SOA	*see LITE course fees	2 hours	LITE Senior Office Aide/Program Coordinator CAS-DO
4. Proceeds to payment	(Cash Division accepts payment)	*see LITE course fees		Administrative Staff OVCA - Cashier's Office
5. Submits duplicate copy of OR and leaves contact details for urgent concerns	Accepts OR, records/files contact details and sets tutorial details	None	2 hours	LITE Senior Office Aide CAS-DO
TOTAL		See Table of Fees	3 days, 4 hours	

TABLE OF FEES		
*LITE Program Tutorials	Duration	Course Fee
Intensive English Course for International Graduate Students (IECIGS)	1 semester	₱14,500.00/ student minimum of 10 students
English Plus Course	3 weeks	₱36,000.00/ student
Special Language Tutorial (One-on One & Small group)	depending on the agreed terms of reference (TOR)	₱1,200.00 per hour/student

CAS-DO.3. FINANCIAL SUPPORT/INCENTIVE TO CAS ALUMNI

This service is a financial support/incentive granted to CAS alumni, who rated top 10 in licensure/board examinations.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CAS Alumni (BS Chem/AgChem, BS Math & Science Teaching graduates)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Unit Head/applicant
Official or valid proof/s	Mother Unit/applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to CAS-DO	1.1 Stamps "Received" and records (with control number /docutrax number)	None	4 hours	Administrative Staff (Front Desk Personnel) CAS-DO
	1.2. Reviews letter of request, evaluate	None	1 day	Administrative Officer V

	attachments and assigns fund code and maximum amount to be granted (P10,000 for International and P5,000 for local publication); records, countersigns			CAS-DO
	1.3 Reviews, approves/disapproves, affixes signature	None	1 day	<i>Dean/Associate Dean</i> CAS-DO
2. Gets signed document (to be attached to DV for the claim)	2.1. Requests client to sign out the document upon receipt	None	4 hours	<i>Administrative Staff (Front Desk Personnel)</i> CAS-DO
TOTAL		None	3 days	



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CAS-DO.4. USE AND/OR RENTAL OF SELECTED CAS FACILITIES

This service is granted to requesting clients for the use of the CAS Auditorium, Multipurpose Halls, classrooms, lobby and grounds for varied authorized academic and non-academic, profit or non-profit activities

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request stating explicitly the purpose of the activity, the facility being reserved, date and time period covered by the activity; and duly recommended by the organization adviser or head of unit.	Requesting party
2. Certificate of recognition from the OSA for student organizations.	Office of Student Activities, Office of the Vice Chancellor for Student Affairs (OSA-OVCSA)
3. CAS Form 09-01 (Application for the Use and/or Rental of CAS Facilities)	CAS Dean's Office
4. Statement of Account (SOA)	CAS Dean's Office
5. Official Receipt (OR) of Payment (duplicate copy)	UPLB Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request	1.1 Receives and records letter of request	None	2 hours	Administrative Staff (Front Desk Personnel) CAS-DO
	1.2 Checks availability of requested facility and recommends approval/disapproval	None	3 hours	University Extension Specialist or Administrative Aide VI CAS-DO
	1.3 Reviews, approves/disapproves/signs	None	4 hours	Dean/Associate Dean CAS-DO
2. Fills up CAS	2.1 Checks if form	None	3 hours	University

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form 09-01 (with approved letter)	is properly accomplished			<i>Extension Specialist or Administrative Aide VI CAS-DO</i>
	2.2 Reviews, affixes signature for approval of use so as to proceed to payment		4 hours	<i>Dean/Associate Dean CAS-DO</i>
3. Secures statement of account (SOA)	Computes rate for UPLB users and prints a copy of SOA	CAS Rental Rates (See Table of Fees)	4 hours	<i>University Extension Specialist or Administrative Aide VI CAS-DO</i>
4. Proceeds to payment	<i>(Cash Division accepts payment)</i>	CAS Rental Rates (See Table of Fees)		<i>Administrative Staff OVCA - Cashier's Office</i>
5. Submits duplicate copy of OR and leaves contact details for event's urgent concerns	Accepts OR, records/files contact details and blocks calendar for schedule of the event/activity	None	4 hours	<i>University Extension Specialist or Administrative Aide VI CAS-DO</i>
TOTAL		See Table of Fees	3 days	

TABLE OF FEES		
CAS Office of the Dean		
Products/Services	Rate/Fee (PhP)	Unit of Measure
Use of Facilities (rentals)	UPLB User	
CAS Auditorium	1000.00	per hour
Sound System (Audi-minimum of 2 hours)	200.00	per hour

LCD Projector	400.00	per hour
MPH 1 or MPH2	700.00	per hour
Sound System (MPH)	200.00	per hour
Gallery 1 or Gallery 2	500.00	per hour
Classroom with A/C	300.00	per hour
Classroom without A/C	100.00	per hour
Makiling Performance Garden (MPG)	520.00	per hour
Exhibit	100.00	per day
Ticket Booth	50.00	per day
Panel Board	100.00	per day
Stanchion (set of 8)	800.00	per day

CAS-DO.5. USE OF CAS VEHICLE

This service is granted to requesting CAS and non-CAS personnel for official trips

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS and non-CAS UPLB personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CAS Form 09-02 (Request for Use of CAS Vehicle)	CAS-DO
2. Trip Ticket	Requesting unit
3. Gasoline Withdrawal Form	CAS-DO or requesting unit
4. RFID payment	RFID outlets
5. Depreciation cost payment	CAS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for availability of vehicle on target date of trip	1.1 Checks schedule of trips/availability of vehicle	None	2 hours	Administrative Aide IV (Driver II) CAS-DO
	1.2 Recommends verbal approval/	None	2 hours	Administrative Officer V or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	disapproval of the request			<i>Administrative Officer I</i> CAS-DO
2. Accomplishes and submits CAS Form 09-02	2.1 Checks details of request and countersigns to recommend approval	None	4 hours	<i>Administrative Officer V/</i> <i>Administrative Officer I</i> CAS-DO
3. Fills-up Trip Ticket Form	3.1 Reviews, signs approval for the use of vehicle	None	4 hours	<i>Dean/Associate Dean</i> CAS-DO
4. Secures and accomplishes Gasoline Withdrawal Form	4.1 Specifies what Fund Code to use or where to charge the gasoline to be used for the requested trip	None	4 hours	<i>Administrative Officer V</i> CAS-DO
5. Secures a copy of processed prescribed forms and coordinates with the authorized driver as to travel details	5.1 Coordinates with requesting party as to the details of pick-up point, time of departure and the needed payment for RFID	None	4 hours	<i>Administrative Aide IV (Driver II)</i> CAS-DO
6. Processes payment for depreciation cost	Provides the statement of account (SOA)	₱1,500.00/ 1st 50km + ₱11 km/succeeding km	4 hours	<i>Administrative Officer/Clerk</i> CAS-DO
TOTAL		₱1,500.00/ 1st 50km + ₱11 km/succeeding km	3 days	

CAS-DO.6. USE OF THE CAS MULTI-PURPOSE ROOM (CONFERENCE ROOM)

This service is granted to requesting CAS and non-CAS UPLB personnel for official meetings, conferences, lectures and the like.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS and non-CAS UPLB personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for reservation (by phone or letter)	Requesting unit
Note: Priority is given to CAS units on a first-come-first-served basis	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks prior approval for reservation (by phone or by a letter of request)	1.1. Checks availability of the requested room for the desired schedule as requested	None	4 hours	<i>Administrative Officer V or authorized support staff</i> CAS-DO
	1.2. Records/calendars the date and time of requested use	None	4 hours	<i>Administrative Officer V or authorized support staff</i> CAS-DO
TOTAL		None	1 day	



CAS-DO.7. USE OF THE CAS ACTIVITY BILLBOARD

This service is granted to requesting clients for posting of official announcement of College/University activities, particularly those, but not limited to, activities that would take place in the CAS Auditorium

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS and non-CAS UPLB personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Requesting unit
Prescribed size and content of tarpaulin to be posted	Requesting unit in coordination with the CAS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks prior approval	1.1 Checks space availability of the activity board and recommends approval of the request	None	4 hours	<i>Administrative Officer V or authorized support staff</i> CAS-DO
2. Submits letter of request	2.1 Reviews, approves/disapproves the content of the tarpaulin to be displayed, affixes signature	None	4 hours	<i>Dean / Associate Dean</i> CAS-DO
3. Hangs tarpaulin and dismantles after the requested duration of ads/announcement	3.1. Oversees and checks if the tarp is acceptable and appropriately displayed	None	1 day	<i>Assigned Utility Worker</i> CAS-DO
TOTAL		None	2 days	



CAS-DO.8. ISSUANCE OF COLLEGE CLEARANCE

This service is granted to requesting personnel, who are separated from service. The college clearance is a pre-requisite for the issuance of University clearance to separating employees.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G- Government to Citizen
Who may Avail	CAS separating/separated personnel/authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for clearance confirmation (on-line)	HRDO (via email)
College Clearance Form	Mother unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures HRDO-approved letter of request for the on-line processing of clearance	1.1. Accepts the request for Clearance Confirmation from HRDO (via email) 1.2 Forwards to the mother unit the College Clearance form.	None	4 hours	<i>Administrative Officer V</i> CAS-DO
2. Accomplishes the College Clearance Form, fulfills the prescribed requirements as specified in the form	2.1 Unit head, College Secretary and/or the Dean (in that order) affixes their signatures on the form; 2.2. Scans the duly signed College Clearance and attach the PDFdoc to its e-reply to HRDO on the latter's request for Clearance Confirmation	None	2 days, 4 hours	<i>Administrative Officer</i> CAS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	3 days	

CAS-DO.9. ISSUANCE OF I.D. TO INDIVIDUAL CONTRACT OF SERVICES (COS)/JOB ORDER (JO) WORKERS

This service is granted to requesting CAS contractual (COS and JO) workers (with administrative and/or research functions) for the issuance of identification (I.D.) card for official/authorized use.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2C- Government to Clients
Who may Avail	CAS Contractual Workers (Admin and Research staff)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form (for personal information)	CAS-DO
Picture (1 x 1; recently taken in the last 6 months)	Requesting individual
Copy/photocopy of prevailing/valid contract of service	Requesting individual

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes requirements	1.1. Accepts and checks requirements	None	2 hours	REPS/ Administrative Aide VI CAS-DO
2. Submits to staff-in-charge	2.1 Encodes and processes/prints ID	None	2 days	REPS/ Administrative Aide VI CAS-DO
3. Affixes her/his signature and signature of Unit Head on printed ID	3.1 Facilitates/Affixes signature of the Dean	None	4 hours	Dean CAS-DO
4. Gets processed ID on the prescribed day of	4.1. Requests client to sign out upon release of ID	None	2 hours	Administrative Staff / Front Desk Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
release (within 3 days)				CAS-DO
TOTAL		None	3 days	

CAS-DO.10. FINANCIAL SUPPORT FOR PERSONNEL DEVELOPMENT 1

This service is a financial assistance to support attendance of Faculty and staff to conferences for paper/poster presentations (for local expenses only)

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS Regular Faculty Members and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Applicant (endorsed by the Unit Head)
Abstract of paper/poster	Applicant
Estimated cost of travel expenses (i.e. registration fee, per diem, transportation and accommodation)	Applicant
Invitation/letter of acceptance	Sponsoring institution (c/o Applicant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to CAS-DO	1.1 Stamps "Received" and records (with control number /docutrax number)	None	4 hours	<i>Administrative Staff / Front Desk Personnel</i> CAS-DO
	1.2. Reviews letter of request, evaluates attachments and assigns fund code (max. amount: ₱10,000.0 (paper); ₱5,000.00 (poster); records, countersigns	None	1 day	<i>Administrative Officer V</i> CAS-DO
	1.3 Reviews,	None	1 day	<i>Dean/Associate</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approves/disapproves, affixes signature			Dean CAS-DO
2. Gets signed document (to be attached to DV for the claim)	2.1. Requests client to sign out the document upon receipt	None	4 hours	Administrative Staff / Front Desk Personnel CAS-DO
TOTAL		None	3 days	

CAS-DO.11. FINANCIAL SUPPORT FOR PERSONNEL DEVELOPMENT 2

This service is a financial support for attendance to local conferences/official activities with special roles (i.e. judge, facilitator, moderator, emcee, panel discussant, etc.)

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS Regular Faculty Members and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Applicant (endorsed by the Unit Head)
Estimated cost of travel expenses (i.e. registration fee, per diem, transportation and accommodation)	Applicant
Invitation letter /Programme	Sponsoring institution (c/o Applicant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to CAS-DO	1.1 Stamps "Received" and records (with control number /docutrax number)	None	4 hours	Administrative Staff / Front Desk Personnel CAS-DO
	1.2. Reviews letter of request, evaluates attachments and assigns fund code (max amount to be granted = P5,000); records, countersigns	None	1 day	Administrative Officer V CAS-DO

	1.3 Reviews, approves/disapproves, affixes signature	None	1 day	Dean/Associate Dean CAS-DO
2. Gets signed document (to be attached to DV for the claim)	2.1. Requests client to sign out the document upon receipt	None	4 hours	Administrative Staff / Front Desk Personnel CAS-DO
TOTAL		None	3 days	

CAS-DO.12. FINANCIAL SUPPORT FOR PERSONNEL DEVELOPMENT 3

This service is a financial support for capability-building activities (retooling, team-building, year-end symposium, attendance to training/seminar-workshops - for local expenses only)

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G- Government to Government
Who may Avail	CAS Regular Administrative and Support Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Applicant (endorsed by the Unit Head)
Proposal of activity (abstract, program details, budgetary breakdown)	Applicant
or Estimated cost of travel expenses (i.e. registration fee, per diem, transportation and accommodation)	Applicant
Invitation/programme	Sponsoring institution (c/o Applicant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to CAS-DO	1.1 Stamps "Received" and records (with control number /docutrax number)	None	4 hours	Administrative Staff / Front Desk Personnel CAS-DO
	1.2. Reviews letter of request, evaluate attachments and assigns fund code		1 day	Administrative Officer V CAS-DO

	and maximum amount to be granted; records, countersigns			
	1.3 Reviews, approves/disapproves, affixes signature		1 day	<i>Dean/Associate Dean CAS-DO</i>
2. Gets signed document (to be attached to DV for the claim)	2.1. Requests client to sign out the document upon receipt	None	4 hours	<i>Administrative Staff / Front Desk Personnel CAS-DO</i>
TOTAL		None	3 days	

CAS-DO.13. FINANCIAL SUPPORT FOR PUBLICATIONS AND CREATIVE WORKS

This service is a financial support for publication of articles, i.e. publication fee expense for local journals or non-ISI international publication.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CAS Regular Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Applicant (endorsed by the Unit Head)
Proof of publication	Applicant
Official Receipt (OR)	Publishing company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to CAS-DO	1.1 Stamps "Received" and records (with control number /docutrax number)	None	4 hours	<i>Administrative Staff / Front Desk Personnel CAS-DO</i>
	1.2. Reviews letter of request, evaluate attachments and assigns fund code	None	1 day	<i>Administrative Officer V CAS-DO</i>

	and maximum amount to be granted (P10,000 for International and P5,000 for local publication); records, countersigns			
	1.3 Reviews, approves/disapproves, affixes signature	None	1 day	<i>Dean/Associate Dean CAS-DO</i>
2. Gets signed document (to be attached to DV for the claim)	2.1. Requests client to sign out the document upon receipt	None	4 hours	<i>Administrative Staff / Front Desk Personnel CAS-DO</i>
TOTAL		None	3 days	

CAS-DO.14. CASAMA PSYCHOLOGICAL SERVICES PROGRAM (CASAMA-PSP)

The CASama PSP is envisioned to deliver preventive, therapeutic, and capacity-building services covering a range of needs from stress management and emotional regulation to treatment of common mental disorders and suicide-risk reduction.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	CAS Faculty members, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request/ Inquiry via email or visit the CASama-PSP office	applicant/client or email: casama-psp.uplb@up.edu.ph
Intake Form (google form)	Sent via email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request/inquiry via email or F2F visit	1.1 Receives letter or answers inquiries via email or F2F	None	2 hours	<i>CASama-PSP Consultant/ e-mail manager CAS-DO</i>
2. Fills up Intake Form as pre-evaluation/assessment	3.1 Checks if form is properly accomplished;	None	4 hours	<i>CASama-PSP Consultant CAS-DO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ent	diagnoses the needed service			
3. Consults and accepts the terms of reference/ treatment to be undertaken	Sets appointment/s with the client	None	4 hours	CASama-PSP Consultant CAS-DO
4. Visits the CASama-PSP office per agreed schedule/ appointment	Manages the needed treatment	None	18 days, 6 hours*	CASama-PSP Consultant CAS-DO
TOTAL		None	20 days	

*Varies from days to weeks or months (case-to-case basis)

CAS-DO.15. LANGUAGE INSTRUCTION TOWARDS EXCELLENCE (LITE) PROGRAM SERVICES

The UPLB CAS LITE Program offers a variety of language proficiency training ranging from short-term to semester-long courses.

Office or Division	College of Arts and Sciences - Office of the Dean (CAS-DO)
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	Individual or group of learners from UPLB and/or UPLB Graduate School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request/ Inquiry via email or visit to the LITE office	applicant/client
Intake form	LITE Office
Terms of Reference (TOR)	LITE Office
Statement of Account	LITE Office
Official Receipt	UPLB /UPLBFI Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request/inquiry via email or F2F visit	1.1 Receives letter or answers inquiries via email or F2F	None	2 hours	LITE Senior Office Aide/Program Coordinator CAS-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secures an appointment for the pre-evaluation exam	2.1 Checks availability of evaluator and recommends appointment	None	2 hours	LITE Senior Office Aide/Program Coordinator CAS-DO
3. Fills up Intake Form as pre-evaluation exam	3.1 Checks if form is properly accomplished; diagnoses proficiency	None	2 days	LITE Senior Office Aide/Program Coordinator CAS-DO
4. Secures the Terms of Reference (TOR)	4.1 Issues TOR	None	4 hours	LITE Senior Office Aide CAS-DO
5. Secures statement of account (SOA)	Computes rate and prints a copy of SOA	See LITE course fees	2 hours	LITE Senior Office Aide CAS-DO
6. Proceeds to payment	(Cash Division accepts payment)	(See Table of Fees)		Administrative Staff OVCA - Cashier's Office
7. Submits duplicate copy of OR and leaves contact details for urgent concerns	Accepts OR, records/files contact details and sets tutorial details	None	2 hours	LITE Senior Office Aide CAS-DO
TOTAL		See Table of Fees	3 days, 4 hours	

TABLE OF FEES		
*LITE Program Tutorials	Duration	Course Fee
English Plus Course	3 weeks	₱36,000.00/ student
Special Language Tutorial (One-on One & Small group)	depending on the agreed terms of reference (TOR)	₱1,200.00 per hour/student



**COLLEGE OF ARTS AND SCIENCES
UP RURAL HIGH SCHOOL
EXTERNAL SERVICES**

CAS-UPRHS.1. TRANSCRIPT OF RECORDS / FORM 137

An official document that summarizes the list of the courses taken, grades obtained and the credits gained.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students / alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00 / page	5 minutes	Administrative Aide VI (MB 203) CAS-UPRHS
	1.2 Encode the grades based on the permanent records	None	20 minutes	
	1.3 Send the draft document to the faculty checker for review and signature	None	5 minutes	
	1.4 Check the transcript of record	None	3 days	Assistant Professor 7 (MB 202) CAS-UPRHS
	1.5 Forward the document to the Principal for signing	None	1 day	Administrative Aide VI (MB 203) CAS-UPRHS
	1.6 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00/ page	4 days, 35 minutes	

CAS-UPRHS.2. CERTIFICATE OF ENROLLMENT

An official document certifying the enrollment of a student.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	<i>Administrative Officer I (MB 203) CAS-UPRHS</i>
	1.2 Check the Class List if the student is enrolled	None	10 minutes	
	1.3 Encode and print the Certificate of Enrollment	None	15 minutes	
	1.4 Forward the certificate to the Principal for signature	None	1 day	
	1.5 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	1 day, 35 minutes	



CAS-UPRHS.3. CERTIFICATION ON ENGLISH AS MEDIUM OF INSTRUCTION

An official document certifying that English is the medium of instruction used at UPRHS.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
For students	1.2A Check the Class List if the student is enrolled	None	10 minutes	
For alumni	1.2B Check the alumni database for inclusion of the requestor's name in the list of official graduates	None		
	1.3 Encode and print the certificate	None	15 minutes	
	1.4 Forward to the Principal for signing	None	1 day	
	1.5 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	1 day, 40 minutes	

CAS-UPRHS.4. CERTIFICATE OF COMPLETION/GRADUATION

An official document certifying that the requester has successfully completed the Junior or Senior High School Program.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
For students	1.2A Check if the student is included in the list of completers/ graduates	None	10 minutes	
For alumni	1.2B Check if the requester is included in the list of JHS Completers or SHS Graduates	None		
	1.3 Encode and print the certificate of completion / graduation	None	15 minutes	
	1.4 Forward the certificate to the Principal for signing	None	1 day	
	1.5 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	1 day, 35 minutes	



CAS-UPRHS.5. CERTIFICATION ON BATCH/STRAND RANKING

An official document indicating the Batch and Strand Ranking of current students.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students / Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
	1.2 Encode the grades and ranking based on the permanent record and batch/strand ranking matrix	None	30 minutes	
	1.3 Send the draft certificate to the faculty checker for review and signature	None	3 days	
	1.4 Print the certificate	None	5 minutes	
	1.5 Forward the certificate to the Principal for signing	None	1 day	
	1.6 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	4 days, 45 minutes	

CAS-UPRHS.6. CERTIFICATE OF GOOD MORAL CHARACTER

A document certifying the good moral character of a student requester.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
	1.2 Forward the request to the Guidance Counsellor through e-mail	None	5 minutes	
	1.3 Schedule an interview with the student (Guidance Counsellor)	None	2 days	Guidance Services Specialist II (MB 205) CAS-UPRHS
	1.4 Encode and print the certificate	None	1 day	
	1.5 Forward to the Principal for signing	None	1 day	
	1.6 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	Administrative Aide VI (MB 203) CAS-UPRHS
TOTAL		₱50.00	4 days, 15 minutes	

CAS-UPRHS.7. CERTIFICATE ON RELEASE OF REPORT CARD AND DATE OF GRADUATION

An official document certifying the date of the report card release or date of graduation.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
	1.2 Confirm the date of release of the report card or date of graduation from JHS/SHS Coordinator or the Principal	None	15 minutes	
	1.3 Encode and print the certificate	None	15 minutes	
	1.4 Forward to the Principal for signing	None	1 day	
	1.5 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	1 day, 40 minutes	

CAS-UPRHS.8. COUNSELING SUPPORT SERVICES

It deals with a wide range of mental health problems that may occur such as common mental health disorders including depression, in addition to eating disorders, psychosis, personality disorder, negative life events, bereavement, domestic violence, sexual, emotional and physical abuse, traumas and relationship issues.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the referral form	1.1 Receive the request through the referral form or students can come personally to set an appointment for counseling or by the teacher-in-charge	None	10 minutes	Jr. Psychologist/ Psychometrician (MB 205) CAS-UPRHS
	1.2 Set schedule for counseling	None	5 minutes	
	1.3 Approve and conduct counselling	None	30 minutes	Guidance Services Specialist II (MB 205) CAS-UPRHS
TOTAL		None	45 minutes	

CAS-UPRHS.9. ENGLISH TRANSLATION OF DIPLOMA

An official document that contains the English translation of the Junior High School Completion Certificate and the Senior High School Diploma.

Office or Division	UP Rural High School
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱50.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
	1.2 Check if the requester is included in the list of JHS Completers or SHS Graduates	None	15 minutes	
	1.3 Encode and print the English Translation of Diploma	None	15 minutes	
	1.4 Forward to the Principal for signature	None	1 day	
	1.5 Print hard copy for pick up at the office by the requester or an authorized representative	None	5 minutes	
TOTAL		₱50.00	1 day, 35 minutes	

CAS-UPRHS.10. DUPLICATE COPY OF JHS CERTIFICATE / SHS DIPLOMA

A duplicate document with original signatures of the Junior High School Completion Certificate and the Senior High School Diploma.

Office or Division	UP Rural High School
Classification	Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPRHS alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPRHS Document Request Form	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request through the UPRHS Document Request Form	1.1 Check the request in the UPRHS Document Request Form responses	₱300.00	5 minutes	Administrative Officer I (MB 203) CAS-UPRHS
	1.2 Check if the requester is included in the list of JHS Completers or SHS Graduates	None	15 minutes	
	1.3 Encode and print a copy of the diploma	None	5 minutes	
	1.4 Forward to the Principal for signature	None	5 minutes	
	1.5A For graduates of the year 2003 and earlier, forward to CAFS-DO for the Dean's signature / For graduates of the year 2004 onwards, forward to CAS-DO for the Dean's signature	None	4 days	
	1.5 Forward to the Office of the Chancellor for signature	None	7 days	
	1.7 Inform the availability of the document to the requesting alumni / student	None	10 min	
TOTAL		₱300.00	11 days, 40 minutes	

CAS-UPRHS.11. GRADE 7 ADMISSION

The UP Rural High School (UPRHS) Entrance Examination is a 3-hour and 20-minute comprehensive examination on the following areas: Mathematics, Filipino, Science, English.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Incoming Grade 7 students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Admission Application Form 1 2. Admission Application Form 2 (AAF2) [to be accomplished by the principal or registrar of the school] 3. Certified True Copy of Permanent School Record (Form 137) indicating Grade 5 final grades and Grade 6 1st Quarter grades 4. Certificate of Employment (if parent is a UPLB employee)	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and ready the electronic copies of the required documents before accomplishing the Admission Application Form 1 (AAF1)		None		
2. Fill-up and accomplish the Admission Application Form 1 (AAF1) thru google form	2.1 Check the completeness of the documents submitted by the applicant	None	5 minutes	UPRHS Admissions and Registration Committee (MB 204) CAS-UPRHS
	2.2 Verify the scholastic performance entries of the applicant, which includes Grade 5 final grades and Grade 6 1st Quarter grades	None	5 minutes	

	in the five subject areas: English (Language/Reading), Filipino, Mathematics, Science, and Social Studies against AAF2 and Form 137.			
	2.3 Send notification and schedule of the application fee payment and test permit claiming through an email.	None	10 minutes	
3. Pay the Application Fee and Claim the Test Permit	3.1 Receive 2 identical photographs of the applicant and the application fee payment	₱350.00 for Filipinos ₱700.00 or its equivalent in US dollars for foreign nationals /resident aliens	5 minutes	
	3.2 Issue the Test Permit		5 minutes	
4. Take the UPRHS Entrance Examination on the scheduled date of exam	4.1 Administer the UPRHS Entrance Examination	None	4 hours	
5. Check Application Results	5.1 Send notification to all the qualifiers and non-qualifiers about the result of the entrance exam.	None	30 minutes	
TOTAL		₱350.00	5 hours	

CAS-UPRHS.12. GRADE 8 AND 11 VALIDATION EXAM

The UP Rural High School (UPRHS) Validation Examination is a 1-day examination given to qualified applicants interested in transferring to UPRHS.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Incoming Grade 8 and 11 students from other schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recent ID or 2"x 2" picture 2. Certificate of Enrolment 3. For Grade 8 Applicants: Certificate of Grade 7 Rank 4. For Grade 11 Applicants: Certificate of Grade 10 Rank	UPRHS website: https://uprhs.uplb.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the Application Forms posted in the website		None		
2. Submit Application Forms via google form	2.1 Check the completeness of the documents submitted by the applicant	None	5 minutes	UPRHS Admissions and Registration Committee (MB 204) CAS-UPRHS
	2.2 Screen the scholastic performance of the applicant	None	10 minutes	
	2.3 Send notification and schedule of the application fee payment and test permit claiming through an email.	None	5 minutes	
3. Pay the Application Fee and Claim the Test Permit	3.1 Receive 2 identical photographs of the applicant and the application fee payment	See Table of Fees	5 minutes	
	3.2 Issue the Test Permit		5 minutes	

4. Take the UPRHS Validation Examination	4.1 Administer the UPRHS Validation Exam	None	4 hours	
5. Check Application Results	5.1 Send notification to all the qualifiers and non-qualifiers about the result of the validation exam.	None	30 minutes	
TOTAL		See Table of Fees	5 hours	

TABLE OF FEES	
Particulars	UP
Filipino	₱350.00
Foreign nationals/resident aliens	₱700.00 or its equivalent in US Dollars

CAS-UPRHS.13. RENTAL OF UPRHS GYMNASIUM

Granted to requesting UPLB and non-UPLB users for the conduct of varied authorized profit or non-profit activities.

Office or Division	UP Rural High School
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	UPRHS Office of the Principal (MB 203)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form		None		<i>Client</i>
2. Submit to the Administrative Staff	2.1 Receive the request form	None	5 minutes	<i>Administrative Assistant II (MB 203) CAS-UPRHS</i>
	2.2 Check if the requested date is not conflict with the school's schedule of activities	See Table of Fees	30 minutes	
3. Forward to the Principal	5.1 Approve / disapprove the request	None	25 minutes	<i>Principal/Head of Unit (MB 203) CAS-UPRHS</i>
TOTAL		See Table of Fees	1 hour	

TABLE OF FEES	
Particulars	UP
Daytime rent	₱175.00/hour
Nighttime rent	₱275.00/hour

**COLLEGE OF DEVELOPMENT
COMMUNICATION
DEPARTMENT OF DEVELOPMENT
BROADCASTING AND TELECOMMUNICATION
EXTERNAL SERVICES**

CDC-DDBT.1. STUDIO RESERVATION

Service for requesting to use of Radio and TV Studio

Office or Division	College of Development Communication, Department of Development Broadcasting and Telecommunication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for Use of Facilities	Requesting Party
2. Reservation Schedule	Department Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request studio use schedule thru website	1.1 Check email for new request	None	5 minutes	<i>Faculty-in-Charge</i> CDC-DDBT
2. Confirm reservation	1.2 Approve/disapprove reservation schedule	None	15 minutes	<i>Media Production Assistant</i> CDC-DDBT
3. Reservation approved/disapproved	3.1. Reserve schedule 3.2. Email requestor on approval/disapproval	None	15 minutes	<i>Media Production Assistant</i> CDC-DDBT
TOTAL		None	35 minutes	



**COLLEGE OF DEVELOPMENT
COMMUNICATION
DEPARTMENT OF DEVELOPMENT
BROADCASTING AND TELECOMMUNICATION
INTERNAL SERVICES**

CDC-DDBT.2. STUDIO RESERVATION

Service for requesting to use of Radio and TV Studio

Office or Division	College of Development Communication, Department of Development Broadcasting and Telecommunication
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for Use of Facilities	Requesting Party
2. Reservation Schedule	Department Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving the request letter	1.1 Confirm receipt of the request letter	None	4 Hours	<i>Administrative Staff</i> CDC-DDBT
	1.2 Request for approval of the CDC-DDBT Department Chairperson on the request	None		Department Chair <i>CDC-DDBT</i> or Dean <i>CDC</i>
2. Reservation of Studio	2.1 Booking of schedule thru website based on the requested dates cited in the approved request letter	None	1 Hour	<i>Media Production Assistant</i> CDC-DDBT
3. Confirm reservation	3.1 Inform the requestor either via call / email on the approved schedule	None	1 Hour	<i>Media Production Assistant</i> CDC-DDBT
TOTAL		None	6 Hours	



**COLLEGE OF DEVELOPMENT
COMMUNICATION
CDC LIBRARY
EXTERNAL SERVICES**



CDC-LIB.1. INTERNET / COMPUTER SERVICE

Use of Library computers and other handheld technologies

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID or Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner	None	1 minute	College Librarian I CDC-Library Junior Library Assistant CDC-Library
2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID	None	1 minute	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID	None	1 minute	
TOTAL		None	3 minutes	

CDC-LIB.2. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	College of Development Communication Library
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID or Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail/web mail or via the CDC Library Online Portal	1.1. Checks email or portal responses and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	1 minute	College Librarian I CDC-Library
	1.2. Searches the requested article in the database		3 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 min/page	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment		7 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.4. Staff scans the article			
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 minutes	
TOTAL		None	10 days and 9 minutes	

CDC-LIB.3. ONLINE REFERENCE SERVICE (EMAIL/ONLINE CHAT)

A virtual reference/query service, either in real time (chat through Messenger) or email.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1.1. Responds to the client's introduction	None	5 minutes	<i>College Librarian I</i> CDC-Library
2. Sends query thru e-mail	2.1. Answers/responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority	None	15 minutes	
TOTAL		None	20 minutes	

CDC-LIB.4. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes/client	<i>College Librarian I</i> CDC-Library
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID. 2.2. Scans the ID and the barcode of the book and selects Checkout of the KOHA Circulation Module. 2.3. Prints receipt, stamps the Book Card and slip with the date due. 2.4. Gives the book together with the ID to the client; and Inter-files the book card.	None	2 minutes/book	<i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scan the barcode of the book and select Check-in of the KOHA Circulation Module.	None		
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official Receipt (OR).	₱2.00/day for overdue book exclusive of Sundays and holidays	3 minutes/book	
TOTAL		₱2.00/day	10 minutes/book	

CDC-LIB.5. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	5 minutes per client	College Librarian I CDC-Library Junior Library Assistant
2. Borrowing of	2.1. Locates the		2 minutes per	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Book for Room Use: Requests the book by providing the author and title to the staff at the counter	book and gives the book card for signature of the borrower		book	CDC-Library
3. Signs the book Card and submit it together with ID	3.1. Serves the book and files the book Card with the ID of the borrower			
4. Returning of Room Used Book: Returns the book at the counter	4.1.Returns the ID of the borrower, inserts the book Card and returns the book on the shelf.		1 minute per book	
5. Borrowing of Overnight/Home Use: Fills-up the book card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday and 3:00PM	5.1. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. 5.2. Gives the book to the client and Inter-files the book card together with the ID.		2 minutes per book	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
every Saturday)				
6. Returning of Overnight Books: Returns the book	6.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the book Card from the file. Returns ID to the client.	Failure to return a Reserve Book: ₱1.00 for the 1st hour; ₱5.00 for the succeeding hours; and ₱50.00 for the whole day	2 minutes per book	
7. Gets ID	Inserts the book Card and returns the book on the shelf.	None	1 minutes per book	
TOTAL		₱1.00 for the 1st hour; ₱5.00 for the succeeding hours; and ₱50.00 for the whole day	8 minutes per book	

CDC-LIB.6. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (https://koha.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book				College Librarian I CDC-Library Junior Library Assistant CDC-Library
2. Accomplish the online reservation form and submits request thru https://bit.ly/cdcLibRequest	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have a KOHA account	None	5 minutes	
	2.2. Verifies the borrower's status and checks the availability of the book requested at the KOHA system	None		
	2.3. Informs the borrower via email on the availability of the requested	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material and the scheduled pick-up.			
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account	None	5 minutes	
	3.2. Fills up the book card with the borrower's name	None		
	3.3. Stamps the Book Card and slip with the date due; and Inter-files the book card.	None		
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the CDC Library Circulation Counter.	None	5 minutes/client	
	4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.	None		
	4.3. A representative may get the material/s	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.	None		
TOTAL		None	15 minutes	

CDC-LIB.7. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the ID Validation Form thru bit.ly/CDCLibIDValida	1.1. Checks and verifies the attachments first before processing	None	10 minutes	<i>College Librarian I</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
tion.	the request (UPLB ID or recent ID picture for New Freshman, Form 5 (current semester) OR SAIS screenshot that shows complete name, current semester, and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any). 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure. 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library. 1.4. Checks the name of the student at the Delinquent List and in the			<i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	KOHA system for verification purposes.			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s.		5 minutes	
3. Students receives email notification with Certification of ID Validation (if requested)	2.1. Prepares Certification of ID validation signed by the College Librarian (if requested). 2.2. Sends email notification to students along with the Certification of ID validation (if requested). 2.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library). 2.4. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		10 minutes	
TOTAL		None	25 minutes	



CDC-LIB.8. ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the ID Validation Form thru bit.ly/CDCLibIDValidation .	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (current semester) OR SAIS screenshot that shows complete name, current semester, and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any). 1.2. For wrong attachments, the staff emails the students to send the right	None	10 minutes	<i>College Librarian I</i> CDC-Library <i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to proceed with the validation procedure. 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library. 1.4. Checks the name of the student at the Delinquent List and in the KOHA system for verification purposes.			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s.		5 minutes	
3. Registers at the excel log sheet with Name, Student Number, College and Course	2.1. Put stickers on the student's ID; Return the ID to the student. 2.2.For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	21 minutes	

CDC-LIB.9. KOHA ACCOUNT CREATION AND PASSWORD RESETTNG

KOHA account is necessary for borrowing library materials. Through KOHA account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/cdcLibRequest	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a KOHA account. 1.2. Checks and verifies the account in KOHA 1.3. Staff creates and encodes students' data for his/her account with No	None	15 minutes	<i>College Librarian I</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Account. 1.4. Staff updates the students' record (reset password) in his/her existing account.			
2. Student/s receives email notification with log-in credentials	2.1.Sends email notification with log-in credentials for each account requests.	None	2 minutes	
TOTAL		None	17 minutes	

CDC-LIB.10. ONLINE SIGNING OF COLLEGE CLEARANCE

A College Clearance request is now online via email. This online system facilitates processing of college clearance for the following purposes:

Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), Leave of Absence (LOA) and Transfer to another school.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance form	CDC office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Department of Science Communication Admin Asst. and Chair evaluate, sign and send the clearance form to the CDC Library.	1.1. The College Librarian receives the clearance form, verifies client's accountability through the koha System and Delinquent database.	None	8 minutes	<i>College Librarian I</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Graduating students need to submit one hardcopy and an electronic copy of their manuscript, if not yet submitted, the staff also notifies the students via email.			
2. Settles library accountability (if any)	2.1. Sign if no accountability, otherwise advise clients to settle first the accountability.	None	1 minute	
3. Receives signed clearance	3.1. Forwarded to the next signatory and email cc the student.	None	1 minute	
TOTAL		None	10 minutes	

CDC-LIB.11. ONSITE SIGNING OF COLLEGE CLEARANCE

This on-site service facilitates the "walk-in" clearance requests for UPLB CDC Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning from AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance form	CDC Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form	1.1. The College Librarian receives the clearance form, verifies client's accountability through the koha System and Delinquent database. 1.2. Graduating students need to submit one hardcopy and an electronic copy of their manuscript.	None	8 minutes	College Librarian I CDC-Library
2. Settles library accountability (if any)	2.1. Sign if no accountability, otherwise advise clients to settle first the accountability.	None	1 minute	
3. Receives signed clearance	Return the clearance form to the student.	None	1 minute	
TOTAL		None	10 minutes	

CDC-LIB.12. ACCOUNT AUTHENTICATION REQUEST FOR REMOTE ACCESS (OPENATHENS)

This pertains on securing/authenticating an account for off-campus access to online databases.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron submits request thru https://bit.ly/cdcLibRequest .	1.1.Verifies/validates the submitted documents and authenticates the account	None	1 day	College Librarian I CDC-Library
2. Client/patron receives email notification	2.1. Sends confirmation email or email notification	None		
TOTAL		None	1 day	

CDC-LIB.13. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations and others.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron submits request thru https://bit.ly/cdcLibRequest .	1.1. Verifies the classification of the client, if UP constituents or non-UP	UP: No fee Non-UP: Local ₱50.00 processing fee Non-UP: International US\$5.00 processing fee	1 minute	College Librarian I CDC-Library
	1.2. Searches the requested material in the database and checks permission access and digitization status		2 minutes	
2. Non-UP client pays the amount	2.1. If in e-copy format or digitized already and is available in the google drive, edits restriction access for viewing only		2 minutes	
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)		5 minutes per page	
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for two weeks.		2 minutes	
TOTAL		Non-UP ₱50.00 processing fee/ US\$5.00 processing fee	15 minutes	

CDC-LIB.14. ONLINE SDI/LITERATURE SEARCH ASSISTANCE

An online search assistance request for related literature on a given topic searched in all available databases subscribed to by the University Library. This online service provides a list of references with a link to the full text sent through email.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through this link https://bit.ly/cdcLibRequest .	1.1. Checks Google sheet for the request	None	1 minute	College Librarian I CDC-Library
	1.2. Examine carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords, Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage.	None	5 minutes	
	1.3. Searches the requested topic in all possible	None	4 hrs/20 articles	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	database that may cover the subject			
	1.4. Staff downloads the searched full-text of the related literatures	None	2 minutes/ article	
2. Clients receives the requested article thru email	2.1. Send the searched related literatures/articles via email and inform the client to answer the feedback form to further improve the services.	None	10 minutes. depending on the speed of internet connection	
3. Answers the CDC Library Services Feedback Form via https://bit.ly/CDCLibFeedbackForm	3.1. Informs clients to spare a few minutes to answer the satisfaction survey/ feedback form.	None	5 minutes	
TOTAL		None	4 hours and 23 minutes	

CDC-LIB.15. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request through this link https://bit.ly/cdcLibRequest .	1.1.Uploads the document at Turnitin for similarity check and report generation.	None	1 day	College Librarian I CDC-Library
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with similarity and AI-writing reports.			
TOTAL		None	1 day	

CDC-LIB.16. ACCEPTING/HIRING OF STUDENT ASSISTANTS

Hiring of Student Assistants every semester based on the allocated hours (AH) assigned to the CDC Library.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID 2. Updated OSAM account 3. Student Assistants Orientation 4. Land Bank ATM account	Office of the University Registrar OVCSA- Office of Scholarship and Grants OVCSA- Office of Scholarship and Grants Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and Form 5 bearing	1.1.Checks presented ID and	None	1 minute	College Librarian I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registered stamp or Validated ID with stickers of current AY	Form 5			CDC-Library
2. Presents tabulated class schedule	2.1. Checks schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students.		5 minutes	
3. Proceeds for interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	settle the reason why the student is not illegible.			
4. SA generates Final SA Application form	4.1. Checks information supplied 4.2. Supervisor signs the Final Application form 4.3. Dean signs the Final Application Form 4.4. Advises the student to submit the application form to the OVCSA-OSG.		10 minutes	
TOTAL		None	21 minutes	



**COLLEGE OF DEVELOPMENT
COMMUNICATION
CDC LIBRARY
INTERNAL SERVICES**



CDC-LIB.17. INTERNET / COMPUTER SERVICE

Use of Library computers and other handheld technologies

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID or Employee's ID	office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner	None	1 minute	College Librarian I CDC-Library Junior Library Assistant CDC-Library
2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID	None	1 minute	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID	None	1 minute	
TOTAL		None	3 minutes	

CDC-LIB.18. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	College of Development Communication Library
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID or Employee's ID	office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail/web mail or via the CDC Library Online Portal	1.1.Checks email or portal responses and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/page + P50.00 processing fee/ US\$1.00 per page + US\$5.00 processing fee (scanning)	1 minute	College Librarian I CDC-Library
	1.2. Searches the requested article in the database		3 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 min/page	
	1.6. If the client is Non UP: 1.6.1.Locates the material 1.6.2.Sends bill of payment 1.6.3.Waits for the proof of payment		7 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.4. Staff scans the article			
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 minutes	
TOTAL		None	10 days and 9 minutes	

CDC-LIB.19. ONLINE REFERENCE SERVICE (EMAIL/ONLINE CHAT)

A virtual reference/query service, either in real time (chat through Messenger) or email.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1.1. Responds to the client's introduction	None	5 minutes	College Librarian / CDC-Library
2. Sends query thru e-mail	2.1. Answers/responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority	None	15 minutes	
TOTAL		None	20 minutes	

CDC-LIB.20. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes/client	<i>College Librarian I</i> CDC-Library
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID. 2.2. Scans the ID and the barcode of the book and selects Checkout of the KOHA Circulation Module. 2.3. Prints receipt, stamps the Book Card and slip with the date due. 2.4. Gives the book together with the ID to the client; and Inter-files the book card.	None	2 minutes/book	<i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scan the barcode of the book and select Check-in of the KOHA Circulation Module.	None		
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official Receipt (OR).	₱2.00/day for overdue book exclusive of Sundays and holidays	3 minutes/book	
TOTAL		₱2.00/day	10 minutes/book	

CDC-LIB.21. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	5 minutes per client	College Librarian I CDC-Library Junior Library Assistant
2. Borrowing of	2.1. Locates the		2 minutes per	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Book for Room Use: Requests the book by providing the author and title to the staff at the counter	book and gives the book card for signature of the borrower		book	CDC-Library
3. Signs the book Card and submit it together with ID	3.1. Serves the book and files the book Card with the ID of the borrower			
4. Returning of Room Used Book: Returns the book at the counter	4.1.Returns the ID of the borrower, inserts the book Card and returns the book on the shelf.		1 minute per book	
5. Borrowing of Overnight/Home Use: Fills-up the book card with the borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday and 3:00PM	5.1. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the book and selects checkout of the Koha Circulation Module. 5.2. Gives the book to the client and Inter-files the book card together with the ID.		2 minutes per book	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
every Saturday)				
6. Returning of Overnight Books: Returns the book	6.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the book Card from the file. Returns ID to the client.	Failure to return a Reserve Book: ₱1.00 for the 1st hour; ₱5.00 for the succeeding hours; and ₱50.00 for the whole day	2 minutes per book	
7. Gets ID	Inserts the book Card and returns the book on the shelf.	None	1 minutes per book	
TOTAL		₱1.00 for the 1st hour; ₱5.00 for the succeeding hours; and ₱50.00 for the whole day	8 minutes per book	

CDC-LIB.22. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar
Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (https://koha.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book				College Librarian I CDC-Library Junior Library Assistant CDC-Library
2. Accomplish the online reservation form and submits request thru https://bit.ly/cdcLibRequest	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have a KOHA account	None	5 minutes	
	2.2. Verifies the borrower's status and checks the availability of the book requested at the KOHA system	None		
	2.3. Informs the borrower via email on the availability of	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the requested material and the scheduled pick-up.			
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account	None	5 minutes	
	3.2. Fills up the book card with the borrower's name	None		
	3.3. Stamps the Book Card and slip with the date due; and Inter-files the book card.	None		
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the CDC Library Circulation Counter.	None	5 minutes/client	
	4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.	None		
	4.3. A representative may	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.	None		
TOTAL		None	15 minutes	

CDC-LIB.23. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the ID Validation Form thru	1.1. Checks and verifies the attachments first	None	10 minutes	College Librarian I CDC-Library

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
bit.ly/CDCLibIDValidation .	before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (current semester) OR SAIS screenshot that shows complete name, current semester, and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any). 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure. 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library. 1.4. Checks the name of the student at the Delinquent			<i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	List and in the KOHA system for verification purposes.			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s.		5 minutes	
3. Students receives email notification with Certification of ID Validation (if requested)	2.1. Prepares Certification of ID validation signed by the College Librarian (if requested). 2.2. Sends email notification to students along with the Certification of ID validation (if requested). 2.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library). 2.4. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		10 minutes	
TOTAL		None	25 minutes	



CDC-LIB.24. ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the ID Validation Form thru bit.ly/CDCLibIDValidation .	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (current semester) OR SAIS screenshot that shows complete name, current semester, and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any). 1.2. For wrong attachments, the staff emails the students to send the right	None	10 minutes	<i>College Librarian I</i> CDC-Library <i>Junior Library Assistant</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to proceed with the validation procedure. 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library. 1.4. Checks the name of the student at the Delinquent List and in the KOHA system for verification purposes.			
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s.		5 minutes	
3. Registers at the excel log sheet with Name, Student Number, College and Course	2.1. Put stickers on the student's ID; Return the ID to the student. 2.2.For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	21 minutes	

CDC-LIB.25. KOHA ACCOUNT CREATION AND PASSWORD RESETTNG

KOHA account is necessary for borrowing library materials. Through KOHA account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/cdcLibRequest	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a KOHA account. 1.2. Checks and verifies the account in KOHA 1.3. Staff creates and encodes students' data for his/her	None	15 minutes	<i>College Librarian I</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	account with No Account. 1.4. Staff updates the students' record (reset password) in his/her existing account.			
2. Student/s receives email notification with log-in credentials	2.1.Sends email notification with log-in credentials for each account requests.	None	2 minutes	
TOTAL		None	17 minutes	

CDC-LIB.26. ONLINE SIGNING OF COLLEGE CLEARANCE

A College Clearance request is now online via email. This online system facilitates processing of college clearance for the following purposes:

Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), Leave of Absence (LOA) and Transfer to another school.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance form	CDC office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Department of Science Communication Admin Asst. and Chair evaluate, sign and send the clearance form to	1.1. The College Librarian receives the clearance form, verifies client's accountability through the koha System and	None	8 minutes	<i>College Librarian I</i> CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the CDC Library.	Delinquent database. 1.2. Graduating students need to submit one hardcopy and an electronic copy of their manuscript, if not yet submitted, the staff also notifies the students via email.			
2. Settles library accountability (if any)	2.1. Sign if no accountability, otherwise advise clients to settle first the accountability.	None	1 minute	
3. Receives signed clearance	3.1. Forwarded to the next signatory and email cc the student.	None	1 minute	
TOTAL		None	10 minutes	

CDC-LIB.27. ONSITE SIGNING OF COLLEGE CLEARANCE

This on-site service facilitates the "walk-in" clearance requests for UPLB CDC Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning from AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Clearance form	CDC office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form	1.1. The College Librarian receives the clearance form, verifies client's accountability through the koha System and Delinquent database. 1.2. Graduating students need to submit one hardcopy and an electronic copy of their manuscript.	None	8 minutes	College Librarian I CDC-Library
2. Settles library accountability (if any)	2.1. Sign if no accountability, otherwise advise clients to settle first the accountability.	None	1 minute	
3. Receives signed clearance	Return the clearance form to the student.	None	1 minute	
TOTAL		None	10 minutes	

CDC-LIB.28. ACCOUNT AUTHENTICATION REQUEST FOR REMOTE ACCESS (OPENATHENS)

This pertains on securing/authenticating an account for off-campus access to online databases.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron submits request thru https://bit.ly/cdcLibRequest .	1.1.Verifies/validates the submitted documents and authenticates the account	None	1 day	College Librarian I CDC-Library
2. Client/patron receives email notification	2.1. Sends confirmation email or email notification	None		
TOTAL		None	1 day	

CDC-LIB.29. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations and others.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, REPS and Admin Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron submits request thru https://bit.ly/cdcLibRequest .	1.1. Verifies the classification of the client, if UP constituents or non-UP.	UP: No fee	1 minute	College Librarian I CDC-Library
	1.2. Searches the requested material in the database and checks permission access and digitization status		2 minutes	
2. Non-UP client pays the amount	2.1. If in e-copy format or digitized already and is available in the google drive, edits restriction access for viewing only	Non-UP: Local ₱50.00 processing fee	2 minutes	
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)	Non-UP: International US\$5.00 processing fee	5 minutes per page	
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for two weeks.		2 minutes	
TOTAL		Non-UP ₱50.00 processing fee/ US\$5.00 processing fee	15 minutes	



CDC-LIB.30. ONLINE SDI/LITERATURE SEARCH ASSISTANCE

An online search assistance request for related literature on a given topic searched in all available databases subscribed to by the University Library. This online service provides a list of references with a link to the full text sent through email.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through this link https://bit.ly/cdcLibRequest .	1.1.Checks Google sheet for the request	None	1 minute	College Librarian I CDC-Library
	1.2. Examine carefully the requested topic through the Expected Output/Product of the Research Project /Course, Preferred keywords, Other information that client would like to add for (either limit or expand) the searching process, and other details like year coverage.	None	5 minutes	
	1.3. Searches the requested topic in all possible database that may cover the subject	None	4 hrs/20 articles	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Staff downloads the searched full-text of the related literatures	None	2 minutes/ article	
2. Clients receives the requested article thru email	2.1. Send the searched related literatures/articles via email and inform the client to answer the feedback form to further improve the services.	None	10 minutes. depending on the speed of internet connection	
3. Answers the CDC Library Services Feedback Form via https://bit.ly/CDCLibFeedbackForm	3.1. Informs clients to spare a few minutes to answer the satisfaction survey/ feedback form.	None	5 minutes	
TOTAL		None	4 hours and 23 minutes	

CDC-LIB.31. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CDC Undergraduate students/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee ID	Office of the University Registrar, CDC Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request through this link https://bit.ly/cdcLibRequest .	1.1.Uploads the document at Turnitin for similarity check and report generation.	None	1 day	College Librarian I CDC-Library
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with similarity and AI-writing reports.			
TOTAL		None	1 day	

CDC-LIB.32. ACCEPTING/HIRING OF STUDENT ASSISTANTS

Hiring of Student Assistants every semester based on the allocated hours (AH) assigned to the CDC Library.

Office or Division	College of Development Communication Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID 2. Updated OSAM account 3. Student Assistants Orientation 4. Land Bank ATM account	Office of the University Registrar OVCSA- Office of Scholarship and Grants OVCSA- Office of Scholarship and Grants Land Bank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and Form 5 bearing Registered stamp or Validated ID with stickers of current	1.1.Checks presented ID and Form 5	None	1 minute	College Librarian I CDC-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AY				
2. Presents tabulated class schedule	2.1. Checks schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students.		5 minutes	
3. Proceeds for interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to settle the reason why the student is not illegible.	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. SA generates Final SA Application form	4.1. Checks information supplied 4.2. Supervisor signs the Final Application form 4.3. Dean signs the Final Application Form 4.4. Advises the student to submit the application form to the OVCSA-OSG.		10 minutes	
TOTAL		None	21 minutes	



**COLLEGE OF DEVELOPMENT
COMMUNICATION
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**

CDC-OCS.1. APPLICATION FOR GRADUATION

Granted to senior students wishing to graduate within the current semester.

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Graduation Form	OCS-CDC (via email)
Data Privacy Consent Form	OCS-CDC (via email)
Graduation Checklist	OCS-CDC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Google Form and submit the application/ consent forms	1. Send the invitation to all senior students to apply for graduation (via OCS google form)	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	2. Receive and record the application in the OCS google form/submission portal	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	3. Examine the entries in the Google Form	None	30 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	4. Prepare the initial graduation checklist of the student	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS
	5. Review and check the student's academic records pertaining to: a. Number of units taken and passed	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(in the BSDC curriculum) b. Subjects currently enrolled c. Subjects in the Plan of Study/revision d. Student's GWA e. Other Deficiency/ies (coordinate the matter with the student, if any)			
	6. Finalize and generate the graduation checklist	None	30 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	7. Submit the printed copy of the graduation checklist to the OUR for final evaluation	None	30 minutes	<i>Student Records Evaluator II</i> CDC-OCS
TOTAL		None	1 day, 3 hours, and 35 minutes	

CDC-OCS.2. APPLICATION FOR OVERLOAD/UNDERLOAD

Issued to students who want to enlist below or above the prescribed number of units

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Student
Overload/Underload Form	CDC-OCS
Supporting document/s (for underload only)	Student
Updated Timetable	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit a letter of request 1.2 Submit required supporting document/s	1. Receive and record the request	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2.1 Receive the overload/ underload form 2.2 Secure the signature of the adviser 2.3 Secure the signature of the department chair	2.1 Check and evaluate the status of the student 2.2 Assess the submitted supporting document/s	None	20 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3. Receive a copy of the approved overload/ underload form	3. Issue the overload/ underload form (if eligible)	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
4. Proceed with the AMIS enlistment	4. Sign the accomplished overload/ underload form	None	1 day	<i>College Secretary</i> CDC-OCS
	5. Issue a scanned copy of the approved form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
	6. Adjust the number of units to enroll in AMIS (for overload request)	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	7. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 1 hour and 5 minutes	



CDC-OCS.3. CHANGE OF ADVISER

Granted to student who wishes to change his/her thesis adviser

Who may Avail	CDC enrolled students
Type of Transaction	G2C - Government to Clients
Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Student
Change of Adviser Form	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email/inquire to OCS regarding request for Change of Adviser	1. Check student record and issue the Request for Change of Adviser form (with instructions)	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
2. Fill out and accomplish the form	2. Act on the request	None	1 day	<i>College Secretary</i> CDC-OCS
3. Receive a copy of the approved request	3. Issue a scanned copy of the approved request	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
	4. Update the OCS database	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	5. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 35 minutes	



CDC-OCS.4. CLEARANCE

Issued to students filing for LOA, shifting, honorable dismissal, graduation

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Clearance Form	CDC-OCS
Online University Clearance System Form(if needed)	OVCSA Website
Thesis Manuscript (for graduating students only)	Student
Graduation Fee Payment Receipt (if applicable)	Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the google request form	1.1 Check the student's information and process clearance form 1.2 Notify the student to get the clearance form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
2. Obtain and accomplish the clearance form	2.1 Receive the accomplished college clearance form 2.2 Receive the payment receipt (if applicable) 2.3 Review the forms for completeness of signatories	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
3. (For Graduating student), submit the hardbound and	3. Sign the accomplished college clearance	None	1 day	<i>College Secretary</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
digital manuscript to the CDC Library	form			
4.(For Graduating student), pay the graduation fee (if applicable)	4. Notify student and instruct the procedures for requesting the University clearance (if applicable)	₱300.00 (if not covered by free tuition)	5 minutes	Junior Office Assistant CDC-OCS
5. Receive a copy of the approved college clearance form	5. Approve the online university clearance request for OUR's action	None	5 minutes	Junior Office Assistant CDC-OCS
6. Request university clearance using the University online clearance system (if needed)	6. Download the Certificate of University Clearance for filing	None	10 minutes	Junior Office Assistant CDC-OCS
7. Download a copy of the Certificate of University Clearance		None		
TOTAL		₱300.00	1 day and 45 minutes	

CDC-OCS.5. CROSS REGISTRATION

Issued to students planning to cross-enroll in another UP unit

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Student
Cross Registration Form	CDC-OCS
Plan of Study	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive and record the application	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2. Receive the cross-registration form	2. Check the status of the student	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3.1 Accomplish the form 3.2 Secure the signature of the adviser for validation of subjects	3. Issue the cross-registration form	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
4. Receive the signed cross-registration form for final approval of the OUR	4. Review the accomplished cross registration form	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. Proceed to the host unit for enlistment of courses	5. Sign the accomplished cross registration form	None	1 day	<i>College Secretary</i> CDC-OCS
6. Submit a copy of the Form 5 to CDC-OCS	6. Release the signed form for submission to OUR	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
7. Submit a copy of the TCG from the host unit to CDC-OCS (at the end of the academic term)	7. Update the OCS database and file the documents in the student's permanent record folder.	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
TOTAL		None	1 day and 55 minutes	

CDC-OCS.6. DROPPING

Issued to enrolled students who wish to drop a course.

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Student
Dropping Form	CDC-OCS
Payment Receipt	Cash Division
Medical certificate (if due to health reasons)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive, check the status, and record the application	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
2. Pay the dropping fee	2.1 Instruct the payment procedures 2.2 Issue the dropping form	₱10.00/ unit	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
3.1 Receive the dropping form 3.2 Secure the signature of the adviser 3.3 Secure the signature of the FIC	3.1 Check the payment receipt 3.2 Review the accomplished dropping form 3.3 Review the supporting document (if applicable)	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
4. Receive a copy of approved dropping form	4. Sign the accomplished dropping form	None	1 day	<i>College Secretary</i> CDC-OCS
	5. Issue a scanned copy of the dropping form to	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	FIC/student			
	6. Tag the transaction in AMIS	None	10 minutes	<i>Junior Office Assistant CDC-OCS</i>
	7. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
TOTAL		₱10.00/ unit	1 day, 1 hour, and 10 minutes	

CDC-OCS.7. EXCUSE SLIP

Issued to enrolled students requesting to be excused from absence/s in classes

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Excuse Slip	CDC-OCS
Medical Certificate (if due to health reasons)	University Health Service
Other supporting documents (death certificate, etc.)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request excuse slip and present supporting documents	1. Check supporting documents	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
2.1 Accomplish the excuse slip 2.2 Return to OCS for signature	2. Issue excuse slip	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
3. Secure the	3. Sign the excuse	None	1 day	<i>College</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signatures of the FICs concerned	slip			<i>Secretary</i> CDC-OCS
4. Return the signed excuse slip to OCS for filing	4. Receive the accomplished excuse slip for filing	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 15 minutes	

CDC-OCS.8. HONORABLE DISMISSAL

Issued to CDC students who want to leave the University

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
College Clearance	CDC-OCS
University Clearance	OVCSA Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent with parent's and adviser's signatures	1. Receive, check the status, and record the request	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2.1 Proceed to the clearance procedures 2.2 Submit the accomplished clearance forms to OCS	2. Issue the college clearance form	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
3. Receive the signed clearance forms from OCS	3.1 Receive the accomplished clearance forms 3.2 Review the forms for	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness of signatories			
4. Proceed to the OUR for filing of request for Honorable Dismissal	4. Sign the clearance forms	None	1 day	<i>College Secretary CDC-OCS</i>
	5. Release the accomplished form and instruct the procedures for requesting the University clearance	None	10 minutes	<i>Junior Office Assistant CDC-OCS</i>
	6. Update the OCS database	None	5 minutes	<i>Student Records Evaluator II CDC-OCS</i>
	7. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
TOTAL		None	1 day and 45 minutes	

CDC-OCS.9. LATE ENROLLMENT REQUEST

Issued to CDC students requesting for additional enlistment of courses/modification of entries in AMIS (after the enrollment period)

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request addressed to the Dean	Student

Change of Matriculation Form (Form 26)	CDC-OCS
Other supporting document (e.g. COI)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request with adviser's signature (for OCS endorsement)	1. Receive and record the request	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
2. Accomplish Form 26	2.1 Check the status of the student, review supporting documents (if needed), and view current enlistment in AMIS 2.2 Issue Form 26	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
3. Upload the approved copy of the request to the OUR's submission portal	3. Check the prerequisite/s of the course/s listed on Form 26	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
4. Check the status of the course/s in AMIS account	4. Review and sign the letter of the student for transmittal to the Dean's Office	None	1 day	<i>College Secretary</i> CDC-OCS
	5. Scan (if approved) the copy of the request and email to the student for submission to the OUR	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 45 minutes	



CDC-OCS.10. LEAVE OF ABSENCE (LOA) FILING

Issued to CDC students who plan not to enroll for the current semester

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
LOA Form	CDC-OCS
College Clearance Form	CDC-OCS
Payment Receipt	Cash Division
Other supporting document/s (if necessary)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent	1. Receive and record the application in the OCS google sheet	None	5 minutes	<i>Student Records Evaluator II CDC-OCS</i>
2. Accomplish LOA/College clearance forms	2. Check the status of the student	None	10 minutes	<i>Student Records Evaluator II CDC-OCS</i>
3.1 Secure signatures of the parent and adviser 3.2 Secure signatures of the FICs (if currently enrolled) 3.3 Secure the signature of the OVCSA 3.4 Secure the signature of the University Librarian	3.1 Check the supporting document/s 3.2 Issue LOA/clearance forms (with instructions)	None	15 minutes	<i>Student Records Evaluator II CDC-OCS</i>
4.1 Pay for the LOA fee	4.1 Receive the accomplished		15 minutes	<i>Student Records</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2 Submit the LOA papers to OCS	LOA/clearance forms 4.2 Check the payment receipt 4.3 Review the forms for completeness of signatories	₱150.00		<i>Evaluator II</i> CDC-OCS
5. Receive a copy of the approved LOA form	5. Sign the accomplished LOA	None	1 day	<i>College Secretary</i> CDC-OCS
	6. Issue a scanned copy of the approved LOA form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
	7.1 Add a hold indicator and tag the student in AMIS 7.2 Update the OCS database	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	8. If currently enrolled, notify the concerned FICs about the approved LOA of the student	None	30 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	7. File the document in the student's permanent record folder.		5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		₱150.00	1 day, 1 hour, and 45 minutes	

CDC-OCS.11. PLAN OF STUDY (POS) SUBMISSION /POS REVISION

Issued to enrolled students who are preparing or revising their Plan of Coursework

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C-Government of Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Plan of Study Form	CDC-OCS
Revision Form (for revision of POS)	CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the Plan of Study or Revision Form	1. Receive and record the application	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
2. Consult with the academic adviser	2. Receive and evaluate the accomplished POS or Revision of POS (check the POS database when reviewing the proposed revision)	None	20 minutes	<i>Junior Office Assistant</i> CDC-OCS
3.1 Accomplish the Plan of Study Form or Revision Form 3.2 Secure the signature of the adviser 3.3 Secure the signature of the Department Chair	3. Review and approve the POS or revision of POS	None	1 day	<i>College Secretary</i> CDC-OCS
4. Submit the accomplished Plan of Study or Revision Form	4. Issue a scanned copy of the approved POS or Revision of POS	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive a copy of the approved POS or Revision Form	5. Update the OCS database (encoding)	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
	6. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 50 minutes	

CDC-OCS.12. APPLICATION FOR READMISSION

Granted to students applying for readmission

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Appeal (addressed to OVCAA)	Student
TCG, Payment Receipt	CDC-OCS/Cash Division
Summary of Acad. Performance	CDC-OCS
Unified Form	CDC-OCS
Evaluation Sheet	CDC-OCS
List of remaining subject/s approved by the Adviser (Plan of Study)	Student
Other document/s that may support the appeal (if necessary)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1 Inquire or email OCS regarding application for readmission 1.2 Accomplish	1. Notify student and instruct the procedures for online application	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the OCS google Form				
2. Request for a copy of TCG and pay the fee	2. Check and evaluate the status of the student	₱50.00/ page	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3.1 Prepare the Plan of Study 3.2 Secure the signature of the Adviser 3.3 Prepare other supporting documents 3.4 Present to the OCS for checking	3. Prepare and review the following: a. TCG b. Summary of Academic Performance c. Unified Form d. Evaluation sheet	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS
4.1 Receive the readmission papers 4.2 Accomplish the forms and obtain the required action/signature from the following: a. Adviser b. Dept. Chairman 4.3 Attend the interview with the Student Welfare Committee 4.4 Obtain the required action/signature from the following: a. OVCSA b. OVCAA	4. Issue the Readmission Forms and other documents	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. If the request is approved, wait for the copy of the result and proceed to enrollment procedures	5.1 Receive and check the accomplished Readmission Forms 5.2 Receive and examine the	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accomplished Plan of Study in relation to the remaining units of the student 5.3 Examine other required documents			
	6. Transmit the readmission papers to the Student Welfare Committee	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	7. Transmit the readmission papers to the Dean's Office for action	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	8. Release the readmission papers for transmittal to the OVCSA	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	9. Receive the result of the appeal	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	10.1 Remove the hold indicator in AMIS (if appeal is approved) 10.2 Reactivate student account in AMIS (for old-returning students) 10.3 Send enrollment schedule and procedures to the student	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	11. Set the maximum number of allowable units in AMIS for	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	readmitted students			
	12. Update the OCS database (student's status)	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	13. File the documents in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		₱50.00/ page	2 days, 2 hours, and 45 minutes	

CDC-OCS.13. APPEAL FOR EXTENSION OF RESIDENCY (MRR)

Granted to students appealing for extension of residency

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Appeal (addressed to the Dean)	Student
TCG, Payment Receipt	CDC-OCS/Cash Division
Summary of Acad. Performance noted by the College Secretary	CDC-OCS
Unified Form	CDC-OCS
Evaluation Sheet	CDC-OCS
List of remaining subject/s approved by the Adviser (Plan of Study)	Student
Other document/s that may support the appeal (if necessary)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1 Inquire with or notify OCS regarding appeal	1. Notify student and instruct the	None	10 minutes	<i>Student Records</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for extension of MR residency 1.2 Accomplish the OCS google Form	procedures for online application			<i>Evaluator II</i> CDC-OCS
2. Request for a copy of TCG and pay the fee	2. Check and evaluate the status of the student	₱50.00/ page	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3.1 Prepare the Plan of Study 3.2 Secure the signature of the Adviser 3.3 Prepare other supporting documents 3.4 Present to the OCS for checking	3. Prepare and review the following: a. TCG b. Summary of Academic Performance c. Unified Form d. Evaluation sheet	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS
4.1 Receive the extension papers 4.2 Accomplish the forms and obtain the required action/signature from the following: a. Adviser b. Dept. Chairman C. Dean	4. Issue the Extension Forms and other documents	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. If the request is approved, wait for the copy of the result and proceed to enrollment procedures	5.1 Receive and check the accomplished Extension Forms 5.2 Receive and examine the accomplished Plan of Study in relation to the remaining units of the student 5.3 Examine other required documents	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Transmit the extension papers to the Dean's Office for action	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	7. Receive the result of the appeal	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	8.1 Remove the hold indicator in AMIS (if appeal is approved) 8.2 Reactivate student account in AMIS (for old-returning students) 8.3 Send enrollment schedule and procedures to the student	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	9. Update the OCS database (student's status)	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	10. File the documents in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		₱50.00/ page	1 day 2 hours and 20 minutes	

CDC-OCS.14. REMOVAL/COMPLETION PERMIT

Issued to enrolled students when removing a grade of 4/INC obtained within the year.

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Removal/completion permit	CDC-OCS
Removal/completion gradesheet	AMIS
Payment Receipt (for special removal)	Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire with or notify OCS regarding request for removal permit 1.2 Accomplish the OCS google Form	1. Check the student's grade in the OCS database	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2. Secure instructor's signature (for the schedule of exam / submission of completion papers)	2.1 Send the removal permit form 2.2 Check the accomplished permit form 2.3 Check the payment receipt (for special removal)	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3.1 Pay the removal fee (for special removal) 3.2 Return the accomplished permit to the OCS	3.1 Received the accomplished permit 3.2 Sign the permit	₱20.00	1 day	<i>Student Records Evaluator II</i> CDC-OCS and <i>College Secretary</i> CDC-OCS
4. Take the removal exam/submit completion papers	4.1 Scan the approved removal permit 4.2 Send the approved permit	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	to the concerned FIC			
5. Check the grade status of the course/s in AMIS account	5.1 Encode the removal grade in AMIS 5.2 Submit printed copy of the removal grade to OCS	None	1 day	Faculty-in-charge
	6.1 Submit the OUR's copy of the removal grade to OUR 6.2 Update the OCS student grades database	None	20 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	7. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		₱20.00	2 days 1 hour and 5 minutes	

CDC-OCS.15. RETURN FROM LEAVE OF ABSENCE (LOA)

For returning students who previously filed for a Leave of Absence

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent to return to college	Student
AWOL Form	OCS-CDC
Payment Receipt	Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1 Inquire with or notify OCS	1. Receive and record the	None	5 minutes	<i>Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
regarding intention to return to the college 1.2 Accomplish the OCS google Form	application in the OCS google sheet/submission portal			<i>Records Evaluator II</i> CDC-OCS
2. Proceed to the enrollment procedure	2. Check and evaluate the status of the student	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	3.1 Update the OCS database 3.2 Remove hold indicator and reactivates student's account in AMIS 3.3 Assign enrollment appointment for the student in AMIS	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
TOTAL		None	35 minutes	

CDC-OCS.16. RETURN FROM ABSENCE WITHOUT LEAVE (AWOL)

Granted to returning students who previously did not enroll and did not file for a Leave of Absence

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent to return to college explaining the reason/s	Student
AWOL Form	OCS-CDC
Payment Receipt	Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1 Inquire with or notify OCS regarding intention to return to the college 1.2 Accomplish the OCS google Form	1. Receive and record the application in the OCS google sheet/submission portal	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2. Accomplish AWOL Form	2. Check and evaluate the status of the student	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3. Pay for the AWOL fee	3. Send the AWOL form including online procedures and payment of AWOL fee	₱225.00	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
4. Receive a copy of the approved AWOL form	4.1 Receive and evaluate the accomplished AWOL form 4.2 Receive and check the payment receipt	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. Proceed to the enrollment procedures	5. Review and sign the AWOL Form	None	1 day	<i>College Secretary</i> CDC-OCS
	6. Issue a scanned copy of the approved AWOL Form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
	7.1 Update the OCS database 7.2 Remove hold indicator and reactivate student's account in AMIS 7.3 Assign enrollment appointment for the student in AMIS	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
TOTAL		₱225.00	1 day, 1 hour, and 20 minutes	

CDC-OCS.17. SHIFTING TO BSDC (S1)

Granted to ASDC graduates who plan to pursue BSDC program.

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
Updated TCG	CDC-OCS
Updated BSDC timetable	CDC-OCS
Information sheet	CDC-OCS
2x2 photo	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Notify OCS of their intention to pursue BSDC 1.2 Accomplish the OCS google Form	1.1 Instruct the procedures for online application 1.2 Receive and record the application in the OCS online submission portal	None	5 minutes	<i>Student Records Evaluator II CDC-OCS</i>
2.1 Answer the online questionnaire	2.1. Evaluate the student records 2.2 Compute for student's GWA	None	1 hour	<i>Student Records Evaluator II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 Attend the admission interview	2.3 Check if the student will not reach the maximum residency rule 2.4 If eligible, notify the applicant regarding online questionnaire and the schedule of admission interview			CDC-OCS
3. Proceed to the enrollment procedures (if admitted)	3. Conduct the admission interview and act on the request (if qualified)	None	30 minutes	<i>College Secretary</i> CDC-OCS
	4. Issue the provisional notice of admission	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	5.1 Transmit the list of admitted students to the Dean for final approval 5.2 Transmit the list of admitted students to OUR for AMIS account updating	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	6. Update the OCS database	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
TOTAL		None	1 day, 1 hour, and 55 minutes	

CDC-OCS.18. SHIFTING TO BSDC (S2)

Granted to other UPLB students planning to shift to BSDC program

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
Admission Slip	CDC-OCS
Application for Shifting Form	CDC-OCS
TCG	Current College
Certificate of Good Moral	Current College
Information sheet	CDC-OCS
2x2 photo	Student
Copy of approved LOA (if applicable)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1 Inquire with or notify OCS regarding intention to shift to BSDC 1.2 Accomplish the OCS google Form	1.1 Receive and record the application in the OCS googlesheet/Online submission portal 1.2 Secure a copy of updated TCG	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2.1 Answer the online questionnaire 2.2 Attend the admission interview 2.3 Receive the admission slip 2.4 Receive the Application for Shifting Form 2.5 Receive the checklist of other requirements	2.1. Evaluate the student records 2.2 Check the number of units completed from the current college 2.3 Compute for student's GWA 2.4 Check if the student will not reach the maximum residency rule 2.5 Check the courses that may	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be credited to BSDC 2.6 Check the remaining units under the BSDC program 2.7 If eligible, notify the applicant regarding online questionnaire and the schedule of admission interview			
3. Present the admission slip to the current OCS	3. Conduct the admission interview and act on the request (if qualified)	None	30 minutes	<i>College Secretary</i> CDC-OCS
4. Accomplish all the required documents	4. Prepare the admission slip (if admitted)	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. Present the accomplished forms and other documents to CDC-OCS	5.1 Issue the admission slip 5.2 Issue the Application for Shifting Form 5.3 Issue the checklist of other requirements	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS
6. Receive a copy of the approved Application for Shifting Form	6.1 Receive the accomplished forms/other requirements 6.2 Review the completeness of the signatories/ documentary requirements	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
7. Proceed to the enrollment procedures	7. Sign the Application for Shifting Form for transmittal to the Dean's Office	None	1 day	<i>College Secretary</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8. Release the Application for Shifting Form to student for final action of the current College Secretary (serves as the permit to transfer)	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	9. Sign the endorsement letter and submit to the UPLB-OUR for AMIS account updating	None	1 day	<i>Dean</i> CDC-DO
	10. Include the student's data in the OCS database (encoding)	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	11. File the documents in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	2 days, 2 hours, and 40 minutes	

CDC-OCS.19. TRANSFERRING OUT OF THE COLLEGE (S2)

Issued to CDC students planning to shift to another course within UPLB

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
College Clearance	CDC-OCS
Admission Slip	Admitting College
Application for Shifting Form	Admitting College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit a letter of intent signed by adviser 1.2 Present a copy of the admission slip from the admitting college	1. Receive and record the request in the OCS google sheet	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2.1 Accomplish the college clearance 2.2 Accomplish the university clearance (for students transferring to another UP Campus) 2.3 Answer the online exit interview	2.1 Check the status of the student 2.2 Send the online procedures	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3. Receive the signed clearance/transfer form	3. Review and note the letter	None	1 day	<i>College Secretary</i> CDC-OCS
4. Proceed to the admitting college	4.1 Secure the admission slip from the admitting college 4.2 Receive the accomplished college clearance 4.3 Approve the online university clearance request (for students transferring to another UP Campus) 4.4 Receive and review the accomplished Application for Shifting Form	None	30 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5 Prepare the Permit to Transfer Form (for students transferring to another UP Campus)			
	5. Sign the permit to transfer/shift	None	1 day	<i>College Secretary</i> CDC-OCS
	6.1 Issue the signed Application for Shifting Form (for students shifting courses within the UPLB) 6.2 Issue the signed Permit to Transfer for transmittal to the UPLB-OUR (for students transferring to another UP Campus)	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
	7. Update the student's record in the OCS database (encoding)	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	8. Files the document in the student's permanent record folder.		5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	2 days and 1 hour and 5 minutes	

CDC-OCS.20. SUBSTITUTION OF COURSE/S

Issued to transferees from other schools and/or students who cross-registered in another UP unit/institution (for crediting purposes)

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Substitution Form	CDC-OCS
Copy of TOR from previous school/TCG from other UP units	Student
Confirmation of allowable substitution of courses (for exchange students)	UPLB-OIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inquire with or email OCS regarding request for substitution of course/s 1.2 Submit a copy of TOR/TCG 1.3 Obtain the Substitution Form	1.1 Receive and record the request in the OCS google sheet 1.2 Review the TOR 1.3 Review the Confirmation of Allowable Substitution Form (for exchange students)	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2. Accomplish the form	2. Issue the Substitution Form	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
3.1 Secure the signature of the adviser 3.2 Secure the signature of the student's home department chair	3.1 Receive the accomplished form 3.2 Affix the copy of TOR/TCG 3.3 Affix the Confirmation of Allowable	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 Secure the signature of the department chair offering the course	Substitution Form (for exchange students) 3.4 Secure endorsement of the Course Coordinator (thru endorsement slip) 3.5 Secure endorsement of the College IRO (for exchange students)			
4. Receive a copy of the approved form	4. Check and review the Substitution Form	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	5. Sign the Substitution Form	None	1 day	<i>College Secretary</i> CDC-OCS
	6. Issue a scanned copy of the approved Substitution Form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
	7. Update the OCS database (encoding)	None	5 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	8. Update the student account in AMIS	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
	9. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	2 days and 35 minutes	

CDC-OCS.21. TRUE COPY OF GRADES, CERTIFICATIONS

Issued to students for employment, scholarship, re-admission, shifting purposes, etc.

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request slip	CDC-OCS
Payment receipt	Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the request via OCS submission portal 1.2 Obtain and accomplish the request slip (for face to face request)	1. Receive and record the application in the OCS google sheet/submission portal	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
2.1 Pay the corresponding fee 2.2 Submit the payment receipt to OCS	2.1 Receive and note the payment receipt 2.2 Affix the payment receipt to the request slip (for face to face payment)	₱50.00/ page	10 minutes	<i>Junior Office Assistant</i> CDC-OCS
3. Receive the requested document/s	3. Prepare the requested document/s	None	1 day	<i>Junior Office Assistant</i> CDC-OCS
	4. Sign the document/s	None	1 day	<i>Student Records Evaluator II</i> CDC-OCS
	5. Release the requested document/s	None	10 minutes	<i>Junior Office Assistant</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱50.00/ page	2 days and 30 minutes	

CDC-OCS.22. OTHER CERTIFICATIONS (SAGA, SCHOLARSHIP FORM, STUDENT LOAN, COC, AUTHENTICATION OF DOCUMENTS)

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student Form	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form to OCS	1. Receive and record the form in the OCS google sheet	None	10 minutes	<i>Junior Office Assistant CDC-OCS</i>
2. Receive the signed document/s	2. Check and evaluate the student records	None	30 minutes	<i>Junior Office Assistant CDC-OCS</i>
	3. Sign the document/s	None	1 day	<i>College Secretary CDC-OCS</i>
	4. Release the signed document/s	None	5 minutes	<i>Junior Office Assistant CDC-OCS</i>
	TOTAL	None	1 day and 45 minutes	

CDC-OCS.23. TRANSFER APPLICATION (T1)

Granted to students from other UP campus planning to transfer to CDC-UPLB

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent	Student
TOR	Student's current school
UPLB Form No. 3	UPLB-OUR Website
PSA birth certificate	Student
Certificate of good moral character	Student's current school
Permit to Transfer Form	Student's current school
Copy of approved LOA (if applicable)	Student's current school
Diploma (if completed a program from the previous college)	Student's current school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inquire or email OCS regarding intention to transfer to CDC 1.2 Accomplish the OCS google Form	1.1 Receive and record the application in the OCS google sheet/submission portal	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2.1 Answer the online questionnaire 2.2 Attend the admission interview	2.1. Evaluate the student records 2.2 Check the number of units completed from the current college 2.3 Compute for student's GWA 2.4 Check if the student will not reach the maximum residency rule 2.5 Check the courses that may	None	1 hour	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	be credited to BSDC 2.6 Check the remaining units under the BSDC program 2.7 If eligible, notify the applicant regarding online questionnaire and the schedule of admission interview			
3. Receive the probationary admission slip	3. Conduct the admission interview and act on the request (if qualified)	None	1 day	<i>College Secretary</i> CDC-OCS
4. Submit the documentary requirements	4. Prepare the Notice of Admission (if admitted)	None	20 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. Wait for instructions from the UPLB-OUR	5. Sign the admission slip	None	1 day	<i>College Secretary</i> CDC-OCS
6. Proceed to the enrollment procedures	6.1 Issue the admission slip 6.2 Issue the checklist of other requirements	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	7. Transmit the transfer papers to the Dean for final approval	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
	8. Sign the endorsement letter and submit to the UPLB-OUR for AMIS account updating	None	1 day	<i>Dean</i> CDC-DO
	9. Include the student's data in the	None	5 minutes	<i>Student Records</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	OCS database (encoding)			<i>Evaluator II</i> CDC-OCS
	10. File the documents in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	3 days, 2 hours	

CDC-OCS.24. WAIVER OF PREREQUISITE APPLICATION

Issued to enrolled students requesting to waive the prerequisite of a course

Office or Division	Office of the College Secretary, College of Development Communication
Classification	Highly Technical
Type of Transaction	G2C - Government to Clients
Who may Avail	CDC enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of request	Student
Waiver of Prerequisite Form	CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit a letter of request 1.2 Obtain the Waiver of Prerequisite Form	1.1 Receive and records the request 1.2 Check the status of the student 1.3 Issue the Waiver of Prerequisite Form	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
2. Receive and accomplish the form	2.1 Verify the prerequisite of the subject 2.2 Check the OCS database if the subject is part of	None	15 minutes	<i>Student Records Evaluator II</i> CDC-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the student's Plan of Coursework 2.3 Check the student's grade in the OCS database			
3.1 Secure the signature of the concerned instructor of the prerequisite course which was previously failed 3.2 Secure the signature of the OVCSA (if applicable) 3.3 Secure the signature of the adviser 3.4 Secure the signature of the department chair 3.5 Secure the signature of the college committee	3.1 Review and sign the form 3.2 Forward the form to the Dean for final action	None	1 day	<i>College Secretary</i> CDC-OCS
4. Return the accomplished form to OCS	4. Approve the student request in AMIS	None	10 minutes	<i>Student Records Evaluator II</i> CDC-OCS
5. Receive a copy of the approved form	5. Issue a scanned copy of the approved Substitution Form	None	15 minutes	<i>Junior Office Assistant</i> CDC-OCS
6. Request for OCS consent thru AMIS and enlist the subject	6. File the document in the student's permanent record folder.	None	5 minutes	<i>Junior Office Assistant</i> CDC-OCS
TOTAL		None	1 day and 45 minutes	



**COLLEGE OF ECONOMICS AND
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DEPARTMENT OF AGRIBUSINESS
MANAGEMENT AND ENTREPRENEURSHIP
EXTERNAL SERVICES**



CEM-DAME.1. PROCESSING OF STUDENT FORMS

Assistance in routing and securing signatures from faculty members or authorized signatories for various student forms.

Office or Division	DAME-CEM
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Student Form (1 original copy)	Issuing Office
2. Supporting documents as required by the specific form (if applicable)	Requesting Party
<i>Note: Requirements vary depending on the type of student form submitted.</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished form and supporting documents to the department's administrative staff.	1.1 Receive and check completeness of document/s.	None	5 minutes	Requesting Party
	1.2 Record/log the request and prepare routing to concerned faculty/signatory.	None	5 minutes	Administrative Staff CEM-DAME
	1.3 Forward the form to the faculty member/ authorized signatory for review and signature.	None	1–3 working days (depending on the availability of the signatory)	Faculty Member or Authorized Signatory CEM
2. Follow up with the concerned signatory regarding the status of the form, if necessary	2.1 Release the signed form once available	None	5 minutes	Administrative Staff CEM-DAME



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the signed form from the Department Office.	3.1 Record and release the signed form	None	5 minutes	<i>Requesting Party</i>
TOTAL		None	3 days and 20 minutes	



**COLLEGE OF ECONOMICS AND
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APPLIED ECONOMICS
EXTERNAL SERVICE**



CEM-DAAE.1. CHANGE OF ADVISER/PANEL MEMBER FOR UNDERGRADUATE STUDENTS

This process applies to all DAAE undergraduate students who need to change their thesis/research adviser or panel member(s) for valid academic reasons.

Office or Division	Department of Agricultural and Applied Economics, CEM
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	DAAE Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for a change in Adviser/Panel Member (1 copy)	DAAE Virtual Window

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and accomplish the form via DAAE Virtual Window . Submit to the current academic adviser/panel member for approval. Once signed by the academic adviser/panel member, send the form via email to the UIC Chair.	1.1. Receive the document	None	5 minutes	<i>UIC Chair</i> CEM-DAAE
	1.2 Assign a new adviser/panel member.	None	1 day	<i>UIC Chair</i> CEM-DAAE
	1.3 Email the form to new adviser/panel member, copy furnished the student and department	None	5 minutes	<i>UIC Chair</i> CEM-DAAE
	1.4 Email the signed document to UIC Chair, copy furnished the student and department	None	1 day	<i>Adviser/Panel members</i> CEM-DAAE
	1.5 Sign and approve the form	None	5 minutes	<i>UIC Chair</i> CEM-DAAE
	1.6 Email the approved form to students, copy furnished the department	None	5 minutes	<i>UIC Chair</i> CEM-DAAE
TOTAL		None	2 days and 20 minutes	



CEM-DAAE.2. APPLICATION FOR THESIS DEFENSE FOR UNDERGRADUATE STUDENTS

This process applies to all DAAE undergraduate students who have completed required research/thesis work and are ready to defend their study before an academic panel.

Office or Division	Department of Agricultural and Applied Economics, CEM
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	DAAE Undergraduate Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for Thesis Defense Schedule (1 copy)	DAAE Virtual Window

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult with the academic adviser before proceeding to download and fill out the application form via DAAE Virtual Window . Confirm the availability of adviser and panelists. Submit the form to the adviser and two panelists for approval	1.1 Review and sign the form	None	2 days	<i>Adviser and Panelists</i> CEM-DAAE
	1.2 Returned he signed form to the student	None	5 minutes	<i>Adviser and Panelists</i> CEM-DAAE
2. Submit the signed form to the UIC Chair at least 3 days before the scheduled defense.	2.1. Approve and forward the form to the administrative staff for room assignment	None	5 minutes	<i>UIC Chair</i> CEM-DAAE
	2.3 Assign room and forward the	None	5 minutes	<i>Administrative Aide</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	form to the Department Chair			CEM-DAAE
	2.4 Sign the form	None	5 minutes	<i>Department Chair</i> CEM-DAAE
	2.5 Once approved by the department chair, forward the approved form to the student, advisers, and panelists.	None	10 minutes	<i>Administrative Aide</i> CEM-DAAE
TOTAL		None	2 days and 30 minutes	

CEM-DAAE.3. REQUEST FOR ENDORSEMENT LETTER FROM DAAE CHAIR

This process applies to UPLB student organizations that will conduct activities requesting support and endorsement from the Department.

Office or Division	Department of Agricultural and Applied Economics, CEM
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	UPLB Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Department Chair (1 copy)	UPLB Student Organizations

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter addressed to the Department Chair and submit to the Department through email (daae.uplb@up.edu.ph) or hard copy	1.1 Receive the document and refer to appropriate staff	None	5 minutes	<i>Administrative Officer I</i> CEM-DAAE
	1.2 Review request and prepare suggested action of the Department Chair	None	5 minutes	<i>Administrative Officer I</i> CEM-DAAE
	1.3 Clear response or sign the document.	None	2 days	<i>Department Chair</i> CEM-DAAE
2. Receive response or signed copy from the department.	2.1 Transmit a copy of the signed document to the client.	None	5 minutes	<i>Administrative Officer I</i> CEM-DAAE
TOTAL		None	2 days and 15 minutes	



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CEM-DAAE.4. LOCAL TRAVEL REQUEST

This process applies to faculty members traveling for conferences, training, seminars, benchmarking, and curriculum development activities; administrative staff traveling for official business, meetings, procurement, and coordination activities; and research staff traveling for field work, data collection, research conferences, and collaboration meetings locally.

Office or Division	Department of Agricultural and Applied Economics, CEM
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	DAAE Faculty Members, Administrative Staff, and Research Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Travel Request Form in Google Form (1 copy)	Department of Agricultural and Applied Economics, CEM
2. Letter for class arrangement to be missed during travel (1 copy)	DAAE Faculty Members
3. Invitation from requesting agency (1 copy if applicable)	DAAE Faculty Members

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit google form via Travel Request	1.1 Check the submitted travel request in email via google form	None	5 minutes	Administrative Officer or Administrative Aide CEM-DAAE
	1.2 Print the travel request	None	5 minutes	Administrative Officer or Administrative Aide CEM-DAAE
	1.3 Return to faculty member	None	5 minutes	Administrative Officer or Administrative Aide CEM-DAAE
2. Sign the travel request and submit the	2.1 Check if the requirements are complete and	None	5 minutes	Administrative Officer or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requirements to the department	travel request is properly accomplished and signed, else return to faculty member			<i>Administrative Aide</i> CEM-DAAE
	2.2 Forward to Department Chair for signature	None	5 minutes	<i>Administrative Officer</i> or <i>Administrative Aide</i> CEM-DAAE
	2.3 Approve and sign the TR	None	1 day	<i>Department Chair</i> CEM-DAAE
	2.4 Forward to Office of the Dean if the travel is 5 days or more for Dean's signature	None	10 minutes	<i>Administrative Officer</i> or <i>Administrative Aide</i> CEM-DAAE
	2.5 Approve and sign the TR	None	1 day	<i>CEM Dean</i> CEM
	2.6 Return the approved TR to the department	None	10 minutes	<i>Administrative Assistant</i> CEM-DO
	2.5 Return the original travel request to faculty members/administrative staff/research staff if it will be used for reimbursement of travel expenses, else file the TR	None	5 minutes	<i>Administrative Officer</i> or <i>Administrative Aide</i> CEM-DAAE
3. Submit the Client Satisfaction Feedback Form/Evaluation Form if for public service (if applicable)	3.1 Compile, scan and file the accomplished Client Satisfaction Feedback Form/Evaluation Form	None	5 minutes	<i>Administrative Officer</i> or <i>Administrative Aide</i> CEM-DAAE
TOTAL		None	2 days and 55 minutes	

CEM-DAAE.5. REQUEST FOR THE USE OF DAAE FACILITIES

This process applies to CEM Faculty Members and Administrative Staff requesting to reserve rooms or facilities managed by the office through the official Google Form.

Office or Division	Department of Agricultural and Applied Economics, CEM
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CEM Faculty Members and Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Google Form for the request to use DAAE facilities (1 copy)	DAAE (online)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access and submit the official room reservation google form via RESERVATION OF DAAE FACILITIES	1.1 Check the google form response	None	5 minutes	<i>Administrative Aide III</i> CEM-DAAE
	1.2 Check the reservation calendar for availability of room, if incomplete or clarifications are needed, contact and coordinate with the requestor	None	30 minutes	<i>Administrative Aide III</i> CEM-DAAE
	1.3 Approve, deny, or suggest alternative room	None	2 days	<i>Administrative Aide III</i> CEM-DAAE
TOTAL		None	2 days and 35 minutes	



**COLLEGE OF ECONOMICS AND
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EXTERNAL SERVICES**



CEM-ICOPED.1. USE OF FACILITIES

Requests for the use of ICOPED Facilities.

Office or Division	Institute of Cooperatives and Bio-Enterprise Development, College of Economics and Management
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail	Student Organizations, and Non-UPLB Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry on the availability (date) of requested facility	Requesting Party
2. Submit letter of request at least 5 days before the date of activity	Requesting Party
3. Secure activity permit (for student organizations)	Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of request	1.1 Head of unit evaluates/recommends the request to the CEM Dean	None	1 day	Requesting Party
2. Submit to Unit Head	2.1 Submit to Dean's Office for approval	None	1 day	<i>Administrative Assistant I</i> CEM-ICOPED
3. Get a copy of the approval	3.1 Issue statement of account	₱700.00/hr for UPLB users and ₱1000/hr for non-UPLB users	1 day	<i>Administrative Assistant V</i> CEM-ICOPED
4. Pay the correct fee	4.1 Request for a copy of the DV / transaction details	None	1 hour	<i>Administrative Assistant V</i> CEM-ICOPED
5. Submit proof of payment	5.1 Attach DV/transaction details to letter request	None	Within the day after payment	Requesting Party
TOTAL		Rates depend on the	3 days and 1 hour	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		applicable fees.		

*All rates for users are based from the OC Memo No. 143 s. 2022

CEM-ICOPED.2. REQUEST FOR TECHNICAL ASSISTANCE AND/OR TRAINING

Public Service.

Office or Division	Institute of Cooperatives and Bio-Enterprise Development, College of Economics and Management
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	Students, Cooperative Sectors, Government Agencies, Local and International Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prepare formal request letter 2. Training Proposal 3. MOA	Requesting Party CEM-ICOPED CEM-ICOPED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare formal request letter	1.1 Head of unit evaluates/approves the request	None	2 days	Head of Unit CEM-ICOPED
2. Meeting with the clients (discuss training details)	2.1 ICOPED and client discuss the details of engagement	Depends on the number of days and persons	1 day	Head of Unit or REPS or Faculty or Staff CEM-ICOPED
3. Preparation of Training Proposal	3.1 ICOPED prepares the proposal	None	3 days	Head of Unit or REPS CEM-ICOPED
4. Meeting with the clients (for clarification and finalization of training details)	4.1 ICOPED finalizes the proposal	Depends on the number of days	2 days	Head of Unit or REPS CEM-ICOPED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		and persons		
5. Preparation of MOA	5.1 ICOPED prepares the MOA	None	2 days	<i>Head of Unit or REPS CEM-ICOPED</i>
6. Finalization of MOA	6.1 All parties sign the MOA	Depends on the number of days and persons	5 days	<i>Requesting Party or CEM Dean or Head of Unit CEM-ICOPED</i>
TOTAL		Rates depend on the applicable hourly rates	15 days	

*All rates are based from the DOST Memo Circular 1 s. 2009



**COLLEGE OF ECONOMICS AND
MANAGEMENT
INSTITUTE OF COOPERATIVES AND BIO-
ENTERPRISE DEVELOPMENT
INTERNAL SERVICES**

CEM-ICOPED.3. USE OF FACILITIES

Requests for the use of ICOPED Facilities.

Office or Division	Institute of Cooperatives and Bio-Enterprise Development, College of Economics and Management
Classification	Simple
Type of Transaction	G2C – Government to Government
Who may Avail	UPLB Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inquiry on the availability (date) of requested facility	Requesting Party
2. Submit letter of request at least 5 days before the date of activity	Requesting Party
3. Secure activity permit (for student organizations)	Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of request	1.1 Head of unit evaluates/recommends the request to the CEM Dean	None	1 day	Requesting Party
2. Submit to Unit Head	2.1 Submit to Dean's Office for approval	None	1 day	<i>Administrative Assistant I</i> CEM-ICOPED
3. Get a copy of the approval	3.1 Issue statement of account	₱700.00/ hr for UPLB users and ₱1000.00/ hr for non-UPLB users	1 day	<i>Administrative Assistant V</i> CEM-ICOPED
4. Pay the correct fee	4.1 Request for a copy of the DV / transaction details	None	1 hour	<i>Administrative Assistant V</i> CEM-ICOPED
5. Submit proof of payment	5.1 Attach DV/transaction details to letter request	None	Within the day after payment	Requesting Party
TOTAL		Rates depend	3 days and 1 hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		on the applicable fees.		

*All rates for users are based from the OC Memo No. 143 s. 2022



**COLLEGE OF ECONOMICS AND
MANAGEMENT
CEM LIBRARY
EXTERNAL SERVICES**



CEM-LIB.1. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

The CEM Library conducts online ID validation to update student library records and enable access to UPLB library resources and services. A **Certification of ID Validation** is issued in place of an ID validation sticker and may be used for scholarship and other official requirements.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students enrolled in the current semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, AMIS Screenshot, Class Schedule	Office of the University Registrar/ Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online ID/ registration form and upload the requirements through this link: http://bit.ly/cemlibvalidation	1.1 Check and verify the accuracy of the client's information	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
	1.2 Update the student's information in UMS and in the Koha system.		10 minutes	
	1.3 Send library account credentials to the client's email address.		5 minutes	
	1.4 Send the validation certificate (in place of ID Validation stickers)		5 minutes	
2. Visit the CEM library, present ID to the reference desk to claim the	2.1 Validate ID by affixing the countersigned ID sticker	None	5 minutes	College Librarians and Administrative Aide II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ID validation sticker				CEM-LIB
TOTAL		None	35 minutes	

CEM-LIB.2. ON-SITE SIGNING OF COLLEGE LIBRARY CLEARANCE

This onsite service accommodates walk-in requests for college library clearance of UPLB students and employees for academic, employment, and administrative purposes, including graduation, transcript requests, transfer, leave of absence, ID replacement, shifting, separation, and other authorized clearance transactions.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students enrolled in the current semester, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Clearance form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form to the college librarian <i>For graduating students: Fill out the graduate exit survey and the manuscript submission form at: https://bit.ly/cemlibexitsurvey</i>	1.1 Check and verify the accuracy of the client's information	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
	1.2 Check and verify from the Delinquent Database, library records, and manuscript submission form for graduating students for any library accountability		10 minutes	
	1.3 The unit head signs the clearance form		5 minutes	
2. If with overdue books, return the materials and pay fines.	2.1. Accepts payment and issues official Receipt (OR); receives returned book/s	None	5 minutes	College Librarians and Administrative Aide II CEM-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 The unit head signs the clearance form			<i>College Librarians</i> CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.3. ONLINE SIGNING OF COLLEGE LIBRARY CLEARANCE FOR STUDENTS

This online service allows students to apply remotely for college library clearance or proof of no pending library obligations or fines.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students enrolled in the current semester, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Digitized/soft copy of the college Clearance form 2. Online submission of manuscripts for graduating students at: https://bit.ly/cemlibexitsurvey	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send the clearance form to their respective department for verification and compliance requirements. The department will send the clearance directly to the CEM library email address: cemlibrary.uplb@up.edu.ph	1.1 Check and verify the accuracy of the client's information	None	10 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB
	1.2 Check and verify from the Delinquent Database, library records, and manuscript submission form for graduating students for any library accountability		10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For graduating students: Fill out the graduate exit survey and the manuscript submission form at: https://bit.ly/cemlibexitsurvey</i> <i>Present the clearance form duly signed by the adviser and the department chair</i>	1.3 The unit head signs the clearance form		5 minutes	
2. If with overdue books, return the materials and pay fines.	2.1. Accepts payment and issues official Receipt (OR); receives returned book/s	None	5 minutes	College Librarians and Administrative Aide II CEM-LIB
	2.2 The unit head signs the clearance form	None		College Librarians CEM-LIB
TOTAL		None	30 minutes	



CEM-LIB.4. CHARGING AND DISCHARGING OF RESERVE AND REFERENCE BOOKS FOR ROOM USE

This service provides controlled access to reserve and reference materials for in library use through proper charging and discharging procedures.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students enrolled in the current semester, Alumni,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
2. Proceeds to the reference counter to give the details of the materials and deposit the student ID	2.1 Locates the book and files the book card together with the student ID	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
3. Returns the book to the counter	3.1 Returns the ID of the borrower, inserts the Book Card, make necessary record, and return the book to the shelf.	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.5. CHARGING AND DISCHARGING OF BOOKS FOR HOME USE

This service allows the borrowing of library books for home use in accordance with library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students enrolled in the current semester, Alumni,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
2. Proceeds to the Circulation area to get the book or to the reference counter to give the details of the materials	2.1 files the book card together with the student ID	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
3. Sign the bookcard and submit it to the counter together with the student ID	3.1 Pull out the client's account in the Koha system, scan the book for checkout, and indicate the date due in the book slip	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
4. Returns the book to the counter	4.1 Check in the book by scanning the barcode in the Koha system and return the book to	None	10 minutes	College Librarians and Administrative Aide II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the shelf.			CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.6. INTERNET/COMPUTER SERVICES

This service provides library users with access to computers and internet connectivity for academic and research purposes, subject to library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	Students enrolled in the current semester, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deposit the student ID at the counter and inform the staff which PC will be used.	1.1 Scans the ID to log in on the User Monitoring System (CUTS) and gives the PC number card of the preferred computer unit to the client	None	5 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB
2. Client/patron proceeds to the assigned computer unit				
3. Client returns the PC number card to library staff to log out.	3.1 Scans the ID to log out on the User Monitoring System (CUTS) and returns the ID to the client	None	5 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB
TOTAL		None	10 minutes	

CEM-LIB.7. ONLINE DOCUMENT DELIVERY SERVICE

This online service provides users with controlled viewing access to selected UPLB publications, including theses, dissertations, terminal reports, and professorial chair lectures, in accordance with library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	Students enrolled in the current semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID & Proof of Online Payment	CEM Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-UP must pay the amount and accomplish the online request form via CEM Library Request Portal or email cemlibrary.uplb@up.edu.ph	1.1. Verifies the classification of the client, whether UP constituents or non-UP.			
	1.2. Searches the requested material in the database and checks permission access and digitization status.	UP: No fee Non-UP: Local ₱50.00 processing fee		
	1.2.1. Informs the client if the requested materials fall under the following: a. Restricted b. E-Copy format is not yet available	Non-UP: International US\$5.00 processing fee	3 days	College Librarians and Administrative Aide II CEM-LIB
	1.2.2. For digitized material with a copyright year of 2021 to the recent			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	year with public access indicated in the author deposit permission form, share the material with viewing access.			
	1.2.3. For the material from 2020 and older copyright with no author deposit permission form, extract the Abstract / Executive Summary, RRL and Bibliography, and share the material with viewing access.			
	1.2.4. For materials with no e-copy, proceed with the digitization process, scan the Abstract / Executive Summary, RRL and Bibliography and redact the necessary information.			
3. Client receives an email containing the link to the material.	3.1. Sends an email containing the link to the material and informs the client about temporary access for the whole sem.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on the classification of the client	3 days	

CEM-LIB.8. ON-SITE CHARGING AND DISCHARGING OF SPECIAL COLLECTIONS

This on-site service allows the borrowing and returning of special collections, including theses, dissertations, and other special materials for use within the library only.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Citizen
Who may Avail	Students enrolled in the current semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog or CEM SC list and indicates the author and title of the manuscript on the request slip	1.1. Assists (first-time) OPAC users	None	10 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
2. Proceeds to the Special Collections area and give the request slip to the staff together with the UP ID.	2.1 Locate and serve the requested materials and file the request slip, together with the student ID	None	10 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
3. Returns the	3.1. Returns the ID of the borrower	None	10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
material and receives ID	3.2. Return the material to its designated shelf	None		<i>College Librarians and Administrative Aide II</i> CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.9. PHOTOCOPYING OF UNIVERSITY SPECIAL COLLECTIONS

This service provides staff-assisted photocopying of limited pages from university publications, including books, professorial chair lectures, and terminal reports, in accordance with library policies and copyright regulations.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	CEM Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for the title and author of the material in the library database and proceed to the assigned staff for assistance and photocopying.	1.1. Look for the material and check the permission access before photocopying. 1.1.1. For Theses and Dissertations, Abstract/ Executive Summary, RRL and Bibliography. 1.1.2. For other materials, only 1% of the total pages or one chapter.	Black and White = ₱2.00 per page Colored ₱5.00 per page	30 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Client pays the amount and signs the logsheet	3.1. Receives payment			
TOTAL		Rates depend on the applicable fees	30 minutes	

CEM-LIB.10. KOHA ACCOUNT CREATION AND PASSWORD RESETTNG

This service provides assistance in creating and resetting Koha library accounts, which are required for borrowing library materials and for accessing online services such as browsing collections, checking loans, placing reservations, recommending titles, viewing transaction history, and sending feedback.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request through the ID validation form or email at cem library.uplb@up.edu.ph	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a Koha account 1.2 Create a new client account and encode the client	None	15 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information, or pull out the client account and reset the password			
2. Student/s receives email notification with login credentials	2.1. Sends email notification with login credentials for each account requests	None	5 minutes	
TOTAL		None	20 minutes	

CEM-LIB.11. PLAGIARISM/ORIGINALITY CHECK SERVICE

This service provides plagiarism prevention and originality checking to verify the originality of academic works, in accordance with library and institutional policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request via email at cem.library.uplb@up.edu.ph along with the document or file for checking.	1.1. Verifies the attachment before processing the request 1.2 Uploads the document to Turnitin for similarity check and report generation.	None	1 day	College Librarians CEM-LIB
2. Client/patron receives email notification.	2.1. Sends confirmation email or email	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	notification along with similarity and AI-writing reports.			
TOTAL		None	1 day	



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CEM-LIB.12. LIBRARY INSTRUCTION SERVICE

A course-embedded instruction (either face-to-face or online via Zoom) with discussions focused on using and accessing relevant library resources and services for the desired student learning outcomes.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

	WHERE TO SECURE
Letter of Request	Submitted by the requesting client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/ Patron submits request via email containing the topic or module being requested	1.1. Confirms schedule and module topic	None	1 day	College Librarians CEM-LIB
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification containing details on the conduct of the instructional session. 2.2 Conduct the session on the agreed date	None		
TOTAL		None	1 day	



CEM-LIB.13. ON-SITE SIGNING OF COLLEGE LIBRARY CLEARANCE

This onsite service accommodates walk-in requests for college library clearance of UPLB students and employees for academic, employment, and administrative purposes, including graduation, transcript requests, transfer, leave of absence, ID replacement, shifting, separation, and other authorized clearance transactions.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. College Clearance form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance form to the college librarian <i>For graduating students: Fill out the graduate exit survey and the manuscript submission form at: https://bit.ly/cemlibexitsurvey</i>	1.1 Check and verify the accuracy of the client's information	None	10 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
	1.2 Check and verify from the Delinquent Database, library records, and manuscript submission form for graduating students for any library accountability		10 minutes	
	1.3 The unit head signs the clearance form		5 minutes	
2. If with overdue books, return the materials and pay fines.	2.1. Accepts payment and issues official Receipt (OR); receives returned book/s	None	5 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
	2.2 The unit head signs the clearance form			<i>College Librarians CEM-LIB</i>
TOTAL		None	30 minutes	

CEM-LIB.14. ONLINE SIGNING OF COLLEGE LIBRARY CLEARANCE FOR STUDENTS

This online service allows students to apply remotely for college library clearance or proof of no pending library obligations or fines.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Digitized/soft copy of the college Clearance form 2. Online submission of manuscripts for graduating students at: https://bit.ly/cemlibexitsurvey	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send the clearance form to their respective department for verification and compliance requirements. The department will send the clearance directly to the CEM library email address: cemlibrary.uplb@up.edu.ph <i>For graduating students: Fill out the graduate exit survey and the manuscript submission form at: https://bit.ly/cemlibexitsurvey</i> <i>Present the clearance form duly signed by the</i>	1.1 Check and verify the accuracy of the client's information	None	10 minutes	College Librarians and Administrative Aide II
	1.2 Check and verify from the Delinquent Database, library records, and manuscript submission form for graduating students for any library accountability		10 minutes	
	1.3 The unit head signs the clearance form		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>adviser and the department chair</i>				
2. If with overdue books, return the materials and pay fines.	2.1. Accepts payment and issues official Receipt (OR); receives returned book/s	None	5 minutes	College Librarians and Administrative Aide II
	2.2 The unit head signs the clearance form	None		College Librarians
TOTAL		None	30 minutes	



CEM-LIB.15. CHARGING AND DISCHARGING OF RESERVE AND REFERENCE BOOKS FOR ROOM USE

This service provides controlled access to reserve and reference materials for in library use through proper charging and discharging procedures.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
2. Proceeds to the reference counter to give the details of the materials and deposit the student ID	2.1 Locates the book and files the book card together with the student ID	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
3. Returns the book to the counter	3.1 Returns the ID of the borrower, inserts the Book Card, make necessary record, and return the book to the shelf.	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.16. CHARGING AND DISCHARGING OF BOOKS FOR HOME USE

This service allows the borrowing of library books for home use in accordance with library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1. Assists (first-time) OPAC users	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
2. Proceeds to the Circulation area to get the book or to the reference counter to give the details of the materials	2.1 files the book card together with the student ID	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
3. Sign the bookcard and submit it to the counter together with the student ID	3.1 Pull out the client's account in the Koha system, scan the book for checkout, and indicate the date due in the book slip	None	10 minutes	College Librarians and Administrative Aide II CEM-LIB
4. Returns the book to the counter	4.1 Check in the book by scanning the barcode in the Koha system and return the book to	None	10 minutes	College Librarians and Administrative Aide II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the shelf.			CEM-LIB
TOTAL		None	30 minutes	

CEM-LIB.17. INTERNET/COMPUTER SERVICES

This service provides library users with access to computers and internet connectivity for academic and research purposes, subject to library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deposit the student ID at the counter and inform the staff which PC will be used.	1.1 Scans the ID to log in on the User Monitoring System (CUTS) and gives the PC number card of the preferred computer unit to the client	None	5 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB
2. Client/patron proceeds to the assigned computer unit				
3. Client returns the PC number card to library staff to log out.	3.1 Scans the ID to log out on the User Monitoring System (CUTS) and returns the ID to the client	None	5 minutes	<i>College Librarians and Administrative Aide II</i> CEM-LIB
TOTAL		None	10 minutes	

CEM-LIB.18. ONLINE DOCUMENT DELIVERY SERVICE

This online service provides users with controlled viewing access to selected UPLB publications, including theses, dissertations, terminal reports, and professorial chair lectures, in accordance with library policies.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID & Proof of Online Payment	CEM Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Non-UP must pay the amount and accomplish the online request form via CEM Library Request Portal or email cemlibrary.uplb@up.edu.ph	1.1. Verifies the classification of the client, whether UP constituents or non-UP.			
	1.2. Searches the requested material in the database and checks permission access and digitization status.	UP: No fee Non-UP: Local ₱50.00 processing fee		
	1.2.1. Informs the client if the requested materials fall under the following: a. Restricted b. E-Copy format is not yet available	Non-UP: International US\$5.00 processing fee	3 days	College Librarians and Administrative Aide II CEM-LIB
	1.2.2. For digitized material with a copyright year of 2021 to the recent			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	year with public access indicated in the author deposit permission form, share the material with viewing access.			
	1.2.3. For the material from 2020 and older copyright with no author deposit permission form, extract the Abstract / Executive Summary, RRL and Bibliography, and share the material with viewing access.			
	1.2.4. For materials with no e-copy, proceed with the digitization process, scan the Abstract / Executive Summary, RRL and Bibliography and redact the necessary information.			
3. Client receives an email containing the link to the material.	3.1. Sends an email containing the link to the material and informs the client about temporary access for the whole sem.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rates depend on the classification of the client	3 days	

CEM-LIB.19. ON-SITE CHARGING AND DISCHARGING OF SPECIAL COLLECTIONS

This on-site service allows the borrowing and returning of special collections, including theses, dissertations, and other special materials for use within the library only.

Office or Division	CEM Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	Members of the faculty, REPS, and administrative staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog or CEM SC list and indicates the author and title of the manuscript on the request slip	1.1. Assists (first-time) OPAC users	None	10 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
2. Proceeds to the Special Collections area and give the request slip to the staff together with the UP ID.	2.1 Locate and serve the requested materials and file the request slip, together with the student ID	None	10 minutes	<i>College Librarians and Administrative Aide II CEM-LIB</i>
3. Returns the	3.1. Returns the ID of the borrower	None	10 minutes	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
material and receives ID	3.2. Return the material to its designated shelf	None		<i>College Librarians and Administrative Aide II CEM-LIB</i>
TOTAL		None	30 minutes	



**COLLEGE OF ECONOMICS AND
MANAGEMENT
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**



CEM-OCS.1. TRUE COPY OF GRADES/CERTIFICATION

Requests made by undergraduate students and alumni for use in scholarship applications, employment processes, and other official requirements.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students and Alumni of CEM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online request via GForm or in-person request	CEM Office of the College Secretary, via QR scan, or through email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests a TCG/Certification by filling out the request slip or the GForm	1.1. The Administrative Assistant emails the amount to be paid or indicates it on the request slip after verifying the student's records	None	5 minutes	<i>Administrative Assistant</i> CEM-OCS
2. The student pays the prescribed fee at the Cashier's Office or through the designated online payment facility, and submits a copy of the official receipt to the OCS	2.1. The OCS processes the student's application	₱50 x no. of pages	5 days	<i>Administrative Assistant</i> or <i>Student Records Evaluator</i> or <i>College Secretary</i> CEM OCS
3. The student claims the TCG/Certification upon presentation of the student ID	3.1. The Administrative Assistant issues the document	None	2 minutes	<i>Administrative Assistant</i> CEM-OCS
TOTAL		₱50.00 x no. of pages	5 days and 7 minutes	



CEM-OCS.2. APPLICATION FOR READMISSION / EXTENSION OF RESIDENCY

Applications submitted by students seeking Readmission or an Extension of the Maximum Residency Rule (MRR).

Office or Division	Office of the College Secretary (OCS)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Appeal, using the format available at the OCS	Requesting Party
2. Plan of Study (POS) for the Remaining Subjects - The student shall list the remaining subjects and indicate their distribution by semester and academic year - For students applying for Readmission or Readmission with Extension, the maximum allowable academic load during the semester of return shall be 12 units	CEM Office of the College Secretary
3. Notarized Affidavit of Non-Enrollment (for students who have not been enrolled or have been on AWOL for an extended period), if required	CEM Office of the College Secretary
4. Payment Slip	CEM Office of the College Secretary
5. True Copy of Grades (TCG)	CEM Office of the College Secretary
6. Summary of Academic Performance (SAP)	CEM Office of the College Secretary
7. Evaluation Sheet	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the Letter of Appeal together with the POS and, if required, the Notarized Affidavit of Non-Enrollment, and pays the prescribed fee at the Cashier's Office or through	1.1. The OCS processes the student's application	₱50.00 x no. of pages	3 days	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated online payment facility for the issuance of the TCG and SAP				
2. The student collects the Readmission/Extension documents from the OCS upon presenting the student ID and official receipt, and secures the recommendation of the signatories	2.1. The signatories approve or disapprove the student's application	None	10 days	<i>Adviser, CEM</i> <i>and</i> <i>Chairperson or Institute Director CEM</i> <i>and</i> <i>College Dean CEM</i> <i>and</i> <i>Vice Chancellor for Student Affairs OVCSA</i> <i>and</i> <i>Vice Chancellor for Academic Affairs OVCAA</i>
3. The student gets a copy of the decision from the OCS upon presenting the student ID	3.1. The Administrative Assistant gives the student a copy of the decision	None	1 minute	<i>Administrative Assistant CEM-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱50.00 x no. of pages	13 days and 1 minute	

CEM-OCS.3. REMOVAL/COMPLETION OF 4.0/INC

Issued to students for the removal or completion of a grade of 4.0 or Incomplete (INC) that has not yet lapsed.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Removal/Completion Permit	CEM Office of the College Secretary
2. Removal/Completion Grade Sheet	CEM Office of the College Secretary
3. Payment Slip for Special Removal/Completion	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student secures the Removal Permit from the OCS, completes the form, and pays the corresponding fee either at the Cashier's Office or through the designated online payment facility for special removal/completion	1.1 The Administrative Assistant issues the permit and payment slip for special removal/completion	₱10.00 x units	2 minutes	<i>Administrative Assistant CEM-OCS</i>
2. The student returns the permit signed by the Professor, along	2.1. The OCS processes the student's permit and issues the	None	1 day	<i>Administrative Assistant or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with the official receipt to the OCS	grade sheet to the student			<i>Student Records Evaluator or College Secretary CEM-OCS</i>
3. The student submits the permit and grade sheet to the Professor on the day of the scheduled removal/completion.	3.1. The Professor administers the removal/completion examination to the student 3.2. The department submits the accomplished grade sheet to the OCS	None	5 days	<i>Professor or Chairperson or Institute Director CEM</i> <i>Administrative Staff CEM-OCS</i>
4. The student secures a copy of the grade sheet from the OCS	4.1. The OCS provides the student with a copy of the grade sheet.	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
TOTAL		₱10.00 x units	6 days and 3 minutes	

CEM-OCS.4. EXCUSE SLIP

Issued to students who missed their class/classes with valid reason/s.

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical certificate from University Health Service, Photocopy of Death Certificate, etc.	Requesting Party
2. Excuse slip	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the required supporting document/s to the OCS prior to the issuance of Excuse Slip form	1.1. The Administrative Assistant issues the Excuse Slip to the student upon verification of the required supporting document/s	None	2 minutes	<i>Administrative Assistant</i> CEM-OCS
2. The student returns the duly accomplished Excuse Slip to the OCS for processing	2.1. The OCS processes the student's Excuse Slip	None	2 days	<i>Administrative Assistant</i> <i>or</i> <i>Student Records Evaluator</i> <i>or</i> <i>College Secretary</i> CEM-OCS
3. The student claims the processed Excuse Slip and secures the signature/s of the concerned Professor/s	3.1. The OCS issues the processed Excuse Slip to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
4. The student returns the duly signed Excuse Slip to the OCS for official recording	4.1. The OCS receives and files the student's Excuse Slip	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	2 days and 4 minutes	



CEM-OCS.5. GENERAL EDUCATION (GE) PLAN OF COURSEWORK

Issued to students to map out their GE subjects.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. GE Plan of Coursework Form	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the GE Plan of Coursework form from the OCS	1.1. The Administrative Assistant issues the GE Plan of Coursework form to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
2. The student consults with his/her adviser prior to selecting the GE courses to be taken, and thereafter submits the duly accomplished form to the OCS	2.1. The OCS processes the student's GE Plan of Course Work form	None	3 days	<i>Administrative Assistant</i> or <i>Student Records Evaluator</i> or <i>College Secretary</i> CEM-OCS
3. The student claims a copy of the duly processed GE Plan of Coursework form from the OCS	3.1. The Administrative Assistant issues a copy of the duly processed GE Plan of Coursework form	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 2 minutes	



CEM-OCS.6. MAJOR PLAN OF COURSEWORK

Issued to students who are in their third year (or earlier) in the university to map out the subjects they intend to take as electives, majors, specializations, or tracks

Office or Division	Office of the College Secretary (OCS) and Department
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Major Plan of Coursework Form	CEM Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the Major Plan of Coursework form from the Department	1.1. The Administrative Staff issues the Major Plan of Coursework form to the student	None	1 minute	<i>Administrative Staff</i> CEM-OCS
2. The student consults with his/her adviser prior to selecting the courses to be taken, and thereafter submits the duly accomplished form to the OCS	2.1. The OCS processes the student's Major Plan of Course Work form	None	3 days	<i>Administrative Assistant or Student Records Evaluator or College Secretary</i> CEM-OCS
3. The student claims a copy of the duly processed Major Plan of Coursework form from the OCS and submits a photocopy to the concerned Department	3.1. The Administrative Assistant issues a copy of the duly processed Major Plan of Coursework form	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 2 minutes	



CEM-OCS.7. REVISION OF APPROVED PLAN OF COURSEWORK

Issued to students who intend to revise their approved plan of coursework.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revision Form	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the Revision form from the OCS	1.1. The Administrative Assistant issues the Revision form to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
2. The student secures the recommendation of his/her adviser and other officials as indicated in the form, and thereafter submits the duly accomplished form to the OCS	2.1. The OCS processes the student's request for Revision of the approved Plan of Coursework.	None	3 days	<i>Administrative Assistant, Student Records Evaluator, College Secretary</i> CEM-OCS
3. The student claims a copy of the duly processed Revision form from the OCS	3.1. The Administrative Assistant issues a copy of the duly processed Revision form	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 2 minutes	



CEM-OCS.8. CONSENT OF INSTRUCTOR (COI)

Issued to students enrolling in subjects that require a COI as a prerequisite.

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online request	AMIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the approval of COI via AMIS	1.1. The Faculty-in-Charge (FIC) of the course approves or disapproves of the student's request	None	3 days	<i>Faculty-in-charge</i> CEM
TOTAL		None	3 days	

CEM-OCS.9. WAIVER OF PREREQUISITE

Issued to students who intend to enroll in subjects for which the prerequisites have not yet been satisfied.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver of Prerequisite Form	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the Waiver of Prerequisite form from the OCS	1.1. The Administrative Assistant issues the Waiver of Prerequisite form to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
2. The student secures the recommendation	2.1. The OCS processes the student's Waiver	None	3 days	<i>Administrative Assistant</i> <i>or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
of the signatories and thereafter returns the duly accomplished Waiver of Prerequisite form to the OCS	of Prerequisite form			<i>Student Records Evaluator or College Secretary CEM-OCS</i>
3. The student claims the duly processed Waiver of Prerequisite form from the OCS and secures the signature of the Dean for final approval	3.1. The Administrative Assistant issues the duly processed Waiver of Prerequisite/s form to the student	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
4. The student returns the Waiver of Prerequisite form, duly signed by the Dean, to the OCS for official recording	4.1. The Administrative Assistant gives the student a copy of the approved Waiver of Prerequisite	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
TOTAL		None	3 days and 3 minutes	

CEM-OCS.10. OVERLOAD/UNDERLOAD PERMIT

Issued to students who intend to register for more or fewer units than the required total number.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Overload/Underload Form	CEM Office of the College Secretary
2. Supporting documents, if required (e.g., Letter of Request, Schedule of Courses, Medical Certificate, and other relevant attachments)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student secures the Underload/Overload form, accomplishes the required entries, and attaches the necessary supporting documents (if required)	1.1. The Administrative Assistant issues the Underload/Overload form to the student upon verification of the required supporting documents (if applicable)	None	2 minutes	<i>Administrative Assistant</i> CEM-OCS
2. The student obtains the certification and endorsement of the academic adviser and the department chairperson, respectively, and returns the duly signed form to the OCS	2.1. The OCS processes the student's Underload/Overload form	None	3 days	<i>Administrative Assistant</i> <i>or</i> <i>Student Records Evaluator</i> <i>or</i> <i>College Secretary</i> CEM-OCS
3. The student claims the duly signed copy of the Underload/Overload form	3.1. The Administrative Assistant issues a copy of the duly approved Underload/Overload application to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 3 minutes	



CEM-OCS.11. SUBSTITUTION OF COURSES

Issued to students who have completed an equivalent course, not originally included in their curriculum, for crediting purposes.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Substitution of Courses Form	CEM Office of the College Secretary
2. Transcript of Records (TOR) for transferees or True Copy of Grades (TCG) for cross-registrants/others	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student secures the Substitution of Courses Form, accomplishes the required entries, and attaches the TOR or TCG	1.1. The Administrative Assistant issues the Substitution of Courses form	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
2. The student secures the recommendation of the required signatories and thereafter returns the Substitution of Courses form to the OCS for processing	2.1. The OCS processes the Substitution of Courses request of the student	None	3 days	<i>Administrative Assistant</i> or <i>Student Records Evaluator</i> or <i>College Secretary</i> CEM-OCS
3. The student claims the duly approved copy of the Substitution of Courses form	3.1. The Administrative Assistant issues a copy of the duly approved Substitution of Courses application to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 2 minutes	



CEM-OCS.12. LEAVE OF ABSENCE (LOA)

Issued to students who intend to file a Leave of Absence.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request, using the format available at the OCS	Requesting Party
2. Clearance Form	CEM Office of the College Secretary
3. LOA Form	CEM Office of the College Secretary
4. Payment slip	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the Letter of Request for LOA on or before the deadline set by the OCS, and pays the corresponding LOA fee at the Cashier's Office or through the designated online payment facility	1.1. The OCS processes the student's request	₱ 150	1 day	<i>Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS</i>
2. The student secures the documents to be accomplished for Leave of Absence (LOA) by presenting the student ID and submitting the official receipt	2.1. The Administrative Assistant issues the documents to be accomplished for Leave of Absence (LOA)	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
3. The student submits the duly signed LOA documents to the OCS on or before	3.1. The OCS approves the student's LOA	None	2 days	<i>Administrative Assistant or Student Records Evaluator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the prescribed deadline				or College Secretary CEM-OCS
3. The student claims the duly signed copy of the LOA documents	3.1. The Administrative Assistant issues a copy of the duly signed LOA documents to the student	None	1 minute	Administrative Assistant CEM-OCS
TOTAL		₱150.00	3 days and 2 minutes	

CEM-OCS.13. DROPPING A SUBJECT

Issued to students requesting to drop a registered subject during the semester.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request, using the format available at the OCS	Requesting Party
2. Application for Dropping Form	CEM Office of the College Secretary
3. Payment slip	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the Letter of Request for Dropping a Subject on or before the deadline set by the OCS, and pays the corresponding fee at the Cashier's Office or through	1.1. The OCS processes the student's request	₱10.00 x units	2 days	Administrative Assistant, or Student Records Evaluator or College Secretary CEM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated online payment facility				
2. The student claims the Dropping form to be accomplished for dropping a subject by presenting the student ID and submitting the official receipt	2.1. The Administrative Assistant issues the Dropping form to be accomplished for dropping a subject	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
3. The student submits the duly signed Dropping form to the OCS on or before the prescribed deadline	3.1. The OCS approves the student's dropping request	None	1 day	<i>Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS</i>
3. The student claims the duly signed copy of the Dropping form then gives the Professor a copy	3.1. The Administrative Assistant issues a copy of the duly signed Dropping form to the student	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
TOTAL		₱10.00 x units	3 days and 2 minutes	



CEM-OCS.14. RETURNING FROM ABSENCE WITHOUT LEAVE (AWOL)

Issued to returning students who were previously on AWOL.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. AWOL Form	OCS
2. Payment Slip	OCS
3. Medical Certificate, if the Absence Without Leave (AWOL) was health-related	University Health Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests the AWOL form from the OCS by submitting a Medical Certificate, if the reason is health-related, and pays the corresponding fee at the Cashier's Office or through the designated online payment facility	1.1. The Administrative Assistant issues the AWOL form to the student upon verification that the student is not required to file for an Extension of the Maximum Residency Rule (MRR)	₱ 225.00	1 minute	<i>Administrative Assistant CEM-OCS</i>
2. The student returns the duly accomplished AWOL form and official receipt to the OCS for processing	2.1. The OCS processes the student's request	None	3 days	<i>Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS</i>
3. The student claims the duly	3.1. The Administrative	None	1 minute	<i>Administrative Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
signed copy of the AWOL form	Assistant issues a copy of the duly signed AWOL form to the student			CEM-OCS
TOTAL		₱ 225.00	3 days and 2 minutes	

CEM-OCS.15. CROSS-REGISTRATION

Issued to UPLB students who intend to register for specific or equivalent subjects in another Constituent University.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request, using the format available at the OCS	Requesting Party
2. Cross-registration Form	CEM Office of the College Secretary
3. Payment Slip	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the Letter of Request for Cross-Registration	1.1. The OCS processes the student's request	None	2 days	<i>Administrative Assistant or Student Records Evaluator or College Secretary</i> CEM-OCS
2. The student secures the Cross-Registration form for accomplishment	2.1. The Administrative Assistant issues the form to be accomplished	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
3. The student submits the	3.1. The OCS approves the	None	1 day	<i>Administrative Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
accomplished Cross-Registration form to the OCS	student's Cross-Registration request and returns the accomplished form to the student			<i>or</i> <i>Student Records Evaluator</i> <i>or</i> <i>College Secretary</i> CEM-OCS
4. The student submits a photocopy of the Cross-Registration form, duly signed by the Registrar, to the OCS	4.1. The Administrative Assistant files the document	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
5. The student submits a copy of his/her Form 5, TCG/TOR, and the Acknowledgement (detached from the Cross-Registration form and signed by the Registrar of the host unit), obtained from the Constituent University where he/she cross-enrolled, after the end of the semester	5.1. The Administrative Assistant files the documents	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 3 minutes	

CEM-OCS.16. CHANGE OF MATRICULATION

Issued to students who intend to modify their registration by adding, replacing, or removing subjects within a set period after general registration.

Office or Division	Complex
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPLB Modified Form 26	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student requests for a copy of the Change of Matriculation form	1.1. The Administrative Assistant issues a copy of the form to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
2. The student completes the form, secures the required signatures from the FIC and the adviser, and returns it to the OCS	2.1. The OCS processes the student's request	None	3 days	<i>Administrative Assistant</i> or <i>Student Records Evaluator</i> or <i>College Secretary</i> CEM-OCS
3. The student claims the approved copy of the Change of Matriculation then updates his/her enrollment in AMIS during the Change of Matriculation period	3.1. The Administrative Assistant issues a copy of the approved Change of Matriculation to the student	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
TOTAL		None	3 days and 2 minutes	

CEM-OCS.17. SHIFTING TO CEM

Admission applications from other-college students to CEM programs.

Office or Division	Office of the College Secretary (OCS)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent, approved by the student's current College	Requesting Party
2. True Copy of Grades (TCG) for evaluation	CEM Office of the College Secretary
3. Information Sheet	CEM Office of the College Secretary
If accepted	
4. Proof of Admission	CEM Office of the College Secretary
5. Student Information Sheet	CEM Office of the College Secretary
6. GE Plan of Coursework	CEM Office of the College Secretary
7. Major Plan of Coursework (if needed)	CEM Office of the College Secretary
8. Substitution of Courses (if needed)	CEM Office of the College Secretary
9. TCG for permanent copy of CEM	CEM Office of the College Secretary
10. Certification of Good Moral	CEM Office of the College Secretary
11. Certification of No Contract	CEM Office of the College Secretary
12. Clearance Form	CEM Office of the College Secretary
13. Permit to Transfer Form	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a Letter of Intent (approved by his/her college) and a TCG for evaluation purposes, together with the information sheet, on or before the deadline	1.1. The Administrative Assistant receives the requirements and gives the student the information sheet to be filled out and returned	None	1 minute	<i>Administrative Assistant CEM-OCS</i>
2. The student reports to the department for an	2.1. The Student Admission Committee	None	6 days	<i>Student Admission Committee</i>

interview, if needed	evaluates the application and interviews the student			CEM-OCS
3. If the student is accepted, they claim the Proof of Admission and the forms to be completed. The student then submits the Proof of Admission to the current college	3.1 The Administrative Assistant issues the Proof of Admission and the forms to be accomplished	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
4. The student submits the required documents and the accomplished forms on or before the deadline	4.1. The OCS processes the documents and issues a copy to the student	None	1 day	<i>Administrative Assistant or Student Records Evaluator or College Secretary</i> CEM-OCS
TOTAL		None	7 days and 2 minutes	

CEM-OCS.18. SHIFTING DEGREE PROGRAM

Filed by CEM students who want to shift to another degree within UPLB.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent, using the format available at the OCS (CEM)	Requesting Party
2. True Copy of Grades (TCG) for evaluation	CEM Office of the College Secretary
If accepted	
3. Proof of Admission	CEM Office of the College Secretary
4. TCG for permanent copy of the accepting college	CEM Office of the College Secretary

5. Certification of Good Moral	CEM Office of the College Secretary
6. Certification of No Contract	CEM Office of the College Secretary
7. Clearance Form	CEM Office of the College Secretary
8. Permit to Transfer Form	CEM Office of the College Secretary
9. Payment Slip	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a Letter of Intent	1.1. The OCS processes the request of the student	None	1 day	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS
2. The student requests the TCG for evaluation, pays the prescribed fee at the Cashier's Office or through the designated online payment facility, and submits the official receipt	2.1. The OCS processes the request of the student	₱ 50.00 x no. of pages	3 days	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS
3. If the student is accepted, the student submits the Proof of Admission and requests the requirements from CEM to be submitted to the accepting college, pays the prescribed fee at the Cashier's Office or through the designated online payment	3.1. The OCS processes the request of the student	TCG/ Certification: ₱ 50.00 x no. of pages Clearance: ₱ 30.00	3 days	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS

facility, and then submits the official receipt				
TOTAL		Rates depend on the applicable fees.	7 days	

CEM-OCS.19. TRANSFER TO CEM FROM ANOTHER CONSTITUENT UNIVERSITY (CU)

Filed by students from other CUs who want to transfer to CEM.

Office or Division	Office of the College Secretary (OCS)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. True Copy of Grades (TCG) for evaluation	CEM Office of the College Secretary
2. Admission Application	CEM Office of the College Secretary
3. Certificate of Enrollment	CEM Office of the College Secretary
4. Certificate of No Contract	CEM Office of the College Secretary
5. Certificate of Good Moral	CEM Office of the College Secretary
If accepted	
6. Notice of Acceptance	CEM Office of the College Secretary
7. Student Information Sheet	CEM Office of the College Secretary
8. GE Plan of Coursework	CEM Office of the College Secretary
9. Major Plan of Coursework (if needed)	CEM Office of the College Secretary
10. Substitution of Courses (if needed)	CEM Office of the College Secretary
11. Transcript of Records (TOR) for permanent copy of UPLB	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits TCG, Admission Application, Certificate of Enrollment, Certificate of No	1.1. The Administrative Assistant reviews the submitted documents and forwards them to the concerned	None	6 days	<i>Administrative Assistant or Student Admission Committee</i>

Contract, and Certificate of Good Moral	Department for evaluation			CEM-OCS
2. The student awaits the issuance of the Notice of Acceptance	2.1. If the student is accepted, the Administrative Assistant issues the Notice of Acceptance	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
3. The student submits TOR	3.1. The Administrative Assistant receives the TOR and provides the student with the required forms to complete and accomplish	None	1 minute	<i>Administrative Assistant</i> CEM-OCS
4. The student submits the accomplished forms	4.1. The OCS processes the submitted documents and issues a copy of the documents to the student	None	1 working day	<i>Administrative Assistant</i> <i>or</i> <i>Student Records Evaluator</i> <i>or</i> <i>College Secretary</i> CEM-OCS
TOTAL		None	7 days and 2 minutes	

CEM-OCS.20. TRANSFER TO ANOTHER CONSTITUENT UNIVERSITY (CU)

Filed by CEM students who intend to transfer to other CUs.

Office or Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent, using the format available at the OCS (CEM)	Requesting Party
2. True Copy of Grades (TCG) for evaluation	CEM Office of the College Secretary
If accepted	

3. Proof of Admission	Accepting Campus Unit
4. TCG for permanent copy of the accepting college	CEM Office of the College Secretary
5. Certificate of Enrollment	CEM Office of the College Secretary
6. Certificate of No Contract	CEM Office of the College Secretary
7. Certificate of Good Moral	CEM Office of the College Secretary
8. College Clearance Form	CEM Office of the College Secretary
9. Payment slip	CEM Office of the College Secretary
10. Permit to Transfer Form	CEM Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits a Letter of Intent	1.1. The OCS processes the request of the student	None	1 day	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS
2. The student requests the TCG for evaluation, pays the prescribed fee at the Cashier's Office or through the designated online payment facility, and submits the official receipt	2.1. The OCS processes the request of the student	₱50.00 x no. of pages	3 days	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS
3. If the student is accepted, the student submits the Proof of Admission and requests the requirements from CEM to be submitted to the accepting college, pays the prescribed fee at	3.1. The OCS processes the request of the student	TCG/ Certification: ₱ 50 x no. of pages Clearance: ₱ 30.00	3 days	Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Cashier's Office or through the designated online payment facility, and submits the official receipt				
TOTAL		Rates depend on the applicable fees.	7 days	

CEM-OCS.21. COLLEGE CLEARANCE

Filed by CEM students for College Clearance

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter for transferring/shifting using the format available at the OCS (No need to submit letter if Graduating or Requesting for TOR)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student submits the letter to the OCS	1.1. The OCS processes the request of the student 1.2. The Administrative Assistant issues payment slip	None	1 day	<i>Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS</i>
2. The student pays the prescribed fee at	2.1. The OCS issues college clearance form	₱30.00 (for transferri	1 minute	<i>Administrative Assistant CEM-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Cashier's Office or through the designated online payment facility, and submits a copy of the official receipt to the OCS	and attach the approved letter to the form	ng/shifting only)		
3. The student secures the required signatures then submits the clearance to the OCS.	1. The Administrative Assistant receives the clearance then issues a copy to the student after the College Secretary signs the Clearance	None	1 day	<i>Administrative Assistant or Student Records Evaluator or College Secretary CEM-OCS</i>
TOTAL		₱ 30.00 (for transferring/shifting only)	2 days and 1 minute	

CEM-OCS.22. UNIVERSITY CLEARANCE

Filed by CEM students for University Clearance

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OSAM account	Office of the Vice Chancellor for Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student logs in to https://uplbosa.org / and follows the	1.1 For college approval, the Administrative Assistant reviews	None	1 day	<i>Administrative Assistant CEM-OCS</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
instructions provided for processing the university clearance.	and approves the student's clearance.			
TOTAL		None	1 day	



**COLLEGE OF ECONOMICS AND
MANAGEMENT
OFFICE OF THE DEAN
EXTERNAL SERVICES**

CEM-DO.1. RECOMMENDATION/ENDORSEMENT LETTER FROM THE DEAN

Issued to clients requesting a recommendation and endorsement letter.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Faculty/Staff: 201 File 2. For Students: Student Records	1. Applicant's home unit/department or Office of the Dean, CEM 2. Office of the College Secretary, CEM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request/Personal Appearance at the Office of the Dean A. For Faculty	1.1 Receive document 2. Return the letter request with action	None	3 days	<i>Administrative Assistant II</i> CEM-DO
B. For Student B.1 Student will fill-up the required information & affix signature	1.2 Students will fill-up the required information and affix signature. Endorsed by: (1) Adviser (2) Department Head	None		<i>College Secretary</i> CEM-DO
2. College Secretary acts on the request on behalf of the Dean of the College	2.1 College Secretary acts on the request on behalf of the Dean of the College approval. Note: This should be accomplished in duplicate copies (1 for student, 1 for file)	None		<i>College Dean,</i> CEM-DO <i>Administrative Assistant</i> CEM-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Return the letter request with action			
TOTAL		None	3 days	

CEM-DO.2. REQUEST FOR THE USE OF CEM FACILITIES

Issued to clients requesting the use of CEM Facilities.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB Students, Alumni and non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Dean endorsed by the following: 1.A For student request: OSA Activity Permit (Student) 1.B For faculty request: CEM Building Permit (beyond 5 p.m. activities) must be endorsed by the Department Chair	1. Applicant 1.A UPLB Office of Student Affairs (OSA) 1.B Office of the Department Chair/ Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Letter request addressed to the Dean endorsed by the following: A. for student request, it must be endorsed by the Faculty-in-charge/ adviser or department chair; B. for Faculty request, it must be endorsed by the department chair.	None	3 days	<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Attachments (if for exhibit, floor plan and layout)	2. If for exhibit, layout and floor plan to be approved by the Building Administrator	None		<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i>
3. Payment of fees	3.1 Proceed to the Cashier's Office for payment of fees 3.2 Submit copy of payment/DV Number for proof of processing of payment if fund transfer. 3.3 Submit receipt from the cashier's office if payment is in cash. the request on behalf of the Dean of the College approval. Note: This should be accomplished in duplicate copies (1 for student, 1 for file) 3. Return the letter request with action	None		<i>Administrative Staff OVCA-Cashier's Office or Administrative Staff CEM-DO</i>
4. Return the stamped building permit or approved OSA activity permit	4. Submit the stamped Building Permit from the University Police Force and the Approved OSA Activity Permit. Note: Building Permit should be	None		<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accomplished in triplicate copies (1 for student, 1 for the UPF & 1 for file)			<i>Administrative Assistant II</i> CEM-DO
5. Submit to the Dean's office	5.1 Receive Request letter 5.2 Stamp Date and Time received 5.3 Record documents received through docutrack and record book 5.4 Calendar/ Schedule the date of reservation 5.5 Countersign and Recommend for Dean's Approval 5.6 Return letter request with action 5.7 Check proof of payment before the use of venue	None		<i>Administrative Assistant II</i> <i>Administrative Officer I & V</i> CEM-DO
TOTAL		See Table of Fees	3 days	

FACILITY/EQUIPMENT	UP RATE (less 30%)	NON-UP RATE
1. REDREC Auditorium	₱1,000.00/HR.	₱1,500.00/HR
2. CEM Function Hal	₱700.00/HR.	₱1,000.00/HR.
3. Classroom w/ aircon	₱500.00/HR.	₱700.00/HR.
4. Exhibit	₱50.00/Day	N/A
5. Ticket Booth	₱25.00/Day	N/A

FACILITY/EQUIPMENT	UP RATE (less 30%)	NON-UP RATE
6. TV	₱400.00/HR.	₱500.00/HR.
7. Extra Mic	₱80.00/HR	₱80.00/HR
8. REDREC Sound System	₱ 3,500 for the first 3 hours and additional ₱ 750/HR in excess of 4 hours	₱ 5000 for the first 3 hours additional ₱ 1,100/hour or a fraction thereof in excess of 3 hours
9. LED Wall	₱ 3,500/HR for the first 4 hours and additional ₱ 1,400/HR in excess of 4 hours	₱ 5000 for the first 4 hours and additional ₱ 2,500 in excess of 4 hours
10.CEM Function Hall Sound System	₱ 1,050 for the first 3 hours and additional ₱ 300/HR in excess of 3 hours	₱ 1,500 for the first 3 hours and additional ₱ 750/hr in excess of 4 hours
11. Reservation/Bond Fee	₱ 1,000	₱ 1,500

*All rates and 30% deduction for UP users are based from the OC Memo No. 143 s.2022

CEM-DO.3. APPROVAL OF POSTING OF PUBLICATION MATERIALS BOTH ONLINE OR THROUGH BULLETIN BOARD

Issued to clients requesting the posting of publication materials.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB Students, Alumni and non-UP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request	1. Record information 2. Stamp date received 3. Submit information to Dean for approval before posting (for online posting) 4. Sign the publication material for posting	None	1 day	<i>Administrative Assistant II Administrative Officer I & V CEM-DO</i>
TOTAL		None	1 day	

CEM-DO.4. REQUEST FOR READMISSION, EXTENSION, STUDENT LOAN, ETC.

Issued to clients requesting for approval of readmission, extension, student loan, etc.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	CEM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request	1. Submit letter request	None	2 days	<i>Student</i>
2. Screening of documents	2. The DO staff will receive and record the letter request 2.1. Screen/ check the letter along with corresponding attachments	None		<i>Administrative Assistant II Administrative Officer V CEM-DO</i>
3. Approval	3. The Dean approves and signs the request	None		<i>College Dean CEM-DO</i>
	4. Return the signed document	None		<i>Administrative Assistant II CEM-DO</i>
TOTAL		None	2 days	



**COLLEGE OF ECONOMICS AND
MANAGEMENT
OFFICE OF THE DEAN
INTERNAL SERVICES**

CEM-DO.5. RECOMMENDATION/ENDORSEMENT LETTER FROM THE DEAN

Issued to clients requesting a recommendation and endorsement letter.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Students, Faculty, and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Faculty/Staff: 201 File 2. For Students: Student Records	1. Applicant's home unit/department or Office of the Dean, CEM 2. Office of the College Secretary, CEM

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request/Personal Appearance at the Office of the Dean A. For Faculty	1.1 Receive document 2. Return the letter request with action	None	3 days	<i>Administrative Assistant II</i> CEM-DO
B. For Student B.1 Student will fill-up the required information & affix signature	1.2 Students will fill-up the required information and affix signature. Endorsed by: (1) Adviser (2) Department Head	None		<i>College Secretary</i> CEM-DO
2. College Secretary acts on the request on behalf of the Dean of the College	2.1 College Secretary acts on the request on behalf of the Dean of the College approval. Note: This should be accomplished in duplicate copies (1 for student, 1 for file)	None		<i>College Dean,</i> CEM-DO <i>Administrative Assistant</i> CEM-DO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Return the letter request with action			
TOTAL		None	3 days	

CEM-DO.6. REQUEST FOR THE USE OF CEM FACILITIES

Issued to clients requesting the use of CEM Facilities.

Office or Division	Office of the Dean, College of Economics and Management
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Dean endorsed by the following: 1.A For student request: OSA Activity Permit (Student) 1.B For faculty request: CEM Building Permit (beyond 5 p.m. activities) must be endorsed by the Department Chair	1. Applicant 1.A UPLB Office of Student Affairs (OSA) 1.B Office of the Department Chair/ Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Letter request addressed to the Dean endorsed by the following: A. for student request, it must be endorsed by the Faculty-in-charge/ adviser or department chair; B. for Faculty request, it must be endorsed by the department chair.	None	3 days	<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i>
2. Submit Attachments (if for exhibit, floor plan and layout)	2. If for exhibit, layout and floor plan to be approved by the Building Administrator	None		<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i>
3. Payment of fees	3.1 Proceed to the Cashier's Office	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for payment of fees 3.2 Submit copy of payment/DV Number for proof of processing of payment if fund transfer. 3.3 Submit receipt from the cashier's office if payment is in cash. the request on behalf of the Dean of the College approval. Note: This should be accomplished in duplicate copies (1 for student, 1 for file) 3. Return the letter request with action			<i>Administrative Staff</i> OVCA-Cashier's Office or <i>Administrative Staff</i> CEM-DO
4. Return the stamped building permit or approved OSA activity permit	4. Submit the stamped Building Permit from the University Police Force and the Approved OSA Activity Permit. Note: Building Permit should be accomplished in triplicate copies (1 for student, 1 for the UPF & 1 for file)	None		<i>Student, Faculty, REPS, Alumni, Staff, and Non-UP Applicants</i> <i>Administrative Assistant II</i> CEM-DO
5. Submit to the Dean's office	5.1 Receive Request letter 5.2 Stamp Date and Time received	None		<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3 Record documents received through docutrack and record book 5.4 Calendar/ Schedule the date of reservation 5.5 Countersign and Recommend for Dean's Approval 5.6 Return letter request with action 5.7 Check proof of payment before the use of venue			<i>Administrative Officer I & V</i> CEM-DO
TOTAL		See Table of Fees	3 days	

FACILITY/EQUIPMENT	UP RATE (less 30%)	NON-UP RATE
1. REDREC Auditorium	₱1,000.00/HR.	₱1,500.00/HR
2. CEM Function Hal	₱700.00/HR.	₱1,000.00/HR.
3. Classroom w/ aircon	₱500.00/HR.	₱700.00/HR.
4. Exhibit	₱50.00/Day	N/A
5. Ticket Booth	₱25.00/Day	N/A
6. TV	₱400.00/HR.	₱500.00/HR.
7. Extra Mic	₱80.00/HR	₱80.00/HR
8. REDREC Sound System	₱ 3,500 for the first 3 hours and additional ₱ 750/HR in excess of 4 hours	₱ 5000 for the first 3 hours additional ₱ 1,100/hour or a fraction thereof in excess of 3 hours
9. LED Wall	₱ 3,500/HR for the first 4 hours and additional ₱	₱ 5000 for the first 4 hours and additional ₱ 2,500 in

FACILITY/EQUIPMENT	UP RATE (less 30%)	NON-UP RATE
	1,400/HR in excess of 4 hours	excess of 4 hours
10. CEM Function Hall Sound System	₱ 1,050 for the first 3 hours and additional ₱ 300/HR in excess of 3 hours	₱ 1,500 for the first 3 hours and additional ₱ 750/hr in excess of 4 hours
11. Reservation/Bond Fee	₱ 1,000	₱ 1,500

*All rates and 30% deduction for UP users are based from the OC Memo No. 143 s.2022

CEM-DO.7. APPROVAL OF POSTING OF PUBLICATION MATERIALS BOTH ONLINE OR THROUGH BULLETIN BOARD

Issued to clients requesting for posting of publication materials

Office or Division	Office of the Dean, College of Economics and Management
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request	1. Record information 2. Stamp date received 3. Submit information to Dean for approval before posting (for online posting) 4. Sign the publication material for posting	None	1 day	<i>Administrative Assistant II Administrative Officer I & V CEM-DO</i>
TOTAL		None	1 day	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
AGRICULTURAL MACHINERY TESTING AND
EVALUATION CENTER
EXTERNAL SERVICE**

CEAT-AMTEC.1. APPLICATION FOR TESTING

Application Process for Agricultural and Fishery Machinery Testing

Office or Division	Agricultural Machinery Testing and Evaluation Center, College of Engineering and Agro-Industrial Technology
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers and/or other AMTEC clientele

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Test Application	AMTEC
2. Operator's Manual and Specifications	Supplier and/or other AMTEC clientele
3. Billing Statement and Official Receipt	AMTEC
4. Gate Pass	AMTEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for testing, together with the complete set of supporting documents.	1. Checklist application (for the completeness and accuracy of documents and information).	None	15 minutes	Document Control Officer CEAT-AMTEC
2. Wait for the receipt of confirmation.	2. Notify the applicant regarding the approval/disapproval of the application.	None	5 days	Document Control Officer CEAT-AMTEC
3. Pay the testing fee, either upon application or until the release of the Test Report.	3.1 Give an official Billing Statement (Form 003-A) to the applicant.	₱6,450.00 - ₱32,200.00 (depending on the type of machine being tested)	10 minutes	Document Control Officer CEAT-AMTEC
	3.2 Upon payment, present the Official Receipt to the Document Control	Refer to tables below for the rates.	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Officer			
4. Get the Test Report.	Release the Test Report to the applicant.	None	10 minutes	<i>Document Control Officer</i> CEAT-AMTEC
5. Pull-out the machines tested.	5.1 Schedule the pull-out of machines, as agreed upon with the applicant.	None	Within sixty (60) days after release of Test Report	<i>Document Control Officer</i> CEAT-AMTEC
	5.2 Sign the Gate Pass form to permit the applicant to transport the machines outside UPLB premises	None	10 minutes	<i>Document Control Officer</i> <i>Test Engineer</i> CEAT-AMTEC
TOTAL		See Table of Fees	65 days and 50 minutes	

TABLE OF FEES

AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Abaca Stripper	11,700.00	Furrower	7,500.00
Agricultural and Fisheries Commodity Dryer	18,500.00	Green Coffee Bean Sorter	10,900.00
Agricultural Trailer	10,500.00	Granular Fertilizer Applicator	16,000.00
Biomass Shredder	9,000.00	Granule Applicator	16,000.00
Cacao Grinder	9,300.00	Grater	10,500.00
Cacao Huller	9,500.00	Hammer Mill	9,000.00
Cacao Roaster	9,700.00	Harvester (Self-propelled)	14,800.00
Cassava Digger	8,750.00	Heated-Air Mechanical Grain Dryer < 2T	17,800.00
Cassava Granulator	9,000.00	Heated-Air Mechanical Grain Dryer > 2T	27,000.00
Chipping Machine	9,000.00	Laser Leveler	9,700.00
Coconut Coir Decorticator	12,900.00	Lever-Operated Knapsack Sprayer	29,200.00
Coffee Grinder	9,300.00	Mechanical Rice Thresher	12,950.00
Coffee Huller	9,500.00	Mechanical Rice Transplanter (Ride-on)	10,700.00

TABLE OF FEES

AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Coffee Pulper	11,700.00	Mechanical Rice Transplanter (Walk-behind)	10,700.00
Coffee Roaster	12,000.00	Micromill	13,000.00
Combine Harvester (Rice)	14,800.00	Mist Blower	13,000.00
Combine Harvester (Corn)	13,500.00	Mist Blower (with solids)	13,300.00
Composter	9,000.00	Multicrop Juice Extractor	10,500.00
Corn Mill	13,500.00	Multicrop Washer Peeler	8,000.00
Corn Picker	13,400.00	Paddy Seed Cleaner	10,900.00
Dehusked Corn Dryer (up to 12 hrs)	17,800.00	Peanut Grinder	9,300.00
Disc Harrow	7,300.00	Peanut Sheller	12,350.00
Disc/Moldboard Plow	7,500.00	Peanut Thresher	12,350.00
Electric Motor	20,000.00	Power Sprayer for Mango	13,000.00
Fans and Blowers	20,000.00		
Feed Mixer	8,000.00		
Fiber Decorticator	11,700.00		
Field Cultivator	7,500.00		
Forage Chopper	9,000.00		
Four-Wheel Tractor	22,000.00		

TABLE OF FEES

AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Power-Operated Corn Sheller	12,350.00	Adlai Mill	13,500.00
Pump	12,500.00	Agricultural Tramline	7,600.00
Pump set	12,500.00	Backhoe	7,000.00
Rice Drum Seeder	16,000.00	Bailing Machine	7,000.00
Rice Mill (Single Pass)	14,450.00	Banana Granulator	7,550.00
Rice Mill (Multi-Stage)	15,250.00	Banca	7,600.00
Rice Reaper	12,800.00	Bed Former	7,500.00
Rotating Sprinkler Head	12,500.00	Boom Sprayer	9,800.00

TABLE OF FEES			
AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Seeder and Planter	16,000.00	Bottle Crusher/Glass Shredder/Plastic Shredder	8,650.00
Small Engine	20,000.00	Briquetting Machine	10,250.00
Soil Auger	8,000.00	Brown Rice Stabilizer	10,500.00
Spring Tooth Harrow	7,300.00	Brush Cutter	6,450.00
Subsoiler	7,500.00	Cacao Kneader/Mixer	7,700.00
Sugarcane Planter	16,000.00	Cacao Refiner/Colloid Mill	9,300.00
Walking-type Agricultural Tractor	32,200.00	Cage Roller	9,800.00
Weeder	8,750.00	Carrot Washer cum Sorter	7,600.00
		Cashew Decorticator	9,300.00
		Cashew Nut Cracker	12,350.00
		Chisel Plow	9,800.00
		Conveyor	7,600.00
		Dozer	7,500.00
		Drone Sprayer	9,700.00
TABLE OF FEES			
AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES	FEE (Php)
Dumptrike	15,200.00	Rice Precision Seeder	13,200.00
Egg Incubator	15,650.00	Rotary Sifter	8,650.00
Feed Mill	15,400.00	Rotary Tiller	7,400.00
Feed Pellet Mill	10,250.00	Rubber Creper	7,550.00
Fertilizer Spreader/Broadcaster	10,250.00	Seed Classifier	10,900.00
Fiber Stripper	10,950.00	Sickle Bar Mover	14,800.00
Fish Deheader	7,400.00	Sickle Sword	14,800.00
Fogging Machine	7,000.00	Slicer	7,550.00
Generator Set	11,300.00	Soil Puddler	7,400.00
Grain Collector	8,000.00	Solar Panel	11,900.00
HWT	11,550.00	Sorghum Grain Sorter	10,900.00

TABLE OF FEES				
AGRICULTURAL MACHINES	FEE (Php)	AGRICULTURAL MACHINES		FEE (Php)
Levee Maker	7,500.00	Sorghum Thresher		12,950.00
Leveler	7,500.00	Soybean Grain Sorter		12,950.00
Loader	7,500.00	Sugarcane Cutter		14,800.00
Mango Pulper	10,500.00	Sugarcane Grabber		7,500.00
Mango Sprayer Nozzle	12,500.00	Sugarcane harvester		12,150.00
Manure Spreader	10,250.00	Truck-mounted Blower		26,000.00
Milking Machine	8,800.00	Uprooter		8,750.00
Mobile Elevating Work Platform	15,000.00	Vacuum Dryer		17,800.00
Mulcher	7,500.00	Vermicast Sifter		10,900.00
Multi-crop Presser	8,650.00	Windmill		7,600.00
Mungbean Sheller	12,350.00	Winnower		10,900.00
Muscovado Milling Machine	8,650.00	Knapsack Sprayer (Engine-powered)		26,800.00
Paddy Hauler	10,500.00	Knapsack Sprayer (Motor-powered)		30,600.00
Pili Nut Cracker	7,100.00	Knapsack Sprayer (Dual)		31,750.00
Polisher	9,700.00	SPIS/SPFS		11,900.00
Portable Hay Baler/Baling Machine	7,000.00	Coffee Huller, Cacao Huller/Cracker		9,500.00
Rice Fortification Machine	12,650.00			

Notes:

** Add handling fee of ₱1,500.00 for samples

** Other adjustments are based on similar machine and/or test conditions.

CEAT-AMTEC.2. ISSUANCE OF EXTRA ORIGINAL COPY/CERTIFIED TRUE COPY

Issuance Process for the Acquisition of Extra Original Copy/ Certified True Copy

Office or Division	AMTEC, CEAT
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers and/or other AMTEC clienteles

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Extra Original Copy/ Certified True Copy (CTC) in the test application form.	AMTEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Indicate if you will get an Extra Original Copy/ Certified True Copy (CTC) in the test application form.	Take note of the request.	None	5 minutes	<i>Document Control Officer</i> CEAT-AMTEC
2. Pay the fee.	Photocopy the Original Receipt.	Extra Original Copy- Php 500.00 Certified True Copy- Php 200.00	20 minutes	<i>Document Control Officer</i> CEAT-AMTEC
3. Get the Extra Original Copy/ Certified True Copy (CTC), together with the Test Report.	Release the document.	None	10 minutes	<i>Document Control Officer</i> CEAT-AMTEC
By request:				
1. Email/ text your request 2 days before.	Take note of the request.	None	5 minutes	<i>Document Control Officer</i> CEAT-AMTEC
2. Go to the AMTEC Office to get the Billing Statement.	Give the Billing Statement to the applicant for payment.	None	5 minutes	<i>Document Control Officer</i> CEAT-AMTEC
3. Pay the fee.	Photocopy the Original Receipt.	Extra Original Copy- Php 500.00 Certified True Copy- Php 200.00	20 minutes	<i>Document Control Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CEAT-AMTEC
4. Get the Extra Original Copy/ Certified True Copy (CTC).	Release the document.	None	10 minutes	<i>Document Control Officer</i> CEAT-AMTEC
TOTAL			75 minutes	

CEAT-AMTEC.3. ISSUANCE OF TEST REPORTS

Process for the Issuance of Test Reports

Office or Division	Agricultural Machinery Testing and Evaluation Center
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers and/or other AMTEC clientele

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Statement and Official Receipt	AMTEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for at least two (2) weeks from the date of testing for the release of the AMTEC Test Report.	Notify the clients of the progress of the Test Report.	None	Two (2) Weeks	<i>Document Control Officer</i> CEAT-AMTEC
	Analyze the data obtained from the testing.	None	6 hours	<i>Test Engineer</i> CEAT-AMTEC
	Draft the report.	None	4 hours	<i>Assigned Test Engineer</i> CEAT-AMTEC
	Conduct the 1st technical review of the drafted report.	None	1.5 hours	<i>Test Engineer</i> CEAT-AMTEC
	Conduct the 2nd technical review of	None	1.75 hours	<i>Any Senior Engineer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the drafted report.			CEAT-AMTEC
	Conduct the 3rd technical review of the drafted report.	None	1 hour	<i>Director</i> CEAT-AMTEC
	Incorporate the 1st set of corrections from the technical review.	None	2 hours	<i>Assigned Test Engineer</i> CEAT-AMTEC
	Proofread the report.	None	1 hour	<i>Test Engineer</i> CEAT-AMTEC
	Proofread the report for the 2nd time.	None	0.5 hour	<i>Test Engineer</i> CEAT-AMTEC
	Incorporate the 2nd set of corrections from the proofreading.	None	0.5 hour	<i>Assigned Test Engineer</i> CEAT-AMTEC
	Finalize and have it signed by the Assigned Test Engineer, verifying Senior Engineer and Director.	None	One (1) day	<i>Test Engineer and Document Control Officer</i> CEAT-AMTEC
Receive the AMTEC Test Report.	Release the AMTEC Test Report.	None	10 minutes	<i>Document Control Officer</i> CEAT-AMTEC
TOTAL		None	3 days, 2 hours and 25 minutes	

CEAT-AMTEC.4. ACCEPTANCE OF MACHINERY UNITS

Process for the Acceptance of Machinery

Office or Division	Agricultural Machinery Testing and Evaluation Center
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers and/or other AMTEC clienteles

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Delivery Receipt	Supplier		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate the schedule of delivery with AMTEC.	Take note of the schedule.	None	5 minutes	<i>Document Control Officer</i> CEAT-AMTEC
Present the delivery receipt upon delivery of the unit.	Receive the delivery receipt.	None	5 minutes	<i>Document Control Officer or Any Test Engineer</i> CEAT-AMTEC
Guide the AMTEC personnel on the conduct of inspection.	Inspect the completeness and quality of machines and its accessories being delivered.	None	1 hour	<i>Document Control Officer or Any Test Engineer</i> CEAT-AMTEC
Leave the unit with AMTEC.	Unloading of unit and conduct testing.	None	10 minutes	<i>Any Test Engineer or Skilled Worker</i> CEAT-AMTEC
TOTAL		None	1 hour and 20 minutes	

CEAT-AMTEC.5. PULL-OUT OF MACHINERY UNITS

Process for pulling out of machinery

Office or Division	Agricultural Machinery Testing and Evaluation Center
Classification	Simple
Type of Transaction	G2B - Government to Business
Who may Avail	Suppliers and/or other AMTEC clienteles

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Gate pass	Supplier		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate the schedule of machine pull-out with AMTEC.	Take note of the schedule.	None	5 minutes	<i>Document Control Officer</i> CEAT-AMTEC
Request for a Gate Pass for the pull-out of machines.	Provide the Gate Pass, duly signed by the Document Control Officer/ any Test Engineer.	None	15 minutes	<i>Document Control Officer or Any Test Engineer</i> CEAT-AMTEC
Pull-out the machine.	Prepare for the pull-out of machines.	None	1 hour	<i>Any Test Engineer or Skilled Worker</i> CEAT-AMTEC
TOTAL		None	1 hour and 20 minutes	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
LIBRARY
EXTERNAL SERVICE**

CEAT-LIB.1. INTERNET / COMPUTER SERVICES

Use of library computers and other handheld technologies

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Asks the client/patron on the topic and Operating System (OS) preference. 1.3. Deploys client/patron to vacant computer unit.	NONE	1 minute	<i>Administrative Aide III</i> CEAT-LIB
2. Client/patron proceeds to assigned computer unit and performs activity.	2. Inter-file student's ID.		1 minute	
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.		1 minute	
TOTAL		NONE	3 minutes	

CEAT-LIB.2. PRINTING SERVICE

Self-service printing of documents

Office or Division	CEAT Library - Computer Services Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flash drive (USB) to allotted PC and opens file	1.1.Commands its printing depends on client's preference	Ink-Based =₱ 2.00/page Laser Print/Colored =₱ 5.00/page Graphic	1 minute (depends on the number of pages to be printed)	Administrative Aide III CEAT-LIB
2. Client/patron pays the amount and signs in the log sheet.	2.1.Gives the printout/s to client/patron and receives and records the payment.		1 minute	
TOTAL			2 minutes (depends on the number of pages to be printed)	

CEAT-LIB.3. SCANNING SERVICE

Scanning of documents using either flat bed or scan snap scanners.

Office or Division	CEAT Library - Computer Services Section
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flash drive (USB) to allotted PC and opens the file	1.1.Commands its scanning depends on the number of documents	₱ 5.00/page	1 minute per page	<i>Administrative Aide III</i> CEAT-LIB
2. Client/patron pays the amount and signs in the log sheet.	2.Inter-file student's ID		1 minute	
TOTAL		₱ 5.00/page	2 minutes	

CEAT-LIB.4. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service either in real time (chat through Messenger) or email.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1.1. Responds to the client's introduction	None	5 minutes	<i>College Librarian I or III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sends query thru e-mail/web mail, chat	2.1 Answers/responds academically/library related queries or,	None	15 minutes	CEAT-LIB
	2.2 Refers the client to concerned individual/ office/ authority			
TOTAL		None	20 minutes	

CEAT-LIB.5. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes/client	College Librarian I CEAT-LIB
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with	2.1. Checks and validates the filled-up cards against the book and ID;		2 minutes/book	
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha			Administrative Aide III CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the book and ID at the Circulation Counter	Circulation Module;			
	2.3. Prints receipt, stamps the Book Card and slip with the date due.			
	2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.			
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.	₱ 2.00/day for overdue book exclusive of Sundays and holidays		
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)		3 minutes per book	
TOTAL		₱2.00/day	10 minutes	

CEAT-LIB.6. ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP Citizen that requires electric charging of their personal laptop/netbook. This service is the counterpart of the 20 hours students' privilege on the use of computers.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks and validates the ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	₱ 50.00/hour for Non-UP researchers/visitors	1 minute	All Library Staff per Section CEAT-LIB
2. Proceeds to the power charging station. Returns the number tag after availing the service	2.1. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 minute	
TOTAL		₱ 50.00/hour for Non-UP researchers/visitors	2 minutes	

CEAT-LIB.7. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (https://koha.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book		None		College Librarian I or III CEAT-LIB
2. Place your reservation at https://bit.ly/CEATLibOnlinePortal	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an Koha account		8 minutes	
	2.2. Verifies the borrower's status and checks the availability of the book requested at the Koha system			
	2.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries		1 minute	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account			
	3.2. Fills up the book card with the borrower's name			
	3.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card.		7 minutes	
	3.4. Places the book on the Sensitizer and press Lending. Inserts the book receipt to the book			
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the Main Library Circulation Counter/ Main			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Library Lobby (Guard).			
	4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.			
	4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
TOTAL		None	16 minutes	

CEAT-LIB.8. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1 Assists (first-time) OPAC users	None	5 minutes/client	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB
2. Borrowing of Book for Room Use: Requests the book by giving the author and title to the staff at the counter	2.1. Locates the book and gives the Book Card for signature of the borrower		2 minutes/book	
3. Signs the Book Card and submit it together with his/her ID	3.1. Serves the book and files the Book Card with the ID of the borrower		1 minute/book	
4. Returning of Room Used Book: Returns the book at the counter	4.1. Returns the ID of the borrower; inserts the Book Card and returns the book on the shelf.			
5. Borrowing of Overnight/Home Use: Fills up the book card with the borrower's name, ID no., Date and Time taken and submits his/her ID	5.1. Checks and validates the filled-up cards and ID; Scan the ID and the barcode of the book and select checkout to Koha Circulation Module; Places	None	2 minutes/book	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday)	the book on the Sensitizer and press Lending; Gives the book and Inter-files the book card together with the ID.			
6. Returning of Overnight Books : Returns the book and gets ID	6.1.Scans the barcode of the book and select Check-in to Koha Circulation Module; Pulls out the book card from the file; Returns ID to the client; Places the book on the Sensitizer and press Returning; and Returns the Book on the shelf.	Failure to return a Reserve Book: ₱1.00 for the 1st hour; ₱5.00 for the succeeding hours; and ₱50.00 for the whole day	2 minutes/ book	
7. Gets ID	Places the book on the Sensitizer and presses Returning. Inserts the Long Card and returns the book on the shelf.	None	1 minute	
TOTAL		None	13 minutes	

CEAT-LIB.9. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Request Slip with the journal title, volume, issue number and year; and Presents it together with his/her ID	1. Validates the client's ID, Locates and serves the requested journals; Files the Request Slip together with the ID	None	3 minutes	College Librarian / CEAT-LIB
	1.2. Files the Request Slip together with the ID		1 minute	
2. Returns the borrowed journal at the Counter	2. Returns the ID to the Citizen and the journal to the shelf		2 minutes	
TOTAL		None	8 minutes	



CEAT-LIB.10. CHARGING AND DISCHARGING OF THESIS (ROOM USE ONLY)

Responsible for the borrowing and returning of thesis at the Thesis Section

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	College Librarian / CEAT-LIB Contract of Service CEAT-LIB
2. Proceeds to the power charging station. Returns the number tag after availing the service	2.1 Validates the client's ID 2.2 Checks permission access of the material. 2.3 If Public, Locates and serves the requested thesis; ; Files the Request Slip together with the ID 2.4 If restricted, inform the client to contact the author/adviser (A written permission from the author or the adviser of the Thesis is needed)		3 minutes	
3. Returns the borrowed thesis at the Counter	3. Returns the ID to the Citizen and the thesis to the shelf		2 minutes	
TOTAL		None	10 minutes	

CEAT-LIB.11. ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, SAIS Screenshot, Class Schedule	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID with FORM 5 or class schedule or SAIS screenshot of registration.	1.1 Staff checks student's status if New Freshman, Transferees or Old Student 1.2. Checks the name of the student at the Delinquent List and in the Koha system for verification purposes"	None	10 minutes	College Librarian I CEAT-LIB Contract of Service CEAT-LIB
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1 Accepts payment and issues official Receipt (OR) ; receives returned book/s		5 minutes	
3. Registers at the excel log sheet with Name, Student Number, College and Course	3.1 At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID		10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	together with the Form 5 to the student. 3.2. For UMS Registration: 3.3. Scans the ID photo; Encodes the Name, Student Number, Classification College and Course."			
TOTAL		None	25 minutes	

CEAT-LIB.12. ONSITE SIGNING OF UNIVERSITY CLEARANCE

This on-site service facilitates the "walk-in" clearance requests for UPLB Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, ID Replacement, Shifting, AWOL., Honorable Dismissal, Returning form AWOL, Dismissed, Honorable Dismissal, Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
University Clearance Form	Human Resource Development office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance Form	1.1. Checks the purpose of clearance, the college of the client and the counter initial of the unit librarian.	None	5 minutes	College Librarian I or III CEAT-LIB
	1.2. Checks the client's name at the Delinquent List			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and in the Koha system for verification purposes			
	1.3. Coordinates with the University Library/Unit Library if the requestor is in their College Delinquent List			
	1.4. Computes amount of library dues if the name is included in the Delinquent List		5 minutes	
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s			
	1.6. At the Clearance Form, the staff stamps the date opposite and initials. Validates and signs by the Section Head. Returns signed clearance		1 minute	
3. Receives signed clearance	1.7. Encodes and records the name of student/s,employee/s, College and purpose of clearance in the section's clearance google sheet		3 minutes	
TOTAL		None	14 minutes	

CEAT-LIB.13. ACCEPTING/HIRING OF STUDENT ASSISTANTS

Hiring of Student Assistants every semester based on Allocated Hours assigned to the CEAT Library

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate Students with STS Bracket D and E

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Form 5 and tabulated schedule of classes	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and Form 5 bearing Registered stamp or Validated ID with stickers of current AY	1.1 Checks presented ID and Form 5	None	1 minute	<i>College Librarian III</i> CEAT-LIB <i>Administrative Aide III</i> CEAT-LIB
2. Presents tabulated class schedule	2.1. Checks schedule of classes to determine the vacant hours that will be devoted to Student Assistantship. 2.2. Does preliminary screening like ask if attended SA orientation, with Land Bank ATM account or old SA students. 2.3. Assigns section to where there is a need for SA and for screening of supervisor.	None	5 minutes	<i>College Librarian III</i> CEAT-LIB <i>Administrative Aide III</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. For interview of immediate supervisor.	3.1. Supervisor interviews the SA. 3.2. Once satisfied, key in student number online on the created SA item code. 3.3. System will reply if the SA is successfully hired or not illegible for SA Program. 3.4. if the latter occur, student is advised to report to OVCSA-OSG to settle the reason why the student is not illegible.	None	5 minutes	<i>College Librarian III</i> CEAT-LIB Administrative Aide III CEAT-LIB
4. SA generates Final SA Application form	4. Checks information supplied 4.1. Supervisor signs the Final Application form 4.2. Advises to submit the application form to the OSA.	None	5 minutes	<i>College Librarian III</i> CEAT-LIB Administrative Aide III CEAT-LIB
TOTAL		None	16 minutes	

CEAT-LIB.14. ACCEPTING NON-UP CITIZEN/VISITORS

Accepts Non-UP Researchers as a Public service to government and private sectors

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UP Citizen (Alumni, Retired staff, undergraduate/graduate students, Faculty, Researcher and Staff from public and private

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID/Employee's ID/ Alumni ID, referral letter for Non-UP Citizen	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and Referral letter	1.1 Checks presented ID and Referral letter, and provides visitor's slip to be filled-up	For Alumni and retired staff Free for 5 days/ sem; beyond 5 days, ₱ 20.00/visit For Public institutions Free 5 Mondays/sem provided with referral letter, otherwise, need to pay ₱20.00/client For Private institutions ₱50.00/client	3 minutes	College Librarian I or III CEAT-LIB
2. Fills-up Visitor's slip	2.1 Receives, checks and attests filled-up visitor's slip, and issues Visitor's ID or Alumni Card			
3. Accepts and wears Visitor's ID/ Alumni Card				
4. Pays Library Fee	4.1 Collects payment and issues official Receipt (by request)		5 minutes	
5. Listens to library orientation and views the CEAT library website.	5.1 Orients Non-UP Citizen/visitors on the existing rules and regulation on the use of the library resources		15 minutes	
	5.2. Introduces the CEAT library website			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3. Demonstrates searching through OPAC			
6. Requests Certificate of Appearance	6.1 Issues Certificate of Appearance upon request		3 minutes	
TOTAL			26 minutes	

CEAT-LIB.15. RENEWAL OF CIRCULATION BOOKS BORROWED FROM OTHER LIBRARY UNIT

Bona fide UPLB students, faculty members and staff may renew the loan duration of books they have borrowed.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Book/s for renewal	Requesting party
Validated Student's ID/Employee's ID and the book(s) to be renewed	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); Gives RENEWAL SLIP	P2.00/day for overdue book exclusive of Sundays and holidays	2 minutes	<i>College Librarian I</i> CEAT-LIB
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and		10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signature of the borrower.	waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation Module-RESERVATIONS to see if the book is on-Reserve. (Nonfunctioning)In forms the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date,If the book is not reserved and returns the ID and book to the borrower.However , if the book is reserved, informs the borrower to return the book to the library where it was borrowed."			
3. Receives ID and books	3.1. Requested Unit Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date		3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	due and to the Koha.			
	TOTAL	₱2.00/day for overdue book exclusive of Sundays and holidays	15 minutes	

CEAT-LIB.16. PAYMENT FOR LOST BOOK/S

Settlement of obligations or fees resulting from loss of library books.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Declaration of Lost Book/s (1 original signed copy)	Requesting party
Validated Student's ID/Employee's ID and the book(s) to be renewed	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Koha	None	5 minutes	College Librarian I CEAT-LIB
	1.1 Retrieve book card and inventory card	None	10 minutes	
	1.2. Compute cost of fine	None	10 minutes	
2. Pay fines	2.1 Receive payment and issue official Receipt	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	3 minutes	Administrative Aide III CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present official Receipt to concerned section	3.1 Indicate in the book card and inventory card new book status declared loss & paid) and OR number	None	3 minutes	
4. Receive ID, OR and verify clearance at Integrated Library System and CRS Accounts	4.1 Clear student or employee from Delinquent Database and from CRS accountability module		5 minutes	
	4.2 Mark new book status to the Cataloging record		3 minutes	
	4.3 Change status at Integrated Library System and at Union Shelf List		3 minutes	
TOTAL			42 minutes	

CEAT-LIB.17. ONSITE ISSUANCE OF REFERRAL LETTER

Referrals are issued to library client/s who wish to visit and perform research in other libraries and research agencies subject to the visiting schedule and policies set by the institution visited.

Reference interviews are conducted by the Reference Librarian before the patrons are given referral letters. The interview aims to determine the purpose of the visit and to confirm if the student has exhausted all resources available in the Library."

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated School ID	1.1. Interviews the requestor to verify and confirm if he/she already exhausted all the	None	3 minutes	<i>College Librarian I or III</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	resources available in the library			
2. Signs at the log sheet with Name, and School to be visited	2.1. Checks and verify if the Library or research institution to be visited accepts visitors		3 minutes	College Librarian I or III CEAT-LIB
	2.2. Encodes the referral letter with the provided information given by the requesting student and issues the signed letter by the Section Head.		3 minutes	College Librarian I or III CEAT-LIB
	2.3. Prints and signs the referral letter			College Librarian I or III CEAT-LIB
TOTAL		None	9 minutes	

CEAT-LIB.18. PAYMENT OF FINES

Settlement of obligations or fines for library books returned beyond due date.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed books Student ID, Employee ID	Requesting party Human Resource and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book to the Circulation counter	1.1. Check book/s and Scan barcode of the book/s to be returned	None	5 minutes	College Librarian I CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Check the borrower's account, items overdue and outstanding charges			Administrative Aide III CEAT-LIB
2. Pay fine	2.1 Receive the payment	₱2.00 whole day exclude of Holidays, Saturday and Sunday; For Reserve book: Php1.00 for the 1st hour; Php5.00 succeeding hour after the 1st hour; Php50.00 whole day (Inclusive of Saturday, Sunday and Holidays)	1 minute	
3. Present book and payment receipt to Section	3.1. Scan barcode of the book to be returned and clear it from the borrower's account	None	1 minute	
	3.2. Print receipt of book returned	None	1 minute	
4. Receive Transaction Receipt	4.1. Hand the return/check-in receipt to client		1 minute	
	4.2. Stamp date of returned		1 minute	
TOTAL			10 minutes	

CEAT-LIB.19. ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the library

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students, Faculty, Staff (REPS and Admin) and Non-UP Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail/web mail or through the online portal at https://bit.ly/CEATLibOnlinePortal	1.1.Checks email and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/ page + P50.00 processing fee/ P1.00 per page + P5.00 processing fee (scanning)	1 minute	College Librarian I or III CEAT-LIB
	1.2. Searches the requested article in the database		3 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 minute/page	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. If the client is Non UP: 1.6.1.Locates the material 1.6.2.Sends bill of payment 1.6.3.Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Citizen receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 minutes	
TOTAL			10 days and 16 minutes	

CEAT-LIB.20. KOHA ACCOUNT CREATION AND PASSWORD RESETTNG

KOHA account is necessary for borrowing library materials. Through Koha account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://bit.ly/ceatili bregistration	1.1. Receives the email request; verifies the attachment before processing the request (Validated School ID, Employee ID) and	None	15 minutes	<i>College Librarian I or III</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	checks if already have an Koha account 1.2. Checks and verifies the account in Koha 1.3. Staff creates and encodes students' data for his/her account with No Account 1.4. Staff updates the students' record (reset password) in his/her existing account			
2. Student/s receives email notification with log-in credentials	2.1.Sends email notification with log-in credentials for each account requests	None	2 minutes	
TOTAL		None	17 minutes	

CEAT-LIB.20. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	CEAT Library
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID, Employee ID (UP)	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Email or accomplished online form at	1.1. Validates the client's ID or Form	*UP No fee	1 minute	<i>College Librarian I or III</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://bit.ly/CEATLibOnlinePortal and select Online Reference and Research Support Services	5 or appointment documents	**Non-UP P50.00 processing fee/ US\$5.00 processing fee		CEAT-LIB
	1. 2. Checks permission access of the material. 1.2.1. If Public, send or scan the material. 1.2.2. If restricted, inform the client to contact the author/adviser (A written permission from the author or the adviser of the Thesis is needed) 1.2.3. Wait for the reply of the client if he/she has a written permission from the author or the adviser of the Thesis (maximum of 5 days) 1.2.4. If the client has the written permission from the author or the adviser of the Thesis, personnel validates the documents		2 minutes Max of 5 days	
	1.3. Checks digitization status of the material 1.3.1. If not yet digitized, proceed to scanning		1 minute/ page	
	1.4. Send bill of payment depending on classification and wait for proof of		2 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment (if applicable)			
2. Client receives an email containing the link to view the material	2.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access		2 minutes	
TOTAL			7 days and 4 minutes	

CEAT-LIB.21. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service using Turnitin

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email at ceatlibrary.uplb@up.edu.ph	1.1. Confirms, arranges and coordinates the session to concerned parties	None	1 day	College Librarian I or III CEAT-LIB
2. Client/patron receives email notification	2.1. Sends confirmation email or email notification containing details on the conduct of the session online.			
TOTAL		None	1 day	

CEAT-LIB.21. REQUEST FOR ACCESS TO RESTRICTED THESES AND DISSERTATIONS

Allows researchers to access restricted theses and dissertations, under certain limitations (per OVCRD Memorandum No. FRN 15-038) due to the nature of said materials.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar, Main Library or College / Unit Libraries
For non-UP users – Valid ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For UP students				
1. Submit written permission with access approval of the author/ adviser, together with the signed Conformance.	1. Collect the documents.	None	5 minutes	College Librarian I CEAT-LIB Contract of Service CEAT-LIB
2. Accomplish Theses Request Form and submit valid ID.	2. Verify ID presented. Collect accomplished form after usage.		5 minutes	
3. Locate and pull out from the restricted area the theses / dissertations.	3. Personnel will assist the user/s, if necessary.		5 minutes	
	TOTAL	None	15 minutes	
For Non-UP Users				
1. Register to access Library Facilities.	1. Refer to Registration for Library Access (UPL Form No. 144a).	None		College Librarian I or III CEAT-LIB Contract of Service CEAT-LIB
2. Submit written permission with access approval of the author/adviser, together with the Non-Disclosure Undertaking signed	2. Collect the documents.		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and notarized by the requesting party, provided that one of the witnesses shall be from the Intellectual Property and Technology Transfer Unit (IPTTU) of the Office of the Vice-Chancellor for Research and Development (OVCRD)				
3.Accomplish Theses Request Form and submit valid ID.	3. Verify ID presented. Collect accomplished form after usage.		5 minutes	
4.Locate and pull out from the restricted area the theses/ dissertations.	4. Personnel will assist the user/s, if necessary.		5 minutes	
TOTAL		None	15 minutes	

CEAT-LIB.22. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries resources and services

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar, Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (1st sem; if issued already) OR SAIS screenshot that shows complete name, semester (Semester 1 2024-2025), and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any) 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library 1.4. Checks the name of the student at the Delinquent List and in the Koha system for verification purposes	None	10 minutes	<i>All Library Staff</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s	None	5 minutes	
	2.1. Prepares Certification of ID validation signed by the Section Head (if requested) 2.2. Sends email notification to students along with the Certification of ID validation (if requested) 2.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library) 2.4. For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, College, Degree/Destination, Classification, Sex, Status	None	10 minutes	
TOTAL		None	25 minutes	

CEAT-LIB.23. ONLINE SIGNING OF UNIVERSITY CLEARANCE for STUDENTS

A University Clearance System is now online via <https://ovcsa.uplb.edu.ph>. This online system facilitates processing of university clearance for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school. This digital transformation is part of the OSAM System managed by OVCSA-RECOMMIT in cooperation with the Office of the University Registrar and Offices/units clearance signatories of the university.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID, Employee's ID	Office of the University Registrar, Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log-in to http://ovcsa.uplb.edu.ph/ using their UP mail account and click the clearance icon	1.1. office representative receives clearance requests via email thru RECOMMIT OVCSA <it@uplbosa.org>	None	1 minute	College Librarian I or III CEAT-LIB
	1.2 Log-in to ovcsa.uplb.edu.ph and 'Sign up as Clearance Administrator'		5 minutes	
	1.3. Checks the client's name at the Delinquent List and in the Koha system for verification purposes			
	1.4. Coordinates with the Unit Library if the student requestor is in their College Delinquent List			
	1.5. Computes amount of library dues if the name is		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	included in the Delinquent List			
	1.6. Accepts payment and issues official Receipt (OR) ; receives returned book/s			
	1.7. At the Clearance System, the clearance administrator approves the request		1 minute	
	1.8. Sends the signed ID Replacement Clearance and Leave of Absence Form to student requestor copy furnished the unit libraries email address		3 minutes	
2. Students choose the purpose of clearance application and enter the required details	2.1. Encodes and records the name of student/s, College and purpose of clearance in the section's clearance google sheet		3 minutes	
* For ID Replacement and LOA clearance application, Students sends the form to their Unit Libraries for the counter initial of their Unit Librarian				
3. Pays library dues or return long overdue book/s if listed in the delinquent list				
TOTAL		None	18 minutes	



CEAT-LIB.24. ONLINE SIGNING OF UNIVERSITY CLEARANCE for EMPLOYEES

This online service facilitates the clearance requests for UPLB Employees through HRDO for the following purposes: Retirement; Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Office of the University Registrar, Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO representative sends the name of UPLB employee/s requesting for clearance confirmation via email	1.1. Checks the employee/s' name at the Delinquent List and in the Koha system for verification purposes	None	5 minutes	College Librarian I or III CEAT-LIB
	1.2. Coordinates with the Unit Library if the employee/s is in their College Delinquent List		5 minutes	
	1.3. Computes amount of library dues if the name is included in the Delinquent List		5 minutes	
2. Pays library dues or return long overdue book/s if listed in the delinquent list	1.4. Accepts payment and issues official Receipt (OR) ; receives returned book/s			
	1.5. Sends clearance confirmation email to HRDO representative		2 minutes	
3. HRDO representative receives the	2.1. Encodes and records the name of employee/s, College/office and		3 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
clearance confirmation email	the purpose of clearance in the section's clearance google			
TOTAL		None	15 minutes	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
LIBRARY
INTERNAL SERVICES**

CEAT-LIB.25. INTERNET / COMPUTER SERVICES

Use of library computers and other handheld technologies

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet	1.1. Scans the ID using barcode reader/scanner	UP Students- None	1 minute	Administrative Aide III CEAT-LIB Contract of Service CEAT-LIB
2. Client/patron proceeds to assigned computer unit and performs activity	2.1. Inter-file student's ID	UP Employees- None	1 minute	
3. Client/patron signs out in the log sheet	3.1. Scans and returns the ID	Non-UP- ₱50.00/Hour	1 minute	
TOTAL		None	3 minutes	

CEAT-LIB.26. PRINTING SERVICE

Self-service printing of documents

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive	1.1.Commands its printing	B&W/Plain Text Dot-	1 minute (depends	Administrative Aide III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(USB) to allotted PC and opens file	depends on client's preference	Matrix Print = ₱ 1.00/page Ink-Based = ₱ 2.00/page Laser Print/Colored = ₱ 5.00/page Graphic = ₱ 10.00/page	on the number of pages to be printed)	CEAT-LIB <i>Contract of Service</i> CEAT-LIB
2. Client/patron pays the amount and signs in the log sheet.	2.1. Gives the printout/s to client/patron and receives and records the payment.		1 minute	
TOTAL			2 minutes (depends on the number of pages to be printed)	

CEAT-LIB.27. SCANNING SERVICE

Scanning of documents using either flat bed or scan snap scanners.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inserts his/her flashdrive (USB) to allotted PC and opens the file	1.1. Commands its scanning depends on the number of documents	₱5.00/page	1 minute /page	<i>Administrative Aide III</i> CEAT-LIB
2. Client/patron pays the amount and signs in the log sheet.	2.1. Saves the file to client/patron's flashdrive (USB) and receives and		1 minute	<i>Contract of Service</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	records the payment.			
TOTAL		₱5.00/page	2 minutes	

CEAT-LIB.28. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service either in real time (chat through Messenger) or email

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1.1. Responds to the client's introduction	None	5 minutes	College Librarian I or III CEAT-LIB
2. Sends query thru e-mail/web mail, chat	2.1 Answers/responds academically/library related queries or,	None	15 minutes	
	2.2 Refers the client to concerned individual/ office/ authority	None		
TOTAL		None	20 minutes	

CEAT-LIB.29. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home used books

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the Call Number and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes/client	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter 3. Client/patron signs out in the log sheet	2.1. Checks and validates the filled-up cards against the book and ID;		2 minutes/book	
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module;			
	2.3. Prints receipt, stamps the Book Card and slip with the date due.			
	2.4. Places the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Returning of Books: Returns the book at the counter on or before date due	3.1. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.			
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)	₱2.00/day for overdue book exclusive of Sundays and holidays	3 minutes/book	
TOTAL		None	10 minutes	

CEAT-LIB.30. ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP Citizen that requires electric charging of their personal laptop/netbook. This service is the counterpart of the 20 hours students' privilege on the use of computers.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks and validates the ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	₱50.00/hour for Non-UP researchers/visitors	1 minute	<i>All Library Staff per Section</i> CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceeds to the power charging station. Returns the number tag after availing the service	2.1. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 minute	
TOTAL			2 minutes	

CEAT-LIB.31. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client/s intend to borrow

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (https://koha.uplb.edu.ph/) for the availability of the book; takes note of the bibliographic details of the book				
2. Place your reservation at https://bit.ly/CEATLibOnlinePortal	2.1. Receives the email request; verifies the name in the list of validated students and checks if already have an Koha account	None	8 minutes	College Librarian I or III CEAT-LIB
	2.2. Verifies the borrower's status and checks the availability of the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	book requested at the Koha system			
	2.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	2.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries		1 minute	
3. Confirm borrowing of book and pick-up schedule	3.1. Scans barcode of book and check-out under the borrower's account		7 minutes	
	3.2. Fills up the book card with the borrower's name			
	3.3. Prints receipt, stamps the Book Card and slip with the date due; and			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inter-files the book card.			
	3.4. Places the book on the Sensitizer and press Lending. Inserts the book receipt to the book			
4. Pick-up Arrangement	4.1 All requested materials will be checked-out and ready for pick up at the Main Library Circulation Counter/ Main Library Lobby (Guard).			
	4.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.			
	4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick-up the			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	materials within two (2) working days from the day of notification would mean forfeiture of the request.			
TOTAL		None	16 minutes	

CEAT-LIB.32. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1.1 Assists (first-time) OPAC users	None	5 minutes/ client	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB
2. Borrowing of Book for Room Use: Requests the book by giving the author and title to the staff at the counter	2.1. Locates the book and gives the Book Card for signature of the borrower		2 minutes/ book	
3. Signs the Book Card and submit it together with his/her ID	3.1. Serves the book and files the Book Card with the ID of the borrower			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Returning of Room Used Book: Returns the book at the counter	4.1. Returns the ID of the borrower; inserts the Book Card and returns the book on the shelf.		1 minute/ book	
5. Borrowing of Overnight/Home Use: Fills up the book card with the borrower's name, ID no., Date and Time taken and submits his/her ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday)	5.1. Checks and validates the filled-up cards and ID; Scan the ID and the barcode of the book and select checkout to Koha Circulation Module; Places the book on the Sensitizer and press Lending; Gives the book and Inter-files the book card together with the ID.		2 minutes/ book	
6. Returning of Overnight Books : Returns the book and gets ID	6.1.Scans the barcode of the book and select Checking to Koha Circulation Module; Pulls out the book card from the file; Returns ID to the client; Places the book on the Sensitizer and press Returning; and Returns the Book on the shelf.	Failure to return a Reserve Book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day	2 minutes/ book	
7. Gets ID	Places the book on the Sensitizer and presses	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Returning. Inserts the Long Card and returns the book on the shelf.			
TOTAL		None	13 minutes	

CEAT-LIB.33. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Request Slip with the journal title, volume, issue number and year; and presents it together with his/her ID	1. Validates the client's ID, Locates and serves the requested journals; Files the Request Slip together with the ID	None	3 minutes	College Librarian I CEAT-LIB Contract of Service CEAT-LIB
	1.2. Files the Request Slip together with the ID		1 minute	
2. Returns the borrowed journal at the Counter	2. Returns the ID to the Citizen and the journal to the shelf		2 minutes	
TOTAL		None	6 minutes	

CEAT-LIB.34. CHARGING AND DISCHARGING OF THESIS (ROOM USE ONLY)

Responsible for the borrowing and returning of thesis at the Thesis Section

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i> CEAT-LIB <i>Administrative Aide III</i> CEAT-LIB <i>Contract of Service</i> CEAT-LIB
2. Fills up the Request Slip with the thesis, name of author, call number; and present it together with his/her ID	2.1 Validates the client's ID 2.2 Checks permission access of the material. 2.3 If Public, Locates and serves the requested thesis; ; Files the Request Slip together with the ID 2.4 If restricted, inform the client to contact the author/adviser (A written permission from the author or the adviser of the Thesis is needed)		3 minutes	
3. Returns the borrowed thesis at the Counter	3. Returns the ID to the Citizen and the thesis to the shelf		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	10 minutes	

CEAT-LIB.35. RENEWAL OF CIRCULATION BOOKS BORROWED FROM OTHER LIBRARY UNIT

Bona fide UPLB students, faculty members and staff may renew the loan duration of books they have borrowed.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Book/s for renewal	Requesting party
Validated Student's ID/Employee's ID and the book(s) to be renewed	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); Gives RENEWAL SLIP	P2.00/day for overdue book exclusive of Sundays and holidays	2 minutes	<i>College Librarian / CEAT-LIB</i>
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew)		10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation Module-RESERVATIONS to see if the book is on-Reserve. (Nonfunctioning)I nforms the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date,If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed."			
3. Receives ID and books	3.1. Requested Unit Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the Koha.		3 minutes	
TOTAL			15 minutes	

CEAT-LIB.36. PAYMENT FOR LOST BOOK/S

Settlement of obligations or fees resulting from loss of library books.

Office or Division	CEAT Library
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal Declaration of Lost Book/s (1 original signed copy)	Requesting party
Validated Student's ID/Employee's ID and the book(s) to be renewed	Office of the University Registrar Main Library or College / Unit Libraries Human Resources Development office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Koha	None	5 minutes	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB
	1.1 Retrieve book card and inventory card	None	10 minutes	
	1.2. Compute cost of fine	None	10 minutes	
2. Pay fines	2.1 Receive payment and issue official Receipt	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	3 minutes	
3. Present official Receipt to concerned section	3.1 Indicate in the book card and inventory card new book status declared loss & paid) and OR number	None	3 minutes	
4. Receive ID, OR and verify	4.1 Clear student or employee from		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
clearance at Integrated Library System and CRS Accounts	Delinquent Database and from CRS accountability module			
	4.2 Mark new book status to the Cataloging record		3 minutes	
	4.3 Change status at Integrated Library System and at Union Shelf List		3 minutes	
TOTAL			42 minutes	

CEAT-LIB.37. PAYMENT OF FINES

Settlement of obligations or fines for library books returned beyond due date.

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed books	Requesting party
Valid ID, Temporary ID for Students (if they yet to be issued the ID), or Copy of Appointment Documents for Faculty Members	Office of the University Registrar, Main Library or College / Unit Libraries Human Resources Development office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book to the Circulation counter	1.1. Check books and compute fine	None	5 minutes	College Librarian I CEAT-LIB Administrative Aide III CEAT-LIB
2. Pay fine	2.1. Issue receipt	Php2.00 whole day exclude of Holidays, Saturday and Sunday ; For Reserve book:	1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Php1.00 for the 1st hour; Php5.00 succeeding hour after the 1st hour; Php50.00 whole day (Inclusive of Saturday, Sunday and Holidays)		
3. Present book and payment receipt to Section	3.1. Scan barcode of the book to be returned and clear it from the borrower's account	None	1 minute	
	3.2. Print receipt of book returned	None	1 minute	
4. Receive Transaction Receipt	4.1. Hand the return/check-in receipt to client	None	1 minute	
	4.2. Stamp date of returned	None	1 minute	
TOTAL			10 minutes	

CEAT-LIB.38. ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the library

Office or Division	CEAT Library
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru e-mail/web mail or through the online portal at https://bit.ly/CEATLibOnlinePortal	1.1. Checks email and verifies if sender is UP constituents or non-UP	*NO FEE (if the article is available online) **P5.00/ page + P50.00 processing fee/ P1.00 per page + P5.00 processing fee (scanning)	1 minute	College Librarian I or III CEAT-LIB
	1.2. Searches the requested article in the database		3 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		3 days	
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 minute/ page	
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	
2. Citizen receives the requested article thru email	2.1. Sends the full-text to the client thru e-mail		3 minutes	
TOTAL			10 working days and 16 minutes	

CEAT-LIB.38. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB Publications such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	CEAT Library
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID (UP)	Office of the University Registrar Main Library or College / Unit Libraries

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or accomplished online form at https://bit.ly/CEATLibOnlinePortal and select Online Reference and Research Support Services	1.1. Validates the client's ID or Form 5 or appointment documents		1 minute	
	1. 2. Checks permission access of the material. 1.2.1. If Public, send or scan the material. 1.2.2. If restricted, inform the client to contact the author/adviser (A written permission from the author or the adviser of the Thesis is needed) 1.2.3. Wait for the reply of the client if he/she has a written permission from	*UP No fee **Non-UP P50.00 processing fee/ US\$5.00 processing fee	2 minutes Max of 5 days	College Librarian I or III CEAT-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the author or the adviser of the Thesis (maximum of 5 days) 1.2.4. If the client has the written permission from the author or the adviser of the Thesis, personnel validates the documents			
	1.3. Checks digitization status of the material 1.3.1. If not yet digitized, proceed to scanning		1 minute/ page	
	1.4. Send bill of payment depending on classification and wait for proof of payment (if applicable)		2 days	
2. Client receives an email containing the link to view the material	2.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access		2 minutes	
TOTAL			7 working days and 4 minutes	

CEAT-LIB.39. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service using Turnitin

Office or Division	CEAT Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID (UP)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email at ceatlibrary.uplb@up.edu.ph	1.1. Confirms, arranges and coordinates the session to concerned parties	None	1 day	<i>College Librarian I</i> CEAT-LIB <i>Contract of Service</i> CEAT-LIB
2. Client/patron receives email notification	2.1. Sends confirmation email or email notification containing details on the conduct of the session online.			
TOTAL			1 day	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
CENTER FOR AGRI-FISHERIES AND
BIOSYSTEMS MECHANIZATION
EXTERNAL SERVICES**

CEAT-BIOMECH.1. REQUEST FOR TECHNICAL ASSISTANCE/TRAINING

This service allows clients to request technical assistance and training in areas related to agri-fisheries and biosystems mechanization.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Government and Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the BIOMECH Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through face-to-face, email, or by phone call at the Center regarding the availability of technical assistance or training courses, stating purpose, date, and venue.	1.1 Responds to the inquiry with a schedule and informs the client of requirements for the requested technical assistance/ training.	None	5 minutes	
2. Submit a letter request addressed to the BIOMECH Director	2.1 Receives and records the request letter	None	2 minutes	<i>Administrative Officer CEAT-BIOMECH</i>
	2.2 Screens the request and forwards it to the BIOMECH Director for appropriate action	None	3 minutes	<i>Administrative Officer CEAT-BIOMECH</i>
	2.3 The BIOMECH Director reviews the request for approval or disapproval.	None	1 Day	<i>Director CEAT-BIOMECH</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Notifies the client of the approval or disapproval of the request	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	2.5 Forward the approved request to the person-in-charge, as indicated in the Director's note	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	2.6 Delegate and assign BIOMECH staff to assist the client based on the expertise required for the specific request	None	10 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
3.Coordinates with assigned staff and accomplishes the Client Evaluation Form after the delivery of requested service	3.1 Assist client in completing the evaluation form upon completion of service.	None	5 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
TOTAL		None	1 Day, 30 Minutes	

CEAT-BIOMECH.2. REQUEST FOR EDUCATIONAL TOUR/VISIT OF BIOMECH FACILITIES AND DISPLAY AREA

This service allows clients to request organized educational tours or visits to the BIOMECH facilities and display area, providing guidance and demonstrations, and information to promote learning and understanding of agricultural and biosystems engineering.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Government and Private Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the BIOMECH Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request via email at least two (2) weeks before the requested date, indicating organization details and purpose	1.1 Receives and records the request letter	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.2 Screens the request and forwards it to the BIOMECH Director for appropriate action	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.3 The BIOMECH Director reviews the request for approval or disapproval.	None	1 Day	<i>Director</i> CEAT-BIOMECH
	1.4 Notifies the client of the approval or disapproval of the request	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Forwards the approved request to the designated person-in-charge, as indicated in the Director's note, to check availability of the requested venue and schedule	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
2. Arrives at the BIOMECH vicinity and informs the Visitors' Coordinator	2.1 Logs the visitor's information in the Visitors' Log Book	None	5 minutes	<i>Person-in-Charge of the Facilities and Display Area</i> CEAT-BIOMECH
	2.2 A coordinator ushers clients for a briefing and showcase of the various BIOMECH areas	None	60 minutes	<i>Person-in-Charge of the Facilities and Display Area</i> CEAT-BIOMECH
3.Coordinates with assigned staff and accomplishes the Client Evaluation Form after the tour/visit	3.1 Assist client in completing the evaluation form upon completion of tour/visit.	None	5 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
TOTAL		None	1 Day, 80 Minutes	

CEAT-BIOMTECH.3. REQUEST FOR INTERNSHIP PROGRAM

This service allows clients to request an organized internship program to students, providing guidance and demonstrations, and information to promote learning and understanding of agricultural and biosystems engineering.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Academic Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the BIOMECH Director	Requesting Party
2. Memorandum of Understanding between the UPLB and the requesting Academic Institution	Requesting Party
3. Memorandum of Agreement between the BIOMECH, UPLB, and the requesting Academic Institution	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request indicating the area of research interest, endorsed by an adviser	1.1 Receives and records the request letter	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.2 Screens the request and forwards it to the BIOMECH Director for appropriate action	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.3 The BIOMECH Director reviews the request for approval or disapproval.	None	1 Day	<i>Director</i> CEAT-BIOMECH
	1.4 Notifies the client of the approval or	None	2 minutes	<i>Administrative Officer</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	disapproval of the request			CEAT-BIOMECH
2. The student acknowledges and completes the required UPLB forms	2.1 Verifies submission of required forms.	None	15 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
	2.2 Assigns the student to a Supervisor based on expertise and research interest	None	10 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
4. Completion of internship program	4.1 Supervisor accomplishes a certification of completion once the program ends	None	5 minutes	<i>Assigned Supervisor</i> CEAT-BIOMECH
TOTAL		None	1 Day, 7 Minutes	

CEAT-BIOMECH.4. INITIAL SUBMISSION OF MANUSCRIPT FOR PJABE

This service allows the transacting client to submit their manuscript to the Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH) for review and evaluation for possible publication in the Philippine Journal of Agricultural and Biosystems Engineering (PJABE).

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. E-copy of the manuscript (1 copy per word and PDF version)	Requesting Party
2. Letter of submission addressed to the Editor-in-Chief (email: pjabe.uplb@up.edu.ph)	Requesting Party

3. Accomplished Co-Author's Agreement Form	PJABE Website – Guidelines for Authors (https://pjabe.uplb.edu.ph/guidelines/)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of submission addressed to the Editor-in-Chief, with the attached e-copy of the manuscript and accomplished co-author's agreement form.	1.1 Receive the manuscript and check for the completeness of the attachments.	None	5 Minutes	Managing Editor PJABE
	1.2 Upload the attachments to the PJABE Google Drive for encoding and assign a unique article code.	None	5 Minutes	Managing Editor PJABE
	1.3 Submit the manuscript to Turnitin for a Similarity and AI Writing Report.	None	5 Minutes	Managing Editor PJABE
	1.4 Send the Turnitin Similarity and AI Writing Report to the client if any issues are found.	None	5 Days	Managing Editor PJABE
2. Revise and resubmit the manuscript based on the issues found.	2.1 Forward the revised manuscript to the Editor-in-Chief for review for the approval of initial evaluation by a PJABE Editor.	None	5 Minutes	Managing Editor PJABE
TOTAL		None	5 Days and 20 Minutes	

CEAT-BIOMECH.5. PJABE INITIAL EVALUATION

This service immediately follows the Initial Submission of Manuscript for PJABE service. Without the previous service, this service and subsequent services cannot be availed by the transacting client. The submitted manuscript is first approved for initial evaluation by the Editor-in-Chief. An Editor will review the manuscript for possible publication in the journal based on academic merit (significance, originality, validity, clarity), and its relevance to the PJABE's scope.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. E-copy of the manuscript (1 copy per word and PDF version)	PJABE Email; PJABE Google Drive
2. Cover Letter addressed to the Editor-in-Chief	PJABE Email; PJABE Google Drive
3. Accomplished Co-Author's Agreement Form	PJABE Email; PJABE Google Drive

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the email notification regarding the Editor-in-Chief and Editor's decision/recommendation.	1.1 Email the submission and its attachments to the Editor-in-Chief.	None	5 Minutes	<i>Managing Editor</i> PJABE
	1.2 Standby for the Editor-in-Chief's approval for the initial evaluation of an Editor.	None	7 Days	<i>Managing Editor</i> PJABE
	1.3 Forward the submission to the selected Editor.	None	5 Minutes	<i>Managing Editor</i> PJABE

	1.4 Standby for the PJABE Editor's evaluation of the submission based on academic merit and its relevance to the PJABE's scope.	None	10 Days	<i>Managing Editor PJABE</i>
	1.5 Send email notification to the client regarding the Editor-in-Chief and Editor's comments if approved or not.	None	5 Minutes	<i>Managing Editor PJABE</i>
TOTAL		None	17 Days and 15 Minutes	

*Initial evaluation service is qualified for multi-stage processing.

CEAT-BIOMECH.6. PJABE REFEREES' REVIEW

This service is provided to transacting clients whose submitted manuscripts were approved during the PJABE *Initial Evaluation* service. At least three (3) Referees who are experts in the fields/disciplines related to the manuscript will evaluate the manuscript based on the PJABE pro-forma evaluation form and checklist. PJABE follows a double-blind review process to ensure fairness and prevent bias in manuscript evaluation. Thus, confidentiality of the review process and information on the manuscripts for evaluation are strictly observed.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Anonymized e-copy of the manuscript (1 copy per MSWord and PDF version)	PJABE Google Drive

2. BIOMECH Letter of request to three (3) referees to review manuscript	PJABE Google Drive
3. Accomplished PJABE pro-forma evaluation form (1 copy each per referee)	PJABE Google Drive
4. Accomplished PJABE checklist for referee evaluation	PJABE Google Drive

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Referee's consolidated comment(s)/recommendation(s).	1.1 Email the signed letter of invitation to selected Referees to evaluate the paper.	None	1 Day	<i>Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor PJABE</i>
	1.2 Standby for the agreement of selected Referees to review the manuscript 1.3 If the selected Referee agreed to review the paper, email the anonymized e-copy of the manuscript to the Referee. 1.4 If the selected Referee is unable to review the paper, repeat steps 1.1 and 1.2 until at least three (3) Referees have agreed.	None	10 Days (for 1.2 to 1.4)	<i>Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor PJABE</i>
	1.5 Standby for the Referees' comment(s)/recommendation(s).	None	10 Days	<i>Assigned Managing Editor or Co-Managing Editor or Asst.</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Managing Editor PJABE</i>
2. Revise and resubmit the manuscript.	2.1 Consolidate the Referee's comment(s)/recommendation(s).	None	1 Day	<i>Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor PJABE</i>
	2.2 Send the anonymized comment(s)/recommendation(s) to the client.	None	5 Minutes	<i>Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor PJABE</i>
	2.3 For minor revisions, the revised manuscript need not be sent back to the Referee. 2.4 For major revisions, the revised manuscript will be sent back to the Referee for further review if acceptable and recommended for publication. 2.5 If at least two (2) Referees decline the manuscript for publication, send an email notification to the client regarding	None	20-25 Days	<i>Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor PJABE</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Referee's decision.			
TOTAL		None	42-47 Days and 5 Minutes for paper with major revisions 20-30 days for paper with minor revisions	

**Referee Evaluation service is qualified for multi-stage processing.*

CEAT-BIOMECH.7. PJABE MANUSCRIPT APPROVAL FOR PUBLICATION

This service is provided to transacting clients whose submitted manuscripts were approved during the *Referee Review* service. At least two (2) Referees assigned to the manuscript must recommend it for publication. The Editor-in-Chief, Editors, and Managing Editors approve the manuscripts for publication in every issue of the journal through the PJABE Editorial Management Meeting.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Final revised e-copy of the manuscript based on referees' evaluation	PJABE Google Drive

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Standby for the email confirmation that their manuscript is published.	1.1 Schedule a PJABE Editorial Management Meeting to approve of the revised manuscripts to be published for the current journal issue.	None	1 Day	Managing Editor PJABE
	1.2 Layout the approved manuscripts and compile for the current journal issue.	None	5 Days	Assigned Managing Editor or Co-Managing Editor or Asst. Managing Editor and Junior Extension Associate PJABE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Assign the corresponding Digital Object Identifier (DOI) to each article.	None	3 Hours	<i>Managing Editor & Junior Extension Associate</i> PJABE
	1.4 Update the PJABE website and the OJS website.	None	3 Hours	<i>Managing Editor Junior Extension Associate</i> PJABE
	1.5 Send email notification to the client that their manuscript was successfully published.	None	5 Minutes	<i>Managing Editor</i> PJABE
TOTAL		None	6 Days, 6 Hours, and 5 Minutes	

CEAT-BIOMECH.8. REQUEST FOR PJABE CERTIFICATION

This service allows the transacting client to request certification of their involvement in PJABE as needed. This includes, but is not limited to, certification of submission of a manuscript, certification of manuscript approval for publication in PJABE, certificate of manuscript published in PJABE, or certification of their role as an Editor or Referee in PJABE.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for certification addressed to the BIOMECH Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the letter request for certification to the official email address of PJABE (email: pjabe.uplb@up.edu.ph)	1.1 Review the request and prepare the certification needed by the client.	None	1 Day	<i>Managing Editor PJABE</i>
	1.2 Send the prepared certificate to the appropriate personnel for signing.	None	1 Day	<i>Managing Editor PJABE</i>
2. Receive response or signed certificate	2. Transmit a copy of the signed document to the client.	None	5 minutes	<i>Managing Editor PJABE</i>
TOTAL		None	2 Days and 5 Minutes	

CEAT-BIOMECH.9. JOURNAL INFORMATION DISSEMINATION

This service allows the transacting client to request for a hard copy of a PJABE Journal issue. Clients may visit the Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH) Office to get a copy of the PJABE Journal issue.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH)
Classification	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail	Students, Researchers, Faculty, Agricultural and Biosystems Engineers and related fields, Local and International Contributors (Government and Private)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PJABE Journal copy	Center for Agri-Fisheries and Biosystems Mechanization (BIOMECH) Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit BIOMECH office for a printed copy of the PJABE issue.	1. Have the client sign the receiving sheet of PJABE issues for tracking.	None	10 minutes	<i>Managing Editor</i> PJABE
2. Receive the printed copy.		None	10 minutes	<i>Managing Editor</i> PJABE
TOTAL		None	20 Minutes	



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CEAT-BIOMECH.10. REQUEST FOR JOB ORDER SERVICES OF BIOMECH STAFF

This service allows clients to request Job Order services of BIOMECH staff to support laboratory, field, and office activities, including equipment operation and maintenance, and technical assistance.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Employees / Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the BIOMECH Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request stating the description of work, purpose, date, and venue	1.1 Receives and records the request letter	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.2 Screens the request and forwards it to the BIOMECH Director for appropriate action	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.3 The BIOMECH Director reviews the request for approval or disapproval.	None	1 Day	<i>Director</i> CEAT-BIOMECH
	1.4 Notifies the client of the approval or disapproval of the request	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.5 Forward the approved request to the person-in-charge, as indicated in the Director's note	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinates with assigned staff	2.1 Supervisor will delegate and instruct staff who will assist the client	None	15 minutes	Assigned BIOMECH Staff CEAT-BIOMECH
3. Accomplishes the Client Evaluation Form	3.1 Assists the client in accomplishing Client Evaluation Form upon completion of the requested service.	None	5 minutes	Assigned BIOMECH Staff CEAT-BIOMECH
TOTAL		None	1 Day, 30 Minutes	

CEAT-BIOMECH.11. REQUEST FOR USE OF BIOMECH FACILITIES/ EQUIPMENT/ VEHICLE

This service allows clients to request the use of BIOMECH facilities, equipment, or vehicles to support laboratory, field, and project activities ,including scheduling, ensuring safe operation, and providing technical assistance for proper and efficient use of resources.

Office or Division	Center for Agri-Fisheries and Biosystems Mechanization
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may Avail	UP Employees / Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the BIOMECH Director	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request addressed to the BIOMECH Director	1.1 Receives and records the request letter	None	2 minutes	Administrative Officer CEAT-BIOMECH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Screens the request and forwards it to the BIOMECH Director for appropriate action	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.3 The BIOMECH Director reviews the request for approval or disapproval.	None	1 Day	<i>Director</i> CEAT-BIOMECH
	1.4 Notifies the client of the approval or disapproval of the request	None	2 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
	1.5 Forward the approved request to the person-in-charge, as indicated in the Director's note	None	3 minutes	<i>Administrative Officer</i> CEAT-BIOMECH
2. Coordinates with assigned staff	2.1 Checks the availability of facilities, equipment, or vehicles	None	5 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
3. Client returns borrowed equipment or vehicle and accomplishes the Client Evaluation Form	3.1 Records the request and other details in the logbook for tracking purposes.	None	5 minutes	<i>Assigned BIOMECH Staff</i> CEAT-BIOMECH
TOTAL		None	1 Day, 20 Minutes	



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EXTERNAL SERVICES**

CEAT-DEE.1. PERMIT TO USE THE ELECTRICAL ENGINEERING AUDITORIUM

Form issued to organizations/units for the use / rent of EE Auditorium

Office or Division	Department of Electrical Engineering
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request (Approved by the adviser) 2. Schedule of Program (Approved by the adviser) 3. SOAD Permit/Activity Permit	Department of the Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Admin Staff in Charge	1.1 Verify and Check the request letter if it is sign	P700.00/ hr for UP user P1000.00/ hr for Non -UP user	5 minutes	<i>Administrative Assistant CEAT-DEE</i>
	Exceeding Hours	P50.00/ hr for UP user		
	LCD Projector	P75.00/ hr for Non -UP user		
	Microphone			
	Computer	P10.00/ hr for UP user P15.00/ hr for Non -UP user		
	Technical Assistance	P200.00/ hr		
	Janitorial Assistance	P150.00/ hr		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Schedule in the EE Auditorium Calendar	None	5 minutes	<i>Administrative Assistant CEAT-DEE</i>
	1.3 Endorse to Unit Head	None	5 minutes	
2.	2.1 Submit to Applicant	None	5 minutes	
TOTAL		Depend s on the Services	20 minutes	



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INTERNAL SERVICE**

CEAT-DEE.2. EQUIPMENT SERVICES

Service offered in relation to equipment issued to UP, non-UP equipment and assistance extended to student theses or research.

Office or Division	Department of Electrical Engineering - Instrumentation Section
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job Request Form 2. Equipment 3. Property Acknowledgement Receipt (PAR) / Memorandum Receipt for Equipment (MRE) / Acknowledgement Receipt for Equipment (ARE)	Department/Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Processing of Equipment Services	1.1 Check the equipment whether the equipment is in the list of approved protocol and services.	None	5 minutes	<i>Administrative Assistant</i> CEAT-DEE
2.	2.1 Check the documents.	None	5 minutes	<i>Administrative Assistant</i> CEAT-DEE
3. Submit to Admin Staff in-charge	3.1 Encode job request number, received date and time, name of equipment and description of work to be done.	None	5 working days	<i>Administrative Assistant</i> CEAT-DEE
	3.2 Forward the job request and equipment to the assign technician for checking /repair.	None		<i>Administrative Assistant</i> CEAT-DEE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Check/Inspect/Repair the equipment by the assigned technician and forward the accomplished job request form to Admin Assistant in charge.	None		Laboratory Technician II CEAT-DEE
	3.4 Review the job request remarks from the technician if the equipment is ready to be released or the end user will buy necessary materials or spare parts of the equipment.	None		Administrative Assistant CEAT-DEE
	3.4.1 Inform end user regarding the recommendation of assigned technician with appropriate service rates.	None		Administrative Assistant CEAT-DEE
	APPROVED SERVICE RATES:			
	AC-DC Power Supply	₱720.00		
	Airport			
	• Fuse	₱300.00		
	• Thermotransistor	₱504.00		
	Analytical / Top Loading Balance			
	• Calibration; repair or placement of parts such as as power adaptor, fuse,	₱1920.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	alphanumeric LCD, keypad, strain gauge; repair or replacement of main board or circuit board.			
	Autoclave			
	Replacement of busted fuse; repair of loose connections and switches	₱1000.00		
	Repair or replacement of main parts and circuit board; analog to digital conversion	₱2500.00		
	Base Radio / TWO WAY RADIO	₱1020.00		
	Bellow Pump			
	Replacement of busted fuse; repair and replacement of bushing bearing	₱348.00		
	Repair or replacement of field winding	₱2400.00		
	Car Aircondition			
	Electrical Loose Connection	₱960.00		
	Condensor Fan	₱1440.00		
	Freon Leak	₱720.00		
	Filter Dryer (Clogging)	₱4800.00		
	Expansion Valve (clogging)	₱6000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Car Radio / Stereo	₱1020.00		
	CD / DVD Players	₱1020.00		
	Ceiling / Wall Fan			
	Repair or replacement of main components; repair or replacement of bushing bearing	₱360.00		
	Clamp Fluke	₱420.00		
	Coffee Maker			
	Repair or replacement of parts	₱300.00		
	Compressor Motor			
	Motor Winding	₱720.00		
	Bearing (Front / rear)	₱1080.00		
	Repair or replacement of parts such as capacitor, pressure switch	₱660.00		
	Digital Balance			
	Replacement of busted fuse; repair or replacement of loose connections and switches	₱500.00		
	Repair or replacement of main parts and circuit board	₱1500.00		
	Distiller			
	Replacement of busted fuse; repair or replacement of	₱1000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	loose connections and switches			
	Repair or replacement of main parts and circuit board	₱2000.00		
	Drill Press (electric)			
	Replacement of busted fuse; repair or replacement of loose connections, bearing, belt, running capacitor	₱608.00		
	Drying Cabinet			
	Digital temperature controller / magnetic contactor / heater	₱3600.00		
	Power cord / fuse	₱3000.00		
	Conversion from analog to digital	₱3840.00		
	Magnetic breaker / blower / solid state relay (SSR) / Thermcouple / Analog temperature controller	₱2400.00		
	Hot Plate / Stirrer			
	Repair or replacement of components such as heater, temperature	₱1080.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	controller, thermal fuse, power cable, motor, motor winding, alphanumeric LCD			
	Replacement of fuse	₱336.00		
	Repair or replacement of motor	₱2400.00		
	Repair of replacement of bushing	₱540.00		
	Dual Outlet	₱540.00		
	Electric Aspirator			
	Replacement of fuse	₱300.00		
	Repair of motor winding	₱7200.00		
	Electric Fan (Standard)			
	Repair or replacement of field winding coil, brushing, starting capacitor, switch	₱660.00		
	Electric Motor			
	Repair or replacement of components such as carbon brush, diode; repair of loose connection	₱960.00		
	Repair or replacement of running or starting capacitor, switch	₱660.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair of motor winding and field stator winding	₱7200.00		
	Repair or replacement of rear and front bearing (synchronous motor)	₱2400.00		
	Repair or replacement of rear and front bearing (induction motor, 3-phase, 1-phase motor)	₱1140.00		
	Electric Motor Controller			
	Panel board control	₱2400.00		
	Repair or replacement of components such as relay, timer	₱1200.00		
	Electric Planner			
	Repair or replacement of motor winding, rotor coil	₱4200.00		
	Repair or replacement of components such as carbon brush, switch, bearing (front and rear), belt	₱660.00		
	Electric Saw			
	Repair or replacement of motor winding, rotor coil	₱5520.00		
	Repair or replacement of	₱660.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	components such as carbon brush, switch, bearing (front and rear), belt			
	Electric Typewriters	₱936.00		
	Emergency Light			
	Replacement of fuse	₱240.00		
	Repair or replacement of circuit board	₱780.00		
	Equilibrium Moisture Content (Dynamic / Static)			
	Repair or replacement of power cord, fuse, internal battery, LCD, keypad, moisture sensor	₱1140.00		
	Calibration / strain gauge; repair or replacement of main circuit board	₱3000.00		
	Exhaust Fan			
	Replacement of fuse	₱336.00		
	Repair or replacement of motor winding	₱480.00		
	Expeller Machine			
	Replacement of fuse	₱336.00		
	Repair or replacement of motor winding	₱7200.00		
	Extension Cord	₱480.00		
	Flashlight			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	BULB / BATTERY	₱216.00		
	Flat Bed Dryer			
	Replacement of fuse; repair of loose connections, switches	₱1500.00		
	Repair or replacement of main circuit board parts	₱3000.00		
	Floor Mounted Aircon (Package type)			
	High- & Low-Pressure Switch / Indoor & Outdoor fan fuse / Indoor & Outdoor fan capacitor / Electrical Loose Connection	₱1080.00		
	Power Board Replacement / Leak Freon	₱3360.00		
	Filter Dryer (Freon Flashing and Charging)	₱4200.00		
	Filter Dryer (Replacement)	₱7200.00		
	Outdoor Fan Stock up (Bearing Replacement)	₱3000.00		
	Compressor (Replacement: Flashing / Charging freon filter dryer replacement)	₱8160.00		
	Floor Polisher			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair of motor winding	₱4560.00		
	Replacement of starting capacitor; repair or replacement of bushing	₱660.00		
	Replacement of switches	₱576.00		
	Replacement of fuse	₱216.00		
	Fluorescent Fixture	₱648.00		
	Thermostat / Overload Protector / Electrical Loose Connection / Door Gasket	₱1080.00		
	Filter Dryer (Replacement: Flushing / Charging of Freon)	₱4200.00		
	Compressor (Replacement Flushing / Charging freon / filter dryer replacement	₱7200.00		
	Fumehood			
	Repair or replacement of motor winding	₱4680.00		
	Repair of motor bearing; replacement of running capacitor	₱660.00		
	Generator, Portable			
	Repair or replacement of motor winding	₱5520.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair or replacement of rotor coil	₱4800.00		
	Replacement or carbon brush	₱540.00		
	Repair or replacement of bushing, starter, air cleaner	₱1176.00		
	SOLENOID STARTER	₱828.00		
	Repair or replacement of carburetor	₱1980.00		
	Repair or replacement of piston and ring, engine block, crank shaft bearing	₱6480.00		
	Grain Moisture Tester			
	Replacement of fuse; repair of loose connections	₱500.00		
	Repair or replacement of components such as inverter, gas motor, transfer switch (automatic / manual); rewinding; rewiring; unclogging fuel	₱1500.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	lines; calibration			
	Grass (Brush) Cutter			
	Repair or replacement of carburetor	₱1800.00		
	Repair or replacement of components such as accelerator cable, bearing	₱540.00		
	Grinder			
	Repair or replacement of motor winding	₱7200.00		
	Replacement of capacitor	₱780.00		
	Hand Drill			
	Repair or replacement of motor winding	₱4080.00		
	Repair or replacement of rotor coil	₱3360.00		
	Repair or replacement of the components such as carbon brush, bearing, switch, fuse	₱660.00		
	Heater			
	Replacement of busted fuse	₱300.00		
	Repair or replacement of filament	₱780.00		
	Hydraulic Carver press			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair or replacement of motor winding	₱4680.00		
	Repair or replacement of capacitor, bearing	₱660.00		
	Industrial Fan			
	Repair or replacement of motor winding	₱4680.00		
	Repair or replacement of capacitor, bearing	₱660.00		
	Insect Away Repeller			
	Replacement of busted fuse	₱336.00		
	Repair or replacement of filament	₱360.00		
	Iron			
	Replacement of thermistor	₱180.00		
	Isolation Hood			
	Repair or replacement of motor winding	₱7200.00		
	Repair or replacement of bearing	₱660.00		
	Jetmatic Pump			
	Repair or replacement of motor winding	₱7200.00		
	Repair or replacement of bearing, capacitor	₱660.00		
	CENTRIFUGAL SWITCH	₱660.00		
	Karaoke	₱816.00		
	Laminar Flow Hood			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair or replacement of motor winding	₱7200.00		
	Repair or replacement of rotor bearing, switch	₱660.00		
	Repair or replacement of Hepa Filter	₱4080.00		
	Switches	₱660.00		
	Reconstruction of electrical wiring	₱1440.00		
	Laminating Machine			
	Fuse	₱336.00		
	Thermal Filament	₱696.00		
	Lamp Shade	₱540.00		
	Laser Jet Printer	₱1980.00		
	Power adaptor / fuse / button switch	₱768.00		
	Toner hopper / charge roll / transistor roll / laser diode / toner adder roll / polygon mirror / photoconductor or drum	₱1800.00		
	Main Board Parts (Capacitor / Resistor / Transistor / Diode / IC / Transformer / Regulator IC / Bridge rectifier)	₱2400.00		
	Lathe Machine Motor			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair or replacement of motor winding	₱7200.00		
	Replacement of start capacitor running capacitor, replacement of loose and burnt wire	₱768.00		
	Magnetic Cantactor	₱1176.00		
	Light Switch	₱660.00		
	Mechanical Compressor			
	Repair or replacement of components such as piston, capacitor, piston valve, pressure gauge, pressure valve, release valve	₱5760.00		
	Microphone	₱600.00		
	Microwave Oven			
	Repair or replacement of components such as transformer, transformer radiation, keypad control	₱1140.00		
	Repair or replacement of components such as fan, switch capacitor	₱660.00		
	Moisture Content Determination (Duvel / Oven)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Main Board Parts (Capacitor / Resistor / Transistor / Diode / IC / Transformer / Regulator IC / Bridge rectifier)	₱2400.00		
	Power cord / fuse / moisture sensor / heater / alphanumeric LCD / keypad	₱1800.00		
	Calibration / Strain gauge	₱2220.00		
	Multi-media projectors	₱1056.00		
	Oven Dryers with Controllers			
	Replacement of busted fuse; replacement of loose connections and switch	₱1000.00		
	Analog to digital conversion; repair or replacement of main parts and circuit board	₱2000.00		
	Oven Memmert			
	Magnetic contactor / heater / digital temperature controller	₱3600.00		
	Power cord / fuse / magnetic breaker / solid state relay (SSR) / Thermocouple / Analog	₱3000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	temperature controller			
	Conversion from analog to digital	₱4200.00		
	Panel board assembly			
	Water pump panel board	₱8160.00		
	Breakers (15-100 Amps)	₱696.00		
	Repair or replacement of magnetic contactor, timer, overload protector, over-and undervoltage relay	₱1140.00		
	Faultless Relay	₱4560.00		
	Paper Shredder			
	Replacement of fuse	₱360.00		
	Repair or replacement of switch	₱540.00		
	Repair or replacement of sensor	₱540.00		
	Peletizer			
	Power cord / fuse / magnetic breaker / Thermocouple / Analog temperature controller	₱1140.00		
	Conversion from analog to digital	₱2400.00		
	Magnetic contactor / heater / digital	₱2400.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	temperature controller			
	Power Hacksaw			
	Repair or replacement of motor winding	₱5400.00		
	Repair or replacement of bearing, capacitor	₱816.00		
	PRESSURIZED PUMP MOTOR			
	Repair or replacement of motor winding	₱7200.00		
	Replacement of starting or running capacitor	₱696.00		
	Repair or replacement of centrifugal switch	₱540.00		
	Projector			
	Repair of loose connection or switch; replacement of circuit board	₱1140.00		
	Public Address Amplifiers	₱1020.00		
	Refrigerators / Chillers			
	Thermostat / Overload protector / electrical loose connection / door gasket	₱1140.00		
	Filter dryer (Replacement: flashing / charging)	₱4200.00		
	Compressor (replacement) (Flashing &	₱5400.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Charging of Freon / Filter Dryer Replacement)			
	Sanding machine			
	Repair or replacement of motor wind	₱7200.00		
	Repair or replacement of rotor	₱3360.00		
	Repair or replacement of carbon brush, bearing, bushing	₱660.00		
	Scanner	₱1068.00		
	Repair or replacement of power adaptor, fuse, switch	₱660.00		
	Repair or replacement of components such as scan head, charge coupled device, lamp, lens, filters, stepper motor, belt, interface ports	₱1440.00		
	Repair or replacement of circuit control board	₱3360.00		
	Smoke Detector			
	Repair or replacement of sensor switch	₱576.00		
	Solar Panel			
	Repair or replacement of inverter	₱3600.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Repair or replacement of controller	₱1140.00		
	Split Type Aircon			
	Running / Fan Capacitor / Indoor Fan Fuse / Evaporator and Condensor Sensor / Electrical Loose Connection	₱1140.00		
	Power Board Replacement / Leak Freon	₱4200.00		
	Filter Dryer (Freon Flashing and Charging)	₱4200.00		
	Filter Dryer (Clogging)	₱4800.00		
	Outdoor Fan Stockup (Bearing Replacement)	₱1140.00		
	Stereo Component System	₱840.00		
	Submersible Pump			
	MOTOR & PUMP TEST	₱1620.00		
	Survey Instruments (transit with accessories)			
	Main Board Parts (Capacitor / Resistor / Transistor / Diode / IC / Transformer /	₱2016.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Regulator IC / Bridge rectifier)			
	Power adaptor / Fuse / Keypad / LCD / Internal Battery / Multiparameter probe / Circuit board	₱1320.00		
	Switch Box	₱1176.00		
	Tele Fax Machine			
	Replacement of fuse	₱300.00		
	Repair or replacement of circuit board	₱1740.00		
	Torch - Rechargeable			
	KIT ASSEMBLER	₱960.00		
	TV - Flat Screem	₱3240.00		
	Typewriter			
	MOTOR WIND	₱7200.00		
	Vacuum Cleaner			
	Repair or replacement of motor winding	₱7200.00		
	Repair or replacement of bushing, carbon brush	₱1020.00		
	Repair or replacement of switch	₱540.00		
	Replacement of fuse	₱336.00		
	Vacuum Pump			
	Repair or replacement of motor winding	₱5760.00		
	Repair or replacement of mechanical component	₱4560.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Vacuum Sealer			
	Repair or replacement of timers, thermal clothe	₱1176.00		
	Repair or replacement of selector switch, relay switch, emergency switch	₱1020.00		
	Repair or replacement of thermo heater blade, rubber zealer	₱2220.00		
	Washing Machine			
	Repair or replacement of motor wind	₱1140.00		
	Replacement of capacitor, fuse	₱420.00		
	Water Dispenser			
	Repair or replacement of components such as thermo transistor, fuse	₱780.00		
	Water Heater			
	Replacement of fuse	₱420.00		
	Repair or replacement of circuit board	₱672.00		
	Water Pump & Motor			
	Repair or replacement of bearing	₱1140.00		
	Replacement of components such as	₱780.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	starting capacitor, running capacitor, centrifugal swtch, overload protector, gasket, shaft seal			
	Window Type Aircon			
	Running / Fan Capacitor / Selector Switch / Thermostat / Overload Protector (Fuses) / Electrical Loose Connection	₱1140.00		
	Power Board Replacement / Fan Motor / Leak Freon	₱4560.00		
	Filter Dryer (Freon Flashing and Charging)	₱5760.00		
	Compressor (replacement) (Flashing & Charging of Freon / Filter Dryer Replacement)	₱7200.00		
	Wood Shaper			
	Repair or replacement of motor winding	₱7200.00		
	3.5 Forward to end user the billing statement from	None		Administrative Assistant CEAT-DEE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Instrumentation Section and pay fee/s at Cashier's office or process the payment thru DV (Disbursement Voucher).			
	3.6 Received copy of receipt of payment of repaired equipment.	None		<i>Administrative Assistant</i> CEAT-DEE
	3.7 Release of equipment.	None		<i>Administrative Assistant</i> CEAT-DEE
TOTAL		See Approved Rates	5 days and 10 minutes	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
DEPARTMENT OF ENGINEERING SCIENCE
EXTERNAL SERVICE**

CEAT-DES.1. ISSUANCE OF CERTIFICATE OF APPEARANCE (OFFICIAL BUSINESS)

Issued to visitors on official business transaction

Office or Division	Department of Engineering Science
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID (Office of origin)	Visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the information sheet.	1. Check the details provided (Name, Purpose of Visit, Office).	None	2 minutes	<i>Administrative Assistant</i> CEAT-DES
2. Wait while the requested document is being processed.	2. Prepare and print the Certificate of Appearance.	None	5 minutes	<i>Administrative Assistant</i> CEAT-DES
3. Receive the requested document.	3. Secure the Unit Head's signature and release the Certificate of Appearance.	None	2 minutes	<i>Administrative Assistant</i> CEAT-DES
TOTAL		None	9 minutes	

CEAT-DES.2. LECTURE HALL OR CLASSROOM RESERVATION

Issuance of Venue Reservation Permit

Office or Division	Department of Engineering Science
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students or Filipino Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Building Administrator 2. DES SAC Form (for Student Organizations).	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of the venue.	1. Check the venue schedule for conflicts (e.g., scheduled examinations) and provide the FAQ pamphlet on reservation details.	None	3 minutes	<i>Administrative Staff CEAT-DES</i>
2. Submit a letter request with accomplished DES SAC Form (for Student Organizations).	2.1 Receive the documents; 2.2 Verify venue schedule for conflicts; if with conflict, return documents to requester; 2.3 Indicate recommendation details (fee: ₱320/hour, fund code); 2.4 Forward to the Student Affairs Committee Chair (for student organizations); 2.5 Forward to the Building Administrator for signature; 2.6 Forward to the Department Chair for approval; 2.7 Release approved documents to the client.	None	3 days	<i>Administrative Staff-in-Charge, Student Affairs Committee Chair, Building Administrator, Department Chair</i>
3. Submit to Cashier's Office for the payment of fees (For Non-CEAT and/or Non		₱320.00/hr for Non-CEAT Organization		Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UPLB Organization)				
4. Submit to OSA for the generation of Activity permit; else proceed to 5				Requesting Party
5. Submit to DES, CEAT white copy of receipt	Receive copy of the receipt		1 minute	<i>Administrative Staff</i> CEAT-DES
TOTAL		₱320.00/hr	3 days and 4 minutes	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
DEPARTMENT OF ENGINEERING SCIENCE
INTERNAL SERVICE**



CEAT-DES.3. LECTURE HALL OR CLASSROOM RESERVATION

Issuance of Venue Reservation Permit

Office or Division	Department of Engineering Science
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request addressed to the Building Administrator	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of the venue.	1. Check the venue schedule for conflicts (e.g., scheduled examinations) and provide the FAQ pamphlet on reservation details.	None	3 minutes	<i>Administrative Staff CEAT-DES</i>
2. Submit a letter request.	2.1 Receive the documents; 2.2 Verify venue schedule for conflicts; if with conflict, return documents to requester; 2.3 Indicate recommendation details (fee: ₱320/hour, fund code); 2.4 Forward to the Building Administrator for signature; 2.5 Forward to the Department Chair for approval; 2.6 Release approved documents to the client.	None	3 days	<i>Administrative Staff-in-Charge, Building Administrator, Department Chair</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit to Cashier's Office for the payment of fees (For Non-CEAT and/or Non UPLB Organization)		₱320.00/ hr for Non-CEAT Organization		Requesting Party
4. Submit to DES, CEAT white copy of receipt	Receive copy of the receipt		1 minute	<i>Administrative Staff</i> CEAT-DES
TOTAL		₱320.00/ hr	3 days and 4 minutes	



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
DEPARTMENT OF CIVIL ENGINEERING
EXTERNAL SERVICES**

CEAT-DCE.1. ROOM RENTAL

Room Rental for different functions, both academic and non-academic activities and events

Office or Division	Department of Civil Engineering
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Department Chair	Letter Request from Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request sent thru email or hardcopy	1.1 Assess availability of the classrooms	400-500 (UP) 600-800 (non-UP)	15-30 mins	Department Chair/Office Staff
2. Pay the room rental fee to the Cashier's office under the Fund Code 9301032, secure Official Receipt	2.1 Present the Official Receipt to the admin staff and the reservation is confirmed	N/A	2-5 mins	Office Staff
TOTAL				

CEAT-DCE.2. LABORATORY SERVICES

Laboratory Testing Services provided by the department

Office or Division	Department of Civil Engineering
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Faculty, Staff and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request addressed to the Department Chair	Letter Request from Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request sent thru email or hardcopy	1.1 Assess availability of the laboratory services to be availed	P100 - P860	15-30 mins	Department Chair/Office Staff
2. Pay the lab service fee to the Cashier's office under the Fund Code 8203132, secure Official Receipt	2.1 Present the Official Receipt to the admin staff and the reservation is confirmed	N/A	2-5 mins	Office Staff
TOTAL				



**COLLEGE OF ENGINEERING AND AGRO-
INDUSTRIAL TECHNOLOGY
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**

CEAT-OCS.1. REQUEST OF TRUE COPY OF GRADES (READMISSION/EXTENSION AND OTHER PURPOSES)

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	OCS
Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Slip		None	2 mins	Client
2. Submit Filled out Request Slip	2.1 Verifies student's status	None	5 mins	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Senior Office Assistant Junior Office Assistant
3. Pay at the UPLB cashier	3.1 Receives payment 3.2 Issues official receipt	PhP 50 per page	3 mins	Client Cashier
4. Submit the receipt to the OCS	4.1 Accepts the Official Receipt. 4.2 Processes requested documents;(signed by the Student Records Evaluator and College Secretary then stamped with dry seal)	None	2 working days	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Senior Office Assistant Junior Office Assistant Student Records Evaluator II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				College Secretary
5. Pick up the requested document	5.1 Issues requested documents	None	2 mins	Client Administrative Assistant II Junior Office Assistant
TOTAL		PhP 50 per page	2 Days, 10 Miinutes	

CEAT-OCS.2. REQUEST FOR CERTIFICATION (FOR DIFFERENT PURPOSES I.E GOOD MORAL CERTIFICATE)

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	OCS
Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Slip.		None	2 mins	Client
2. Submit Filled out Request Slip	2.1 Verifies student's status. 2.3 Indicates amount to be paid in the request. 2.4 Return slip to the client.	None	5 mins	Client
3. Pays fee at the UPLB cashier	3.1 Receives payment. 3.2 Issues official receipt.	PhP 50 per page	3 mins	Client
4. Submit the receipt to the OCS	4.1 Accepts the Official Receipt. 4.2 Prepares certification 4.3 Checks records;(counter	None	4 working days	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signed by the Student Records Evaluator and signed by the College Secretary the stamped with dry seal)			
5. Pick up the requested document	5.1 Issues requested documents	None	2 mins	Client
TOTAL		Php 50 per page	4 working days & 12 mins	

CEAT-OCS.3. COPY OF REMOVAL/COMPLETION PERMIT

Office or Division	CEAT-OCS
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Removal/Completion Permit	OCS
Official Receipt	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Permit	1.1 Check subject for completion/removal 1.2 Issues Removal/Completion Permit	None	2 mins	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Senior Office Assistant Junior Office Assistant
2. Secure the required signature of the concerned instructor	2.1 Instructor signs the Permit	None	1 day	Client Professor/Instructor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays fee at the UPLB cashier only for special removal/completion permits	3.1 Receives payment. 3.2 Issues official receipt.	PhP 30 per page	3 mins	Client Cashier
4. Return permit to the OCS together with the receipt of payment (if applicable)	4.1 Receives Removal/Completion permit 4.2 Checks and countersign the permit for signature of the College Secretary 4.3 Return the approved permit to student	None	1 day	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Senior Office Assistant Junior Office Assistant College Secretary
5. The student will give the approved permit to Faculty in charge	5.1 Faculty in charge prepares grade sheet and submit to the OCS	None	5 working days	Client Instructor/Department
TOTAL		PhP 30 per page	7 days & 5 mins	

CEAT-OCS.4. REQUEST FOR EXCUSE SLIP

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Excuse Slip Form	OCS
Medical Certificate	UHS
Death Certificate	Hospital or Municipal Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Supporting Documents (i.e Medical Certificate from UHS,Death Certificate,etc.)	1.1 Issues Excuse Slip Form	None	2 mins	Client Junior Office Assistant
2. Fill out the Excuse Slip for approval of the College Secretary	2.1 The Junior Office Assistant checks the accomplished excuse slip together with the medical certificate 2.2 The College Secretary signs the Excuse Slip	None	1 working day	Client Junior Office Assistant College Secretary
3. Present the excuse slip to the instructor/s concerned for signature	3.1 The Instructors signs the Excuse Slip	None		Client Instructors
4. Return the Excuse Slip to OCS	4.1 Receives Excuse Slip 4.2 Files the form to students' jacket	None		Client Junior Office Assistant
TOTAL			1 day & 2 mins	

CEAT-OCS.5. GENERAL EDUCATION PLAN OF COURSE WORK

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Elective Plan of Course Work Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form of General Elective Plan of Course Work	1.1 Issues General Elective Plan of Course Work	None	1 min	Client Administrative Officer I Administrative Assistant II
2. Fill out the General Elective Plan of Course Form		None	2 working days	Client
3. Proceed to adviser and unit head for consultation,checking and recommendation of Plan of Course Work	3.1 The adviser and unit heads signs the form	None		Client Adviser and Unit Head
4. Submit accomplished Form to OCS for verification/ Approval	4.1 Checks and verifies the entry 4.2 College Secretary signs the form 4.3 Recorded approved/changes in the Upload program 4.4 Files the original copy of General Elective Plan of Course Work in the student's jacket	None		Client Administrative Officer I Administrative Assistant II College Secretary
5. Pick-up the approved General Elective Plan of Course Work (Students Copy) at OCS	5.1 Issues the approved form to student	None		Client Administrative Officer I
TOTAL		None	2 days & 1 min	



CEAT-OCS.6. REVISION OF APPROVED PLAN OF COURSE WORK

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Revision of GE Plan of Course Work Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form of Major Plan of Course Work	1.1 Issues General Elective Plan of Course Work	None	1 min	Client Administrative Officer I Administrative Assistant II
2. Fill out the Form		None	2 working days	Client
3. Seeks recommendation of Adviser, Division/Unit Head	3.1 The adviser and unit heads signs the form	None		Client Adviser and Unit Head
4. Submit the accomplished Form to OCS for Approval	4.1 Checks and verifies the entry 4.2 College Secretary signs the form 4.3 Recorded approved/changes in the UPLB program 4.4 Files the original copy of General Elective Plan of Course Work in the student's jacket	None		Client Administrative Officer I Administrative Assistant II College Secretary
5. Pick-up the approved Change of Major/Cognate/Elective (Student's Copy) at OCS	5.1 Issues the approved form to student	None		Client Administrative Officer I
TOTAL		None	2 days & 1 min	

CEAT-OCS.7. CONSENT OF INSTRUCTOR (FOR REGULAR SUBJECTS)

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consent of Instructor Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Consent of Instructor	1.1 Issues Consent of Instructor Form	None	1 min	Client Senior Office Assistant
2. Fill out the Form		None	1 day	Client
3. Obtain Signature of Instructor	3.1 The Instructor/s signs the form	None		Client Instructor
4. Submit signed Consent of Instructor Form to OCS	4.1 Checks and verifies subject with Consent of Instructor 4.2 Recorded approved Consent of Instructor in the UPLoad program 4.3 Files the Consent of Instructor in the student's jacket	None		Client Senior Office Assistant
5. Pick-up the approved copy to OCS	5.1 Issues the approved document	None		Client Senior Office Assistant
TOTAL		None	1 day & 1 min	

CEAT-OCS.8. CONSENT OF INSTRUCTOR (FOR THESIS/PRACTICUM)

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Consent of Instructor Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copies of Consent of Instructor	1.1 Issues Consent of Instructor Form	None	1 min	Client Senior Office Assistant
2. Fill out the Form		None	1 day	Client
3. Obtain Signature of Instructor	3.1 The Instructor/s signs the form	None		Client Instructor
4. Submit signed Consent of Instructor Form to OCS	4.1 Checks and verifies subject with Consent of Instructor 4.2 College Secretary approves the Consent of Instructor Form 4.3 Recorded approved Consent of Instructor in the UPLoad program 4.4 Files the Consent of Instructor in the student's jacket	None		Client Senior Office Assistant College Secretary
5. Pick-up the approved copy at OCS	5.1 Issues the approved document	None		Client Junior Office Assistant
TOTAL		None	1 day & 1 min	

CEAT-OCS.9. APPLICATION OF WAIVER OF PRE-REQUISITE

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Waiver of Pre-Requisite Form	OCS
True Copy of Grades	OCS
Updated Flow Chart	OCS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure copy of Waiver of Pre-Requisite Form	1.1 Issues Waiver of Pre-requisite form	None	1 min	Client Administrative Assistant V Admin. Officer I
2. Fill out the Form		None		Client/Instructor/Department
3. Return the accomplished form to OCS for verification	3.1 Verifies the correctness of information in the form 3.2 College Secretary signs the application form	None	1 day	Client Administrative Assistant V Administrative Officer I College Secretary
4. Secure the recommendation of the Adviser/Faculty-in-charge/Unit Head	4.1 The adviser, faculty-in-charge & unit heads signs the form	None	1 day	Client Adviser/Faculty-in-charge/Unit Head
5. Return the accomplished form to OCS for approval/disapproval of the College Secretary	5.1 College Secretary evaluates, approves/disapproves the application for waiver 5.2 Releases signed form to student 5.3 Recorded approved/disapproved	None	1 day	Client Administrative Assistant V Administrative Officer I College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	roved application in the UPload program 5.4 Tags approved waiver at AMIS 5.5 Files the original copy of Application for Waiver of Pre-requisite in the student's jacket			
6. Pick-up the approved copy at OCS	6.1 Issues the approved document	None		Client Administrative Assistant V Administrative Officer I
TOTAL			3 days & 1 min	

CEAT-OCS.10. APPLICATION FOR OVERLOAD

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Overload Permit	OCS
Plan of Study	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form of application for overload permit from the OCS website		None	1 min	Client
2. Seek the recommendation of the adviser	2.1 The adviser signs the form	None	1 min	Client Adviser
3. Submit the accomplished form	3.1 Receives the application form	None	1 day	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with complete attachment (Approved Plan of Study)	and Plan of Study 3.2 Checks and verifies students academic standing 3.3 College Secretary interviews the student and act on the request for Overload 3.4 Recorded approved/disapproved application in the UPload program 3.5 Tags in AMIS 3.6 Files the original copy of Overload permit in the student's jacket			Junior Office Assistant College Secretary
4. Pick-up the form at OCS	4.1 Issues the approved document	None	1 min	Client Junior Office Assistant
TOTAL		None	2 days & 2 min	

CEAT-OCS.11. APPLICATION FOR UNDERLOAD PERMIT

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Underload Permit	OCS
List of Subject	Student
Certification from Instructor	Instructor/Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form at OCS website		None	1 day	Client
2. Submit accomplished underload permit with complete attachments: Plan of study, Certification from the Faculty-in-charge and Updated student monitoring flowchart)	2.1 Receives the application form, Plan of Study & updated flowchart 2.2 Checks and verifies students academic standing 2.3 Checks the form before the College Secretary signs. 2.4 Recorded approved/disapproved application in the UPload program 2.5 Files the original copy of Underload permit in the student's jacket	None	1 day	Client Admin Asst. V College Secretary
3. Pick-up the approved/disapproved copy at OCS	3.1 Issues the approved document	None	1 min	Client Admin Asst. V
TOTAL		None	2 days & 1 min	

CEAT-OCS.12. APPLICATION FOR SUBSTITUTION OF COURSE(S)

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Transcript of Records (Transferees)	OCS/OUR of current unit
True Copy of Grades (Cross-Registrant)	OCS of current unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure form of Substitution at OCS website		None	1 min	Client
2. Fill out the Form		None	30 mins	
3. Seek recommendation of Adviser, Division/Unit Head	3.1 The Adviser & Unit heads signs the form	None	2 days	
4. Submit the accomplished Form to OCS	4.1 Checks and verifies the entry 4.2 College Secretary signs the form 4.3 Recorded approved/changes in the UPLoad program 4.4 Files the original copy of substitution in the student's jacket	None	2 days	
5. Pick-up the copy of approved substitution form at OCS	5.1 Issues the approved document	None		
TOTAL		None	4 days & 31 mins	

CEAT-OCS.13. CLEARANCE

Office or Division	CEAT-OCS
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Clearance Form	OCS
University Clearance	OSA Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures College Clearance form at OCS website		None	1 min	Client
2. Fill out the Form		None	3 mins	Client
3. Secures the required signatures that signifies that the student had no accountability from various units	3.1 The unit heads signs the clearance	None	4 days	Client Unit heads
4. Submit the accomplished clearance form to OCS for approval of the College Secretary	4.1 Checks and verifies the signatures 4.2 Student Records Evaluator checks and countersigns 4.3 College Secretary signs the form 4.4 Recorded approved in the UPLoad program 4.5 Files the approved college clearance in the student's jacket	None	2 days	Client Administrative Aide VI Administrative Officer I Student Records Evaluator II College Secretary
5. For University Clearance, forwarded College Clearance to OUR for approval	5.1 Approves the clearance application online	None	1 day	Administrative Aide VI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	7 days & 4 mins	

CEAT-OCS.14. REMOVAL OF ABSENCE WITHOUT LEAVE STATUS

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Returnee	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures certificate of returnee	1.1 Issues the certification	None	1 min	Client Administrative Assistant II
2. Fill out the Form		None		Client
3. Pays AWOL FEE	3.1 The Cashier issues the official receipt	Php 225	1 day	Cashier
4. Submit the fill out form together with the Official Receipts for approval of the College Secretary	4.1 Checks and verifies the subject(s) to be enrolled by the student 4.2 College Secretary approves/disapproves the request 4.3 Recorded approved in the UPload program 4.4 Release the student in AMIS 4.5 Files the approved certification of returnee	None	1day	Client Administrative Assistant II College Secretary
5. Pick-up the approved certification at OCS	5.1 Issues the approved document	None		Client Junior Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		Php 225	2 days & 1 min	

CEAT-OCS.15. REQUEST FOR HONORABLE DISMISSAL/SHIFT OUT/TRANSFER OUT

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request signed by the student and parent	1.1 Receives the letter 1.2 Checks status of the student in the UPLOAD program 1.3 Prepares TCG 1.4 Give to student the letter with attachment for recommendation of adviser and unit head	None	10 mins	Client Administrative Aide VI College Secretary
2. Seek the recommendation of the adviser and unit head	2.1 The adviser and unit head signs the document	None	2 days	Client Adviser Unit head
3. Return the accomplished document for action of the College Secretary	3.1 The College Secretary interviews the student and approves/disapproves the request	None	2 days	Client College Secretary Administrative Aide VI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Give to student a copy of signed letter 3.3 Recorded the action of the College Secretary in the UPLOAD program 3.4 Files the document to students' jacket.			
TOTAL		None	4 days & 10 mins	

CEAT-OCS.16. APPLICATION FOR LEAVE OF ABSENCE

Office or Division	CEAT-OCS
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter for LOA	Client
LOA Form	OCS
Official Receipt	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with parents' consent/signature	1.1 Indicates student's academic status in the letter 1.2 The College Secretary interviews the student then approves/disapproves the request letter 1.3 Issues Leave of Absence Form	None	1 day	Administrative Assistant II College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fills out the form (Leave of Absence) and secure the signatures of adviser, faculty in charge and unit heads of various offices for clearance of accountabilities	2.1 The adviser, faculty-in-charge and unit heads signs the form	None	5 days	Client Faculty-in-Charge Unit heads
3. Pays LOA fee at the Cashier's Office	3.1 The Cashier issues official receipt	None		Client Cashier
4. Return the accomplished form to OCS for approval/disapproval of the College Secretary	4.1 Checks the completeness of signatures in the form and payment for LOA receipt 4.2 The College Secretary approves/disapproves the form 4.3 Request the student to give the email addresses of the instructors in the enrolled subjects 4.4 Give the approved a copy to student 4.5 Recorded in the UPLOAD program 4.6 Tags in AMIS 4.7 Files the approved LOA form in the students' jacket	Php 150	1 day	Client Administrative Assistant II Administrative Assistant V College Secretary Client
5. Pick-up approved document	5.1 Issues the approved document	None		Client Junior Office Assistant
TOTAL		Php 150	7 days	

CEAT-OCS.17. APPLICATION FOR READMISSION/EXTENSION OF RESIDENCE

Office or Division	CEAT-OCS
Classification	Complex
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Readmission/Extension of Residency Form	OCS
Evaluation Sheet	OCS
Summary of Academic Performance	OCS
True Copy of Grades	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests True Copy of Grades & Summary of Academic Performance	1.1 Checks the student's academic status 1.2 Issues payment slip	None	5 mins	Client Administrative Assistant II
2. Pays fee for true copy of grades	2.1 Receives payment and issues Official Receipt	Php 50.00 per page	1 day	Client Cashier
3. Submits official Receipts and all necessary documents for readmission/extension of residency to OCS	3.1 Receives Official Receipts and all documents 3.2 Prepares True Copy of Grades, Summary of Academic Performance & Evaluation Sheet 3.3 Prepares the readmission/extension form and attaches all the necessary documents 3.4 Evaluates records and checked	None	1 day	Client Administrative Assistant II Student Records Evaluator II College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	remaining units and completeness of the documents 3.5 College Secretary's signs the documents			
4. Picks up the documents for readmission/extension	4.1 Issues documents 4.2 Give instructions to students on what to do next	None	2 mins	Client Administrative Assistant II
5. Seeks recommendation of adviser and department chair	5.1 Approves/Disapproves the application	None	1 day	Client Adviser & Department Chair
6. Submits all documents to OSA	6.1 Evaluates and processes the documents 6.2 Forwards students readmission/extension documents to OCS	None	2 days	Client OSA
7. Reports for interview/evaluation at OCS	7.1 The College Secretary interviews the student and approves/disapproves the application for readmission/extension	None	1 day	Client College Secretary
8. Reports for interview/evaluation at Dean's Office	8.1 For 1st Readmission due to dismissed status, the Dean approves/disapproves the application for readmission (if OSA and DO's decisions are	None	1 day	Client College Dean/Dean's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	not the same, send the application to OVCAA for final action. 8.2 For 2nd or more applications for readmission or PD status, the Dean recommends approval or disapproval on the application 8.3 For extension of residency, the Dean recommends approval or disapproval of the application of student			
9. Reports for final interview/evaluation at the OVCAA	9.1 The OVCAA's approves/Disapproves the application of student	None	1 day	Client OVCAA
10. Pick-up a copy of the readmission/extension result to OVCAA, make a copy for students' personal file and submits to OCS a copy of document	10.1 Receives the copy of the result 10.2 Recorded the result of readmission in the UPLOAD program 10.3 Tags in the AMIS 10.4 Files the document in the student's jacket.	None	2 mins	Client Administrative Assistant V
TOTAL		PhP 50 per page	8 days & 9 mins	

CEAT-OCS.18. APPLICATION FOR SHIFTING TO COLLEGE

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent by Student	Student
True Copy of Grades	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits True Copy of Grades and letter of intent (signed by parent, noted by adviser, department chair and college secretary). Letter addressed to the College Dean	1.1 Accepts & checks completeness of documents 1.2 Evaluates student grades and prepares evaluation sheet 1.3 Sent the documents to concerned units for evaluation/recommendation	None	1 day	Client Administrative Assistant II Student Records Evaluator II
2. Reports for Interview	2.1 The accepting units interviews the applicants 2.2. Prepares list of qualified applicants and submit to OCS 2.3 The OCS receives the documents 2.4 The College Secretary recommends approval/disapproval and forwarded the documents to the Office of the Dean	None	3 days	Client Unit Heads College Secretary Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 The Dean approves/disapproves the application form 2.6 Return the documents to the OCS			
3. Reports for interview	3.1 The OCS staff schedules the interview of those who were accepted together with the College Secretary 3.2 The College Secretary inform the applicants of their acceptance to the College 3.3 Gives instructions to students to submit the necessary documents for shifting	None	30 minutes per student	Client Administrative Assistant V College Secretary
4. Submits the documents for shifting	4.1 Receives the documents 4.2 Prepares list of qualified shiftees and attached the required documents for submission to OUR	None	2 days	Administrative Assistant V University Registrar
TOTAL		None	6 days & 30 mins	

CEAT-OCS.19. FORM 26

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 26	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request signed by the student and adviser and/or the faculty-in-charge; state reason(s)	1.1 Receives the letter 1.2 College Secretary recommends approval/disapproval 1.3 Forwarded the letter to the Dean for approval/disapproval 1.4 For approved request, OCS issues the Form 26 to the student	None	2 days	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Junior Office Assistant Senior Office Assistant College Secretary
2. Fills out the form		None	1 day	Client
3. Submits Form 26 to OCS	3.1 OCS staff verifies the subjects listed in the Form 26 3.2 College Secretary signs the form 3.3 OCS forwarded the approved letter & Form 26 to AMIS for implementation 3.4 Records approved amendment in the UPLB program	None	2 days	Client Administrative Officer I Administrative Assistant II Administrative Aide VI Junior Office Assistant Senior Office Assistant College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Attached the approved F26 to student's Form 5			
TOTAL		None	5 working days	

CEAT-OCS.20. APPLICATION FOR DROPPING OF SUBJECT

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application	Client
Dropping Slip	OCS
Medical Certificate	UHS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits letter of request signed by the student, parents and adviser. 1.2 Attaches necessary documents (i.e medical certificate)	1.1 Receives the letter 1.2 Annotate students academic status for College Secretary's reference 1.3 College Secretary approves/disapproves the request for dropping 1.4 For approved request: the OCS staff issues dropping form	None	1 day	Client/Parents/ Adviser Administrative Assistant II College Secretary
2. If approved, fill out the dropping form and pay the required fees	2.1 Receives payment 2.2 Issues Official Receipt	Php 10 per unit	1 day	Client Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Seeks the signature of adviser & faculty-in-charge	3.1 The Adviser signs the form 3.2 The faculty-in-charge signs the form & indicate the class standing of the student	None	1 day	Client Adviser/Instructor
4. Return the accomplished form to OCS for College Secretary's approval	4.1 College Secretary signs the Dropping Slip	None	1 day	Client Administrative Assistant II College Secretary
5. Pick-up the approved dropping slip (Student's copy & Instructor's copy)	5.1 Issues the approved document	None		Client Junior Office Assistant
TOTAL		Php 10 per unit	4 days	

CEAT-OCS.21. REQUEST FOR LOAN APPLICATION

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Loan Application Form	OSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplish Loan Form to OCS	1.1 Receives the Loan Form 1.2 Checks the status of the students 1.3 College Secretary signs the Form	None	1 day	Client Junior Office Assistant
2. Pick-up the signed Loan Form	2.1 Issues the document	None		Client Junior Office Assistant
TOTAL		None	1 day	

CEAT-OCS.22. APPLICATION FOR STUDENT ASSISTANTSHIP

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student Assistantship Form	OSA
Form 5	Client
Schedule of Classes	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Form 5 ,Schedule of Classes and application form for SA for signature of the College Secretary	1.1 Receives the Form 5 and checks if officially enrolled also indicate the number units in the SA form 1.2 College Secretary signs the application form	None	1 day	Client Administrative Assistant II Administrative Aide VI Junior Office Assistant College Secretary
2. Pick-up the signed Student Assistant Form	2.1 Issues the signed document	None		Client Junior Office Assistant
TOTAL		None	1 day & 2 mins	

CEAT-OCS.23. PROCESSING OF FIELD TRIP

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Required by UPLB	
Cover letter/formal request addressed to the Dean	Client
UPLB Field Trip Form No.1 and 1A, Revised July 2014*	Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Field Trip Form No.2 ,Revised July 2014*	Department
UPLB Field Trip Form No. 3, Revised July 2014*	Department
Clear copies of Insurance coverage of persons joining the trip	Insurance company
Required by CHED	
Course Syllabus which reflects the relevance of requiring a field trip	Department
Justification for the place of the proposed field trip	Department
Duly Notarized consent of parent's or student's guardian	Student
Medical Clearance of students (validated by UPLB UHS)	UHS
Personnel-in-charge of field trip certificate on first aid training	Department
Proof of insurance provision (for all persons joining the fieldtrip)	Insurance Company
Vehicle updated registration	Vehicle Provider
Vehicle insurance coverage	Vehicle Provider
Driver's License(s)	Vehicle Provider
Certification from LTFRB for the validity of the franchise of the vehicle operator	Vehicle Provider
If field trip is managed by a tour operator, copy of travel and tour operator accreditation certificate issued by Department of Tourism (if applicable)	Tour Operator
Copy of letter sent to local government unit (LGU) as prior notice for presence of the group on filed trip	LGU
Copy of acknowledgement letter from the LGU (addressed to the faculty requesting for a field trip)	LGU
Copy of minutes of class discussions,consultation held by faculty for concerned students and other stakeholders	Department
Format of learning journal given to students re: field trip	Department
Description of emergency preparedness plan in case of any mishap	Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHED certificate of compliance (notarized)	CHED
CHED report of compliance (optional)	CHED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits UPLB and CHED Requirements to OCS	1. Checks and verifies UPLB and CHED Requirements 1.2 The College Secretary signs the checklist form (if complete) 1.3 The client will be notified and will forward the documents to the Dean's office for approval of the request	None	3 days	Client Administrative Officer I College Secretary
2. Pick-up the signed documents at CEAT - Dean's Office and submit to OVCAA for approval		None		Client OVCAA
TOTAL		None	3 days	

CEAT-OCS.24. FACULTY SERVICE RECORD

Office or Division	CEAT-OCS
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Other UPLB Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Faculty Service Record	Unit/Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished	1.1 Receives, checks signatories and	None	3 days	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
faculty service records to OCS	recorded in the excel file 1.2 Checks the schedule of classes 1.3 Checks the computation of the teaching load, admin work load, study load, consultation hour and countersigns for College Secretary reference and recorded in the excel file 1.4 College Secretary signs 1.5 Forwarded to the Dean for signature 1.6 Once signed by the Dean submit the documents to the Office of the University Registrar 1.7 Wait until the OVCAA returns the FSR 1.8 Sends a copy to concerned unit/department 1.9 Files a copy			Junior Office Assistant Administrative Officer I Student Records Evaluator II College Secretary Dean OUR OVCAA/OVCRE
TOTAL		None	3 days	



**COLLEGE OF FORESTRY AND NATURAL
RESOURCES
DEPARTMENT OF FOREST PRODUCTS AND
PAPER SCIENCE
EXTERNAL SERVICES**

CFNR-DFPPS.1. REQUEST TO USE EQUIPMENT AND FACILITIES

Request to Use Equipment and Facilities for academic purposes

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Department Chair	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares letter request		None		
2. Submits letter request to the Office of the Chairman (hard copy) or DFPPS email (soft copy)	2.1 Receives document (if hard copy, the document will be scanned)	None	10 minutes	<i>Administrative Assistant II or Office Assistant CFNR-DFPPS</i>
	2.2 Forwards the document to the faculty concerned for comments and e-signature	None		
	2.3 Forwards to the department chair for approval	None		
	2.4 Releases of letter request to the applicant	None		
TOTAL		None	10 minutes	

CFNR-DFPPS.2. REQUEST OF FABRICATION OF WOOD IN WOOD MACHINING SHOP

Request of estimates and fabrication of wood

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter request addressed to the Department Chair (with attached design)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares letter request (must include design)		None		
2. Submits letter request to the Office of the Chairman (hard copy) or DFPPS email (soft copy)	2.1 Receives documents (if hard copy, the document will be scanned)	None	5 minutes	<i>Administrative Assistant II or Administrative Assistant V or Office Assistant CFNR-DFPPS</i>
	2.2 Forwards to the department chair for approval	None		
	2.3 If approved, forwards document to the Wood Machining Shop for estimate	None		
	2.4 Forwards letter request and job request with estimates to the Office of the Chairman for scanning	None		
	2.5 Releases of document to the applicant	None		
TOTAL		None	5 minutes	

CFNR-DFPPS.3. CLEARANCE VERIFICATION

For students in completion of their requirements

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Clearance Form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish clearance form		None		
2. Receives the clearance form from the student	2.1 Check: if the student has deficiency in the Wood Identification Room and/or Wood Chemistry Laboratory. Students without deficiency shall be marked as "clear" and students with deficiency shall be marked as "with deficiency" and the details.	None	2 minutes	<i>Administrative Assistant II or Office Assistant</i> CFNR-DFPPS
	2.2 Forwards to the Department Chair for signature	None		
	2.3 Releases of document to the applicant	None		
TOTAL		None	2 minutes	

CFNR-DFPPS.4. BORROWING OF WOOD SAMPLES AND LENSES

Use of Wood Samples and Lenses for the FPPS 11, 42, 43, 127 and 128

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. UPLB ID	Applicant
5. Borrowing Slip	Applicant/Wood Identification Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish borrowing slip		None		
2. Submits borrowing slip and present UPLB student ID to the Wood Identification Room	2.1 Receives Borrowing Slip and ID	None	3 minutes	Laboratory Technician II CFNR-DFPPS
	2.2 Check: if ID is validated	None		
	2.3 Prepares wood samples and/or lenses to be borrowed	None		
	2.4 Keeps borrower's slip and ID in the ID rack	None		
	2.5 Releases of wood samples and/or lenses to be borrowed to the applicant	None		
6. Returns borrowed sample and/or lenses to the Wood Identification Room	3.1 Receives samples and/or lenses	None	3 minutes	Laboratory Technician II CFNR-DFPPS
	3.2 Check: if borrowed samples	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and/lenses is complete, else UPLB ID will not be released			
	3.3 If complete, keeps the samples and/or lenses in the designated containers	None		
	3.4 Releases UPLB ID and borrowing slip	None		
TOTAL		None	6 minutes	

CFNR-DFPPS.5. BORROWING OF LABORATORY INSTRUMENTS

Use of Laboratory Instruments in the Wood Anatomy Laboratory and Wood Identification Room

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. UPLB ID	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID in the Wood Identification Room	1.1 Check: if ID is validated, else not allowed 1.2 Presents logbook to be accomplished by the applicant	None	1 minute	<i>Laboratory Technician II</i> CFNR-DFPPS
2. Accomplishes information in the logbook		None		
3. Returns the logbook to the Wood	3.1 Check: if all information were provided, else return to applicant	None	1 minute	<i>Laboratory Technician II</i> CFNR-DFPPS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Identification Room				
	3.2 Releases laboratory instrument	None		
4. Returns the laboratory instrument in the Wood Identification Room	4.1 Receives the laboratory instrument	None	2 minutes	<i>Laboratory Technician II</i> CFNR-DFPPS
	4.2. Check: if there are no damage, else UPLB ID will not be released and is subject for repair or replacement	None		
	4.3 Returns UPLB ID	None		
TOTAL		None	4 minutes	



**COLLEGE OF FORESTRY AND NATURAL
RESOURCES
DEPARTMENT OF FOREST PRODUCTS AND
PAPER SCIENCE
INTERNAL SERVICES**

CFNR-DFPPS.6. REQUEST TO USE EQUIPMENT AND FACILITIES

Request to Use Equipment and Facilities for academic purposes

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Department Chair	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares letter request				
2. Submits letter request to the Office of the Chairman (hard copy) or DFPPS email (soft copy)	2.1 Receives document (if hard copy, the document will be scanned)	None	10 minutes	<i>Administrative Assistant II or Office Assistant CFNR-DFPPS</i>
	2.2 Forwards the document to the faculty concerned for comments and e-signature	None		
	2.3 Forwards to the department chair for approval	None		
	2.4 Releases of letter request to the applicant	None		
TOTAL		None	10 minutes	

CFNR-DFPPS.7. REQUEST OF FABRICATION OF WOOD IN WOOD MACHINING SHOP

Request of estimates and fabrication of wood

Office or Division	Department of Forest Products and Paper Science
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter request addressed to the Department Chair (with attached design)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares letter request (must include design)		None		
2. Submits letter request to the Office of the Chairman (hard copy) or DFPPS email (soft copy)	2.1 Receives documents (if hard copy, the document will be scanned)	None	5 minutes	<i>Administrative Assistant II or Administrative Assistant V or Office Assistant CFNR-DFPPS</i>
	2.2 Forwards to the department chair for approval	None		
	2.3 If approved, forwards document to the Wood Machining Shop for estimate	None		
	2.4 Forwards letter request and job request with estimates to the Office of the Chairman for scanning	None		
	2.5 Releases of document to the applicant	None		
TOTAL		None	5 minutes	



**COLLEGE OF FORESTRY AND NATURAL
RESOURCES
FORESTRY DEVELOPMENT CENTER
EXTERNAL SERVICES**

CFNR-FDC.1. USE OF FDC FACILITIES (FDC MULTIPURPOSE HALL / CONFERENCE ROOM)

FDC Multipurpose Hall and Conference room is to provide a single space that can be adapted for many different activities like **Meetings & conferences**, **Classes**, **Training & development** (workshops, seminars); **Employee engagement** – team-building activities, wellness sessions, celebrations

Office or Division	Forestry Development Center - Administrative Services
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government G2B- Government to Business
Who may Avail	Government and non-government institutions, individuals, UPLB students

	WHERE TO SECURE
A Letter request address to the FDC Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare letter request addressed to the Director for the use of FDC Multipurpose Hall/Conference Room indicating the details for the event				Client
Submit Letter request to the to the Administrative Officer for recording and receiving of request	2.1. Receive, record the letter request	None	30 minutes	<i>Administrative Assistant II</i> or <i>Administrative Officer I</i> or <i>Administrative Officer IV</i> and <i>Director</i> CFNR-FDC
	2.2 Forward the request to the Administrative Staff in charge of the Multipurpose Hall	None		
	2.3 Check the availability of the Facility being requested	None		
	2.4 Submit to the	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	office of the Director for Approval / disapproval			
	2.5 Affix Signature of the Director			
	2.6 Release the letter to the official messenger of the Center			
Received the approved/ disapproved letter request			5 minutes	<i>Administrative Aide IV</i> CFNR-FDC
TOTAL		None	35 minutes	

CFNR-FDC.2. BORROWING OF READING MATERIALS AT FDC READING ROOM

Lending of reading materials to faculty, staff and student for references purposes

Office or Division	Forestry Development Center - FDC Technical Staff
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government G2B- Government to Business
Who may Avail	Government and non-government institutions, individuals, UPLB students

	WHERE TO SECURE
Valid ID	Client
Log Book / Borrowers Card	FDC Reading Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request person in charge of the reading room the				Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
title of the reading materials needed				
	1.1 Check the materials needed at the Database		1 hour	<i>Administrative Assistant II</i> CFNR-FDC
	1.2 Locate the reading material needed			
	1.3 Present to the borrower the requested materials if correct			
	1.4 ask the client to secure borrowers' card			
2. Secure borrowers card / Log in to the Logbook	2.1 Give the borrowers card to the staff in charge of the reading room		30 minutes	<i>Administrative Assistant II</i> CFNR-FDC
	2.2 Check the ID presented			
	2.3 Release the material to the borrower			
TOTAL		None	1 Hour to 30 minutes	



**COLLEGE OF FORESTRY AND NATURAL
RESOURCES
FORESTRY DEVELOPMENT CENTER
INTERNAL SERVICES**

CFNR-FDC.3. USE OF FDC FACILITIES (FDC MULTIPURPOSE HALL / CONFERENCE ROOM)

FDC Multipurpose Hall and Conference room is to provide a single space that can be adapted for many different activities like **Meetings & conferences, Classes, Training & development** (workshops, seminars); **Employee engagement** – team-building activities, wellness sessions, celebrations

Office or Division	Forestry Development Center - Administrative Services
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Units

	WHERE TO SECURE
A Letter request address to the FDC Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare letter request addressed to the Director for the use of FDC Multipurpose Hall/Conference Room indicating the details for the event				Client
Submit Letter request to the to the Administrative Officer for recording and receiving of request	2.1. Receive, record the letter request	None	30 minutes	<i>Administrative Assistant II or Administrative Officer I or Administrative Officer IV and Director CFNR-FDC</i>
	2.2 Forward the request to the Administrative Staff in charge of the Multipurpose Hall	None		
	2.3 Check the availability of the Facility being requested	None		
	2.4 Submit to the office of the Director for	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approval / disapproval			
2.5 Affix Signature of the Director				
	2.6 Release the letter to the official messenger of the Center			
Received the approved/ disapproved letter request			5 minutes	<i>Administrative Aide IV</i> CFNR-FDC
TOTAL		None	35 minutes	

CFNR-FDC.4. BORROWING OF READING MATERIALS AT FDC READING ROOM

Lending of reading materials to faculty, staff and student for references purposes

Office or Division	Forestry Development Center - FDC Technical Staff
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Employees

	WHERE TO SECURE
Valid ID	Client
Log Book / Borrowers Card	FDC Reading Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request person in charge of the reading room the title of the reading materials needed				Client
	1.1 Check the materials needed at the Database		1 hour	Person in charge of the Reading Room

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				/ Adm. Asst II.
	1.2 Locate the reading material needed			
	1.3 Present to the borrower the requested materials if correct			
	1.4 ask the client to secure borrowers' card			
2. Secure borrowers card / Log in to the Logbook	2.1 Give the borrowers card to the staff in charge of the reading room		30 minutes	Person in charge of the Reading Room / Adm. Asst II.
	2.2 Check the ID presented			
	2.3 Release the material to the borrower			
TOTAL		None	1 hour and 30 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
INSTITUTE OF AGROFORESTRY
EXTERNAL SERVICES**

CFNR-IAF.1. PERMIT TO VISIT IAF- LEARNING LABORATORY FOR AGROFORESTRY

Issued to clients who would like to visit/conduct field work/class exercise at the UPLB IAF- Learning Laboratory for Agroforestry (IAF-LLA)

Office or Division	Institute of Agroforestry
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB students, Researchers, Government and Non-government Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for visit to IAF-LLA should be endorsed by the following authorities:	Requesting Party
If letter request is from the Faculty- endorsement from the head of unit or from the Faculty in Charge	
If letter request is from organization - endorsement from the Head of the organization	
If letter request is from student (s) - endorsement from the FIC or adviser	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to prepare the letter indicating the date, time, purpose and number of pax.				Client
2. Client to submit letter request to visit LLA either via email or send hard copy to the Institute indicating the date, time, purpose and number of pax.	Receive, record and forward the hard copy to the Director/ if submitted via email, acknowledge the email, forward the email to the Director cc'd the staff in charge and secure a copy for office file.	None	2 minutes	Administrative Assistant II CFNR-IAF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If approved by the Director, letter will be forwarded to the staff in-charged	None	1 minutes	<i>Director</i> CFNR-IAF
	Staff in-charge will calendar the request; staff in-charge will confirm the visit to the client and inform the LLA staff and assist the client.	None	2 minutes	<i>University Research Associate I</i> CFNR-IAF <i>or</i> <i>Administrative Aide III</i> CFNR-IAF <i>or</i> <i>Laboratory Technician I</i> CFNR-IAF
TOTAL		None	5 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
INSTITUTE OF AGROFORESTRY
INTERNAL SERVICES**

CFNR-IAF.2. PERMIT TO VISIT IAF- LEARNING LABORATORY FOR AGROFORESTRY

Issued to clients who would like to visit/conduct field work/class exercise at the UPLB IAF- Learning Laboratory for Agroforestry (IAF-LLA)

Office or Division	Institute of Agroforestry
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request for visit to IAF-LLA should be endorsed by the following authorities:	Requesting Party
If letter request is from the Faculty- endorsement from the head of unit or from the Faculty in Charge	
If letter request is from organization - endorsement from the Head of the organization	
If letter request is from student (s) - endorsement from the FIC or adviser	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to prepare the letter indicating the date, time, purpose and number of pax.				Client
2. Client to submit letter request to visit LLA either via email or send hard copy to the Institute indicating the date, time, purpose and number of pax.	Receiv, record and forwarded the hard copy to the Director/ if submitted via email, acknowledge the email, forward the email to the Director cc'd the staff in charge and secure a copy for office file.	None	2 minutes	<i>Administrative Assistant II</i> CFNR-IAF

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If approved by the Director, letter will be forwarded to the staff in-charged	None	1 minutes	<i>Director</i> CFNR-IAF
	Staff in-charge will calendar the request; staff in-charge will confirm the visit to the client and inform the LLA staff and assist the client.	None	2 minutes	<i>University Research Associate I</i> CFNR-IAF or <i>Administrative Aide III</i> CFNR-IAF or <i>Laboratory Technician I</i> CFNR-IAF
TOTAL		None	5 minutes	

CFNR-IAF.3. REQUEST FOR THE USE OF IAF LECTURE HALL

Issued to clients who would like to use UPLB- IAF Lecture Hall

Office or Division	Institute of Agroforestry
Classification	Simple
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter requests for the use of IAF Lecture hall should be signed by the Faculty In- Charged or can be endorsed by the Unit Head.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to prepare the letter indicating the date, time, purpose and number of pax.				Client
2. Client to submit letter request to	Receive, record and forwarded the	None	2 minutes	<i>Administrative Assistant II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
use the IAF Lecture Hall either via email or send hard copy to the Institute indicating the date, time, purpose and number of pax.	hard copy to the Director/ if submitted via email, acknowledged the email, forward the email to the Director cc'd the staff in charge and secure a copy for office file.			CFNR-IAF
	If approved by the Director, letter will be forwarded to the staff in-charged	None	1 minute	Director CFNR-IAF
	Staff in-charge will calendar the request; staff in-charge will confirm the use of the Lecture hall to the client and inform the staff in-charge in the maintenance of the lecture hall.	None	2 minutes	<i>Administrative Assistant II</i> or <i>Administrative Aide III</i> CFNR-IAF
TOTAL		None	5 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
INSTITUTE OF RENEWABLE
NATURAL RESOURCES
EXTERNAL SERVICES**

CFNR-IRNR.1. REQUEST LETTER TO USE THE INSTITUTE'S FACILITIES

The service allows the transacting client to request permission to use the Institute's facilities for official academic/work-related activities.

Office or Division	Institute of Renewable Natural Resources – College of Forestry and Natural Resources
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Letter	1.1 Receive the document and verify the availability of the requested facilities. Forward the letter to the Director	None	5 minutes	<i>Administrative Staff</i> CFNR-IRNR
	1.2 Approve or sign the document.	None	1 day	<i>Director</i> CFNR-IRNR
	1.3 Inform requesting party			<i>Administrative Staff</i> CFNR-IRNR
TOTAL		None	1 day and 5 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
INSTITUTE OF RENEWABLE
NATURAL RESOURCES
INTERNAL SERVICES**

CFNR-IRNR.2. REQUEST LETTER TO USE THE INSTITUTE'S FACILITIES

The service allows the transacting client to request permission to use the Institute's facilities for official academic/work-related activities.

Office or Division	Institute of Renewable Natural Resources – College of Forestry and Natural Resources
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Letter	1.1 Receive the document and verify the availability of the requested facilities. Forward the letter to the Director	None	5 minutes	<i>Administrative Staff</i> CFNR-IRNR
	1.2 Approve or sign the document.	None	1 day	<i>Director</i> CFNR-IRNR
	1.3 Inform requesting party			<i>Administrative Staff</i> CFNR-IRNR
TOTAL		None	1 day and 5 minutes	



**COLLEGE OF FORESTRY
AND NATURAL RESOURCES
LIBRARY
EXTERNAL SERVICES**



CFNR-LIB.1. SIGNING OF LIBRARY CLEARANCE

This on-site service facilitates the "walk-in" clearance requests for CFNR Students for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), Transfer to another school, LOA, ID Replacement, and Shifting

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Clearance Form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Circulation, Filipiniana, and Reserve Section	Verify the information written in the Clearance Form	None	2 minutes	College Librarian I CFNR-Library
2. Present duly accomplished clearance form	Checking the KOHA Account for any library accountability	None	2 minutes	
3. After checking the accountability	Counter-signing of the Clearance Form	None	2 minutes	
4. Go to the Head College Librarian's Office	Signing of Clearance Form	None	1 minute	College Librarian I CFNR-Library
5. Receive duly signed Clearance Form	Release duly signed Library Clearance	None	1 minute	
TOTAL		None	8 minutes	

CFNR-LIB.2. ID COUNTERSIGNING AND VALIDATION

For Students enrolled in the current semester.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Form 5 (Enrollment Form)	Office of the College Secretary
Student ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Fill out the online ID Validation form bit.ly/IDValidation_CFNR_Library	1.1 Check and verify the submitted attachments, and counter-check the client's name against the Delinquent List 1.2 Update the student's account in the User Monitoring System (UMS)	None	2 minutes	College Librarian I CFNR-Library
2. Claim the ID sticker at the library	Issue countersigned sticker	None	2 minutes	
3. Receive the validated ID	Issue the validated ID	None	1 minutes	
TOTAL		None	5 minutes	



CFNR-LIB.3. REGISTRATION OF NON-UP CLIENTS TO ACCESS AND USE LIBRARY RESOURCES

Given to those Non-UP Clients who want to use the Library resources and its services

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID/Student ID with picture	Institution/Agency of the Applicant
Referral letter	Institution/Agency of the Applicant
Official Receipt	Office of the Head College Librarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and referral letter at the Information Desk	Check the validity of the ID presented and receive the referral letter		2 minutes	<i>College Librarian I</i> CFNR-Library
2. Fill out the Visitor's Form at the Information Desk			2 minutes	
3. Pay the library fee at the CFNR Head College Librarian's Office	Process payment and issue Official Receipt <i>For Alumni and retired staff, free for 5 days/ semester; beyond 5 days</i> <i>For Public institutions, free 5 Mondays/semester, provided with a referral letter, otherwise need to pay</i> <i>For Private</i>	See Table of Fees	1 minute	<i>College Librarian I</i> CFNR-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>institutions</i>			
4. Return to the Information Desk for library guidelines	Orient library rules and regulations; introduce and demonstrate the navigation of OPAC-KOHA and the Library website		5 minutes	<i>College Librarian I CFNR-Library I</i>
TOTAL		See Table of Fees	10 minutes	

TABLE OF FEES	
Rates of Non-UP Clients To Access And Use Library Resources	
<i>For Alumni and retired staff, free for 5 days/ semester; beyond 5 days</i>	₱20.00/ visit
<i>For Public institutions, free 5 Mondays/semester, provided with a referral letter, otherwise need to pay</i>	₱20.00/ client/visit
<i>For Private institutions</i>	₱50.00/ client/visit

CFNR-LIB.4. CHARGING AND DISCHARGING OF CIRCULATION AND FILIPINIANA BOOKS

Borrowing and returning Circulation and Filipiniana book(s) by library clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to the assigned library staff at the Circulation, Filipiniana, and Reserve Section	Check and verify the presented ID if validated	₱2.00/day for overdue book, exclusive of Sundays and holidays.	30 seconds	College Librarian I CFNR-Library
2. Wait for the material to be processed	Staff retrieves the material		30 seconds	
3. Fill out the book card with name and student ID number, and present it to the assigned library staff at the Circulation Section	3.1 Check out the material in the KOHA system under the borrower's name 3.2 Stamp with due date, sign the book card, and the due date slip		2 minutes	
4. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
5. Client returns the book	5.1 Staff pulls out the card 5.2 Check-in the material in the KOHA system		1 minute	
TOTAL		₱2.00/day for overdue book, exclusive of Sundays	4 minutes and 30 seconds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		and holidays		

CFNR-LIB.5. RENEWING BOOKS BORROWED/CHECKED-OUT

This service allows library clients to renew a Circulation book at any nearby or most convenient library on the UPLB campus, provided the book is not overdue and not on reserve by other users.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID and the book(s) to be renewed	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book for renewal at the Circulation, Filipiniana, and Reserve Section	1.1 Retrieve and pull out the book card for renewal 1.2 Hand in the book card to the client	None	30 seconds	College Librarian I CFNR-Library
2. Fill out the book card with name, college, and student ID number, and return it to the library staff	2.1 Renew the book in the KOHA system under the borrower's name 2.2 Stamp with due date, sign the book card, and the due date slip		2 minutes	
4. Receive the borrowed book	Issue borrowed book together with the ID		30 seconds	
TOTAL		None	3 minutes	

CFNR-LIB.6. CHARGING AND DISCHARGING OF RESERVE BOOKS FOR ROOM USE

Borrowing and returning Reserve book(s) for the use of library clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to the assigned library staff at the Circulation, Filipiniana, and Reserve Section	1.1 Require the client to present ID 1.2 Check and verify the presented ID if validated	None	30 seconds	College Librarian I CFNR-Library
2. Wait for the material to be processed	Staff retrieves the material		30 seconds	
3. Fill out the book card with name and student ID number; and present it to the assigned library staff			1 minute	
4. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
5. Client returns the book	5.1 Staff pulls out the card 5.2 Check-in the material in the KOHA system		30 seconds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	3 minutes	

CFNR-LIB.7. CHARGING AND DISCHARGING OF RESERVE BOOKS FOR OVERNIGHT USE/ HOME USE

Borrowing and returning Reserve book(s) for overnight/home use of library clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the overnight reservation slip at the Circulation, Filipiniana and Reserve Section	Give the overnight reservation slip to the client	Please See Table of Fees	30 seconds	College Librarian I CFNR-Library
2. Claim the material on the specified borrowing period and present ID to the assigned library staff	2.1 Require the client to present ID 2.2 Check and verify the presented ID if validated		30 seconds	
3. Wait for the material to be processed	Staff retrieves the material		30 seconds	
4. Fill out the book card with name and student ID number; and present it to the	4.1 Check out the material in the KOHA system under the		30 seconds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
assigned library staff at the Reserve Section	borrower's name 4.2 Stamp with due date, sign the book card, and the due date slip			
5. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
6. Client returns the book	6.1 Staff pulls out the card 6.2 Check-in the material in the KOHA system			
TOTAL		Please See Table of Fees	2 minutes and 30 seconds	

TABLE OF FEES
Rates of Charging and Discharging of Reserve Books for Overnight Use/ Home Use
₱1.00 for the 1st hour
₱5.00 for the succeeding hours; and
₱50.00 for the whole day

CFNR-LIB.8. USE OF COMPUTER WORKSTATION

Use of Library computers and other handheld technologies

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Undergraduate/Graduate students	
1. Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library
Non-UP Clients	
2. Any valid school/work/professional ID	Institution/Agency of the Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section counter and present a valid ID	1.1 Check client identification 1.2 Inquire about the purpose of computer usage	None	1 minute	College Librarian I CFNR-Library
2. Register in the log sheet.	(UPLB Undergraduate/ Graduate students) Scan their ID for system log-in and inter-file the student's ID. (Non-UP Clients) Inter-file guest's ID.	None	1 minute	
3. Proceed to the available computer	Provide assistance as needed	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Approach the counter for your ID.	(UPLB Undergraduate/ Graduate students) Make sure the client is logged out in the system (Non-UP Clients) Record transaction	₱20.00/ hr for computer usage	1 minute	
TOTAL		₱20.00/ hr for computer usage	3 minutes	

CFNR-LIB.9. PRINTING SERVICES

This on-site service allows printing, photocopying, and scanning

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section counter, and state the service to avail	Confirm availability of the service/s			<i>College Librarian I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 (For printing) Access file through the client's external device or via the internet, check/edit before printing	Provide assistance as needed, hand over the print-outs, receive payment, and record the transaction	Please see Table of Fees	1 minute (depends on the number of pages to be printed)	CFNR-Library
2.2 (For photocopying) Present resource or documents to be photocopied	Perform photocopying service, hand over the print-outs, receive payment, and record the transaction		1 minute or longer, depending on the number of pages/files to be photocopied	
2.3 (For scanning) Present resource or documents to be scanned, clients have options to save the file through a personal external device or an email account	Perform scanning service, save file to the designated computer, receive payment, and record the transaction		2 minutes or longer, depending on the number of pages/files to be scanned	
TOTAL		Please see Table of Fees	4 minutes	

TABLE OF FEES	
Rates Of Printing Services	
Printing	B&W / text printing: ₱2.00/page; Colored printing: ₱10.00/ page
Photocopying	B&W / text printing: ₱2.00/page
Scanning	₱5.00/ page

CFNR-LIB.10. USE OF LIBRARY SPACES: DISCUSSION ROOM

This on-site service allows the CFNR students to utilise the discussion area for academic purposes, such as class/group discussion

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reservation slip	Computer and Multimedia Section counter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section to inquire about the availability of the discussion room on the target schedule	Check if the target schedule is not in conflict with prior reservations, then confirm availability	None	2 minutes	College Librarian I CFNR-Library
2. Fill out the reservation slip	Receive the reservation, take note of other requests (e.g. use of television, extension cords, etc.)			
	Approve request			
TOTAL		None	2 minutes	

CFNR-LIB.11. ACCESS TO PERIODICALS/JOURNALS

Granted to UP System constituents and Non-UP clients who wished to access the periodicals and journals at the Serials Section. Also accessible through bit.ly/cfnrlonlineportal.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Undergraduate/Graduate students, Alumni and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid identification card (ID) for UP System constituents	Institution/Agency of the Applicant
Additional referral letter for Non-UP Clients	Institution/Agency of the Applicant
Official receipt for Non-UP Clients	Office of the Head College Librarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Alumni, Non-UPLB and Non-UP clients, refer to Service CFNR-LIB.3 Registration of Non-UP Clients to access and use Library resources.	Refer to Service CFNR-LIB.1.	Refer to Service CFNR-LIB.3.	10 minutes	College Librarian I CFNR-Library
2. Present the requirement(s) to the library staff on duty at the Serials and Thesis Section.	Check the validity of the requirement(s).		1 minute	
3. Register at registration form.	Instruct the client to register and fill in the CFNR Library Request Form.		2 minutes	
4. Fill in the CFNR Library Request Form completely and hand in the form to the library staff on duty	Receive the CFNR Library Request Form from the client.		2 minutes	
5. Wait for the requested periodical/journal issue to be searched from the shelves.	Get requested periodical/serial issue(s) from the shelves.		5 minutes	
6. Present the ID to the library staff.	Require the client to present their ID and leave it with the		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	library staff.			
7. Receive the requested periodical/journal.	Hand the requested periodical/journal to the client.		1 minute	
TOTAL		Refer to Service CFNR-LIB.3.	22 minutes	

CFNR-LIB.12. ACCESS TO THESIS COLLECTION

Granted to UP System constituents and Non-UP clients who wished to access the thesis collection at the Serials Section. Also accessible through bit.ly/cfnrlonlineportal.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Undergraduate/Graduate students, Alumni, and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid identification card (ID) for UP System constituents	Institution/Agency of the Applicant
Permission letter for restricted thesis	Thesis Author/Adviser
Additional referral letter for Non-UP Clients	Institution/Agency of the Applicant
Official receipt for Non-UP Clients	Office of the Head College Librarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Alumni, Non-UPLB and Non-UP Clients, refer to Service CFNR-LIB.3 Registration of Non-UP Clients to access and use Library resources.	Refer to Service CFNR-LIB.3.	Refer to Service CFNR-LIB.1.	10 minutes	College Librarian / CFNR-Library
2. Present the requirement(s) to the library staff on	Check the validity of the requirement(s).		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
duty at the Serials and Thesis Section.				
3. Register on the registration form.	Instruct the client to register and use the Online Public Access Catalog (OPAC) to search for a specific thesis.		2 minutes	
4. The client consults the OPAC, completes the CFNR Library Request Form, and hands it to the library staff on duty	Receive the CFNR Library Request Form from the client.		2 minutes	
5. Wait for the requested thesis to be searched from the shelves.	5.1. Verify the status of the requested thesis at the KOHA system		2 minutes	
	5.2. Get the requested thesis from the shelves.		5 minutes	
	5.3. Access to restricted and in-process theses will be forwarded to Service CFNR-LIB.14 Access to In Process Materials and Restricted Thesis Collection.		5 minutes	
6. Present the ID to the library staff.	Require the client to present their ID and leave it with the library staff.		1 minute	
7. Receive the requested thesis.	Hand in to the client the requested		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	thesis.			
	TOTAL	Refer to Service CFNR-LIB.1.	29 minutes	

CFNR-LIB.13. ACCESS TO IN-PROCESS MATERIALS AND RESTRICTED THESIS COLLECTION

Granted to UP System constituents and Non-UP clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UP System Undergraduate/Graduate Students, Alumni, and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished CFNR Library Request Form	Thesis/Circulation/Reserve Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the use of an in-process book/thesis	1.1. Ask for the specific title of the in-process book/thesis 1.2. Search the title of the in-process book/thesis in the KOHA system to confirm/check the status and location of the library material being requested. 1.3 Retrieve the in-process library	None	1 minute	College Librarian I CFNR-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	material either at the Acquisitions or Cataloging Sections.			
2. Sign the registry logbook and leave ID.	Check ID and serve the requested in-process book/thesis to the client		3 minutes	
3. Browse/ read the book/thesis within the Acquisitions or Cataloging Sections				
4. Return the in-process book/thesis borrowed to the Acquisitions/ Cataloging Librarian in charge.	Return the ID and receive the in-process book/thesis			
5. Receive ID.	Return the borrowed book/thesis to the respective book truck/shelf.			
TOTAL		None	4 minutes	

CFNR-LIB.14. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client(s) intend to borrow

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student ID	Office of the University Registrar and College of Forestry and Natural Resources Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the KOHA system (https://koha.uplb.edu.ph/) for the availability of the book; take note of the bibliographic details of the book		None		College Librarian I CFNR-Library
2. Accomplish the online reservation form and submit the request through https://bit.ly/CFNR Lonlineportal	2.1. Receive the email request; verify the name in the list of validated students and check if they already have a KOHA account		1 minute	
	2.2 Verify the borrower's status and check the availability of the book requested at the KOHA system		2 minutes	
	2.3. Inform the borrower via email on the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on duty to obtain the book from the shelf. Send bibliographic details to retrieve and prepare the requested book for pick-up		8 minutes	
	2.5. Send email and forward the requests (Filipiniana books, thesis requests, books available to		30 seconds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Main Library, and other Unit libraries)			
3. Confirm borrowing of the book and pick-up schedule	3.1. Scan the barcode of the book and check out under the borrower's account		7 minutes	
	3.2. Fill out the book card with the borrower's name			
	3.3. Issue the book card and slip with the date due, and Inter-files the book card.			
4. Pick-up Arrangement	4.1 All requested materials will be checked out and ready for pick up at the Circulation, Filipiniana, and Reserve Section		7 minutes	
	4.2. Pick-up time is from 9:00 AM – 4:00 PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation e-mail) upon pick-up.			
	4.3. A representative may get the material/s			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
5. Return of Books: All borrowed books from the CFNR Library can now be returned at the Circulation, Filipiniana, and Reserve Section	5.1. Facilitates disinfection of returned library materials		5 minutes	
	5.2. Manually and electronically check-in returned library materials in the KOHA system			
	TOTAL	None	30 minutes and 30 seconds	





**COLLEGE OF FORESTRY
AND NATURAL RESOURCES
LIBRARY
INTERNAL SERVICES**

CFNR-LIB.15. SIGNING OF LIBRARY CLEARANCE FOR CFNR EMPLOYEES

This on-site service facilitates the "walk-in" clearance requests for CFNR Faculty and Staff (REPS and Admin) for the following purposes: Retirement, Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, and Death

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College Clearance Form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Circulation, Filipiniana, and Reserve Section	Verify the information written in the Clearance Form	None	2 minutes	College Librarian I CFNR-Library
2. Present duly accomplished clearance form	Checking the KOHA Account for any library accountability	None	2 minutes	
3. After checking the accountability	Counter-signing of the Clearance Form	None	2 minutes	
4. Go to the Head College Librarian's Office	Signing of Clearance Form	None	1 minute	College Librarian I CFNR-Library
5. Receive duly signed Clearance Form	Release duly signed Library Clearance	None	1 minute	
TOTAL		None	8 minutes	



CFNR-LIB.16. CHARGING AND DISCHARGING OF CIRCULATION AND FILIPINIANA BOOKS

Borrowing and returning Circulation and Filipiniana book(s)

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to the assigned library staff at the Circulation, Filipiniana, and Reserve Section	Check and verify the ID presented	₱2.00/day for overdue book, exclusive of Sundays and holidays.	30 seconds	College Librarian I CFNR-Library
2. Wait for the material to be processed	Staff retrieves the material		30 seconds	
3. Fill out the book card with name and employee ID number, and present it to the assigned library staff at the Circulation Section	3.1 Check out the material in the KOHA system under the borrower's name 3.2 Stamp with due date, sign the book card, and the due date slip		2 minutes	
4. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
5. Client returns the book	5.1 Staff pulls out the card		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Check-in the material in the KOHA system			
	TOTAL	₱2.00/ day for overdue book, exclusive of Sundays and holidays	4 minutes and 30 seconds	

CFNR-LIB.17. RENEWING BOOKS BORROWED/CHECKED-OUT

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID and the book(s) to be renewed	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book for renewal at the Circulation, Filipiniana, and Reserve Section	1.1 Retrieve and pull out the book card for renewal 1.2 Hand in the book card to the client	None	30 seconds	College Librarian I CFNR-Library
2. Fill out the book card with name, college, and employee ID number, and return	2.1 Renew the book in the KOHA system under the borrower's name		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
it to the library staff	2.2 Stamp with due date, sign the book card, and the due date slip			
4. Receive the borrowed book	Issue borrowed book together with the ID		30 seconds	
TOTAL			None	

CFNR-LIB.18. CHARGING AND DISCHARGING OF RESERVE BOOKS FOR ROOM USE

Borrowing and returning Reserve book(s) for the use of library clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to the assigned library staff at the Circulation, Filipiniana, and Reserve Section	1.1 Require the client to present ID 1.2 Check and verify the ID presented	None	30 seconds	College Librarian I CFNR-Library
2. Wait for the material to be processed	Staff retrieves the material		30 seconds	
3. Fill out the book card with name and employee ID number, and present it to the assigned library			1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
staff				
4. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
5. Client returns the book	5.1 Staff pulls out the card 5.2 Check-in the material in the KOHA system		30 seconds	
TOTAL		None	3 minutes	

CFNR-LIB.19. CHARGING AND DISCHARGING OF RESERVE BOOKS FOR OVERNIGHT USE/ HOME USE

Borrowing and returning Reserve book(s) for overnight/home use of library clients

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the overnight reservation slip at the Circulation, Filipiniana and Reserve Section	Give the overnight reservation slip to the client	Please See Table of Fees	30 seconds	College Librarian I CFNR-Library
2. Claim the material on the specified borrowing period and present	2.1 Require the client to present ID 2.2 Check and		30 seconds	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ID to the assigned library staff	verify the ID presented			
3. Wait for the material to be processed	Staff retrieves the material		30 seconds	
4. Fill out the book card with name and employee ID number, and present it to the assigned library staff at the Reserve Section	4.1 Check out the material in the KOHA system under the borrower's name 4.2 Stamp with due date, sign the book card, and the due date slip		30 seconds	
5. Receive the borrowed material	Issue borrowed material together with the ID		30 seconds	
6. Client returns the book	6.1 Staff pulls out the card 6.2 Check-in the material in the KOHA system			
TOTAL		Please See Table of Fees	2 minutes and 30 seconds	

TABLE OF FEES
Rates of Charging and Discharging of Reserve Books for Overnight Use/ Home Use
₱1.00 for the 1st hour

₱5.00 for the succeeding hours; and
₱50.00 for the whole day

CFNR-LIB.20. USE OF COMPUTER WORKSTATION

Use of Library computers and other handheld technologies

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section counter and present a valid ID	1.1 Check client identification 1.2 Inquire about the purpose of computer usage	None	1 minute	College Librarian I CFNR-Library
2. Register in the log sheet.	Scan their ID for system log-in and inter-file the employee's ID.	None	1 minute	
1. Proceed to the available computer	Provide assistance as needed	None		
2. Approach the counter for your ID.	Make sure the employee is logged out in the system		1 minute	
TOTAL		None	3 minutes	



CFNR-LIB.21. PRINTING SERVICES

This on-site service allows printing, photocopying, and scanning

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section counter, and state the service to avail	Confirm availability of the service/s	Please see Table of Fees		College Librarian I CFNR-Library
2.1 (For printing) Access file through the client's external device or via the internet, check/edit before printing	Provide assistance as needed, hand over the print-outs, receive payment, and record the transaction		1 minute (depends on the number of pages to be printed)	
2.2 (For photocopying) Present resource or documents to be photocopied	Perform photocopying service, hand over the print-outs, receive payment, and record the transaction		1 minute or longer, depending on the number of pages/files to be photocopied	
2.3 (For scanning) Present resource or documents to be scanned, clients have options to save the file through a	Perform scanning service, save file to the designated computer, receive payment, and		2 minutes or longer, depending on the number of pages/files to be scanned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
personal external device or an email account	record the transaction			
TOTAL		Please see Table of Fees	4 minutes	

TABLE OF FEES	
Rates Of Printing Services	
Printing	B&W / text printing: ₱2.00/page; Colored printing: ₱10.00/ page
Photocopying	B&W / text printing: ₱2.00/page
Scanning	₱5.00/ page

CFNR-LIB.22. USE OF LIBRARY SPACES: DISCUSSION ROOM

This on-site service allows the CFNR Faculty and Staff (REPS and Admin) to utilise the discussion area for on-site meetings.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Computer and Multimedia Section to inquire about the availability of the discussion room on	Check if the target schedule is not in conflict with prior reservations, then confirm availability	None	2 minutes	<i>College Librarian I</i> CFNR-Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the target schedule				
2. Fill out the reservation slip	Receive the reservation, take note of other requests (e.g. use of television, extension cords, etc.)			
	Approve request			
TOTAL		None	2 minutes	

CFNR-LIB.23. ACCESS TO PERIODICALS/JOURNALS

Granted to UP System Faculty and Staff (REPS and Admin) who wished to access the periodicals and journals at the Serials Section. Also accessible through bit.ly/cfnrlonlineportal.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement(s) to the library staff on duty at the Serials and Thesis Section.	Check the validity of the requirement(s).		1 minute	College Librarian I CFNR-Library
2. Register at registration form.	Instruct the client to register and fill in the CFNR Library Request Form.		2 minutes	
3. Fill in the CFNR Library Request Form completely and hand in the	Receive the CFNR Library Request Form from the client.		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form to the library staff on duty				
4. Wait for the requested periodical/journal issue to be searched from the shelves.	Get requested periodical/serial issue(s) from the shelves.		5 minutes	
5. Present the ID to the library staff.	Require the client to leave their ID.			
6. Receive the requested periodical/journal.	Hand the requested periodical/journal to the client.		1 minute	
TOTAL		None	11 minutes	

CFNR-LIB.24. ACCESS TO THESIS COLLECTION

Granted to UP System constituents and Non-UP clients who wished to access the thesis collection at the Serials Section. Also accessible through bit.ly/cfnrlonlineportal.

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement(s) to the library staff on duty at the Serials and Thesis Section.	Check the validity of the requirement(s).		1 minute	College Librarian I CFNR-Library
2. Register on the registration form.	Instruct the client to register and use the Online Public Access Catalog		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(OPAC) to search for a specific thesis.			
3. The client consults the OPAC, completes the CFNR Library Request Form, and hands it to the library staff on duty	Receive the CFNR Library Request Form from the client.		2 minutes	
4. Wait for the requested thesis to be searched from the shelves.	5.1. Verify the status of the requested thesis at the KOHA system		2 minutes	
	5.2. Get the requested thesis from the shelves.		5 minutes	
	5.3. Access to restricted and in-process theses will be forwarded to Service CFNR-LIB.14 Access to In Process Materials and Restricted Thesis Collection.		5 minutes	
5. Present the ID to the library staff.	Require the client to leave their ID.		1 minute	
6. Receive the requested thesis.	Hand in to the client the requested thesis.		1 minute	
TOTAL		None	19 minutes	



CFNR-LIB.25. ACCESS TO IN-PROCESS MATERIALS AND RESTRICTED THESIS COLLECTION

Granted to CFNR Faculty and Staff (REPS and Admin)

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the use of an in-process book/thesis	1.1. Ask for the specific title of the in-process book/thesis 1.2. Search the title of the in-process book/thesis in the KOHA system to confirm/check the status and location of the library material being requested. 1.3 Retrieve the in-process library material either at the Acquisitions or Cataloging Sections.	None	1 minute	College Librarian I CFNR-Library
2. Sign the registry logbook and leave ID.	Check ID and serve the requested in-process book/thesis to the client		3 minutes	
3. Browse/ read the book/thesis within the Acquisitions or				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cataloging Sections				
4. Return the in-process book/thesis borrowed to the Acquisitions/ Cataloging Librarian in charge.	Return the ID and receive the in-process book/thesis			
5. Receive ID.	Return the borrowed book/thesis to the respective book truck/shelf.			
TOTAL		None	4 minutes	

CFNR-LIB.26. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client(s) intend to borrow

Office or Division	College of Forestry and Natural Resources Library
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	CFNR Faculty and Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employee ID	Human Resources and Development Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult the KOHA system (https://koha.uplb.edu.ph/) for the availability of the book; take note of the bibliographic details of the book		None		College Librarian I CFNR-Library I
2. Accomplish the online reservation form and submit the request through	2.1. Receive the email request; verify the name of the faculty or staff and check if they already have a		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://bit.ly/CFNR Onlineportal	KOHA account			
	2.2 Verify the borrower's status and check the availability of the book requested at the KOHA system		2 minutes	
	2.3. Inform the borrower via email of the availability of the requested material and the scheduled pick-up.			
	2.4. Communicates with the staff on duty to obtain the book from the shelf. Send bibliographic details to retrieve and prepare the requested book for pick-up		8 minutes	
	2.5. Send email and forward the requests (Filipiniana books, thesis requests, books available to the Main Library, and other Unit libraries)		30 seconds	
3. Confirm borrowing of the book and pick-up schedule	3.1. Scan the barcode of the book and check out under the borrower's account		7 minutes	
	3.2. Fill out the book card with the borrower's name			
	3.3. Issue the book			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	card and slip with the date due, and Inter-files the book card.			
4. Pick-up Arrangement	4.1 All requested materials will be checked out and ready for pick up at the Circulation, Filipiniana, and Reserve Section		7 minutes	
	4.2. Pick-up time is from 9:00 AM – 4:00 PM, Monday to Friday (or as advised by the Librarian). Library borrowers must present their employee ID at pickup.			
	4.3. A representative may get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	4.4. Failure to pick up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
5. Return of Books:	5.1. Facilitates		5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
All borrowed books from the CFNR Library can now be returned at the Circulation, Filipiniana, and Reserve Section	disinfection of returned library materials			
	5.2. Manually and electronically check-in returned library materials in the KOHA system			
	TOTAL	None	30 minutes and 30 seconds	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
MAKILING CENTER FOR MOUNTAIN
ECOSYSTEMS
EXTERNAL SERVICES**

CFNR-MCME.1. BOOKING OF FACILITIES IN N MBG CIRCLE

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the MBG Circle for events and activities. This service is available to students, and interested individuals or organizations. Booking may be done via phone, email, or walk-in. An ocular inspection and assessment of the facility are conducted before confirmation. The rental fee is ₱2,000.00 per day, with an official receipt issued prior to the event.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	University Extension Associate II CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	University Extension Associate II CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	University Extension Associate II CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	University Extension Associate II CFNR-MCME
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a. Circle	₱2000.00 per day	30 minutes	Administrative Assistant II or Administrative Aide IV CFNR-MCME

TOTAL	₱2000.00 per day	2 hours and 20 mins	

CFNR-MCME.2. BOOKING OF PAVILLON

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the Pavilion for events and activities. This service is open to UPLB students, non-UPLB students, and interested individuals or organizations. Booking may be done via phone, email, or walk-in, followed by an ocular inspection and facility assessment. Upon confirmation, payment is required and an official receipt is issued prior to the event. Rental fees start at ₱5,500.00 for the first 4 hours.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	<i>University Extension Associate II</i> CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	<i>University Extension Associate II</i> CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	<i>University Extension Associate II</i> CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	<i>University Extension Associate II</i> CFNR-MCME

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event)	Please see Table below on the rates of booking Pavilion	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
TOTAL		Please see Table below on the rates of booking Pavilion	2 hours and 20 mins	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Booking the Pavillon	
100 visitors	₱ 5500.00 for first 4 hours and ₱1,000.00 for succeeding hour
101-200 visitors	₱ 7000.00 for first 4 hours and ₱1,500.00 for succeeding hour
201-300 visitors	₱9000.00 for first 4 hours and ₱1,400.00 for succeeding hour

CFNR-MCME.3. BOOKING OF THEATRE

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the Theatre for events and activities. This service is available to UPLB students and or non-UPLB students, and interested private companies or individuals. . Booking may be done via phone, email, or walk-in. An ocular inspection and evaluation of the facility are conducted before confirmation. The rental fee is ₱2,000.00 per day, with payment made at least one week prior to the event..

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	<i>University Extension Associate II</i> CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	<i>University Extension Associate II</i> CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	<i>University Extension Associate II</i> CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	<i>University Extension Associate II</i> CFNR-MCME
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a.Theater	₱ 2000.00 per day	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
TOTAL		₱ 2000.00 per day	2 hours and 20 minutes	

CFNR-MCME.4. COLLABORATIVE ACTIVITIES & PARTNERSHIP

The Office of the Director facilitates Collaborative Activities and Partnership services for Non-UPLB employees, researchers, scientists, private institutions, groups, and organizations. This highly technical service supports government-to-citizen and government-to-business collaborations by fostering meaningful partnerships that create shared value and sustainable impact. The Office works closely with stakeholders to align goals, co-develop initiatives, and coordinate joint activities that enhance innovation, efficiency, and reach. Clients may initiate requests via phone or walk-in and are required to submit a letter of intent, project proposal, and a Memorandum of Agreement or Understanding. The process includes screening, coordination meetings, and evaluation of proposed partnerships. No fees are charged, and processing may take up to 10 working days depending on the nature of the request.

Office or Division	Office of the Director
Classification	Complex
Type of Transaction	G2C - Government to Citizen G2C - Government to Business
Who may Avail	Non-UPLB employees, researchers, scientists, private institutions, groups, and organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request to Director	Client
2. Project Proposal	Client
3. Memorandum of Agreement/Memorandum of Understanding	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	None	1 hour	<i>University Researcher I</i> CFNR-MCME
2. Submit letter of intent addressed to the MCME Director	2.1 Screen the letter	None	1 hour	<i>Director</i> CFNR-MCME

	and forward to concerned unit			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Response thru e-mail	None	1 day	<i>Technical Assistant and Director CFNR-MCME</i>
3. Coordinate initial meeting	3.1 Conduct meeting with the client	None	3 hours	<i>Director and Technical Assistant and University Researcher I CFNR-MCME</i>
	3.2 Evaluate and recommend possible partnership	None	5 days	<i>University Researcher I CFNR-MCME</i>
TOTAL		None	6 days and 5 hours	

CFNR-MCME.5. PERMIT (CAMPING)

The Office of the Director issues permits for camping activities at UPLB students and or non- UPLB students; Any interested private companies and individuals. Clients submit a letter of intent via email, walk-in, or the office Facebook page, which is then evaluated, processed, and approved by the responsible units. Camping fees vary depending on the number of participants, with a minimum of ₱800 per night plus entrance fee, and additional caretaker fees may apply. An official receipt is issued upon payment, and the permit is released once signed.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>AD HOC Committee</i>
	1.4 Prepare permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME

	1.6 Approve permit	None	10 minutes	<i>Deputy Director and Director CFNR-MCME</i>
	1.7 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II CFNR-MCME</i>
2. Payment	2.1 Issue Official Receipt a. Camping	Please see Table below on the rates of Camping permit	30 minutes	<i>Administrative Assistant II or Administrative Aide IV CFNR-MCME</i>
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	<i>University Research Associate II CFNR-MCME</i>
TOTAL		Please see Table below on the rates of Camping permit	2 hours	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Camping Permit	
20 pax or less	₱ 800.00/night + entrance fee
more than 20 pax	₱50.00/person/night + entrance fee
Caretaker's fee	₱ 700.00/night

CFNR-MCME.6. PERMIT (FILM SHOOT)

The Office of the Director issues permits for film shoots at students, private companies and individuals. Clients submit a letter of intent via email, walk-in, or the office Facebook page, which is then evaluated, processed, and approved by the responsible units. The standard fee is ₱8,500 for the first 8 hours plus entrance fees, with an additional 20% for each succeeding hour. An official receipt is issued upon payment, and the permit is released once.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i> CFNR-MCME
	1.4 Prepare permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.6 Approve permit	None	10 minutes	<i>Deputy Director, and Director</i> CFNR-MCME

	1.7 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Payment	2.1 Issue Official Receipt a. Film Shoot	₱ 8,500 for the first 8 hours + entrance fee with additional 20% for every succeeding hours	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	TOTAL	₱ 8,500 for the first 8 hours + entrance fee with additional 20% for every succeeding hours	2 hours	

*

CFNR-MCME.7. PERMIT (PHOTOSHOOT)

Evaluation, approval, and issuance of permits for photoshoots within UPLB premises. This service caters to students, as well as private companies and individuals ensuring organized, compliant, and safe conduct of photography activities.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All UPLB students and or non- UPLB students; Any interested private companies and individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i>

	1.4 Prepare permit	None	10 minutes	University Research Associate II CFNR-MCME
	1.6 Approve permit	None	10 minutes	Deputy Director and Director CFNR-MCME
	1.7 Notify client to conform the permit	None	10 minutes	University Research Associate II CFNR-MCME
2. Payment	2.1 Issue Official Receipt a. Photoshoot	₱ 2,000/ day for 10 pax	30 minutes	Administrative Assistant II or Administrative Aide IV CFNR-MCME
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	University Research Associate II CFNR-MCME
TOTAL		₱ 2,000/ day	2 hours	

CFNR-MCME.8. PERMIT (RESEARCH-RELATED)

Evaluation, approval, and issuance of research-related permits, including farm-related studies, for UPLB and non-UPLB students, researchers, and scientists. The service ensures compliance with institutional and regulatory requirements through a structured review and approval process.

Office or Division	MCME
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB and non-UPLB Students, Researchers, Scientists

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to Director	Client
Endorsement Letter of the Adviser	Thesis Adviser
Approved Thesis Outline/Project Proposal	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request with complete requirements as attachment	1.1 Receive document, record, and provide tracking number	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Review completeness of documents submitted	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Endorse request to responsible unit	None	10 minutes	<i>Technical Asst to the Director</i> CFNR-MCME
	1.4 Evaluate request by respective unit	None	5 days	<i>Ad Hoc Committee</i>
	1.5 Prepare permit	None	15 minutes	<i>University Research Associate II</i>

				CFNR-MCME
	1.6 Record document and provide tracking number	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.7 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME
	1.8 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Sign permit as conforme	Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
TOTAL		None	5 days, 1 hour and 25 minutes	

CFNR-MCME.9. PERMIT (VEHICLE & CIVIC-RELATED)

Evaluation, approval, and issuance of permits for vehicle use and civic-related activities, such as clean-up drives, occupant/settlement repairs, and census activities. This service ensures safe, organized, and compliant conduct of activities within MMFR premises.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request	1.1 Receive document, record, and provide tracking number	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i>
	1.4 Prepare permit	None	15 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.5 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME
	1.6 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME

2. Sign permit as conforme	Release permit	None	10 minutes	University Research Associate II CFNR-MCME
TOTAL		None	1 hour and 35 mins	

CFNR-MCME.10. PROVISION OF TECHNICAL ASSISTANCE

Provision of technical guidance and support to students, researchers, faculty, and businessmen. This service facilitates expert advice, consultation, and problem-solving in line with client needs, ensuring informed decision-making and efficient project implementation.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, Researchers, Faculty, and Businessmen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request to MCME Director	Client
2. Referral Form for the request	MCME Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	None	1 hour	Administrative Staff CFNR-MCME
2. Letter of request addressed to the MCME Director	2.1 Forward to request	None	1 hour	Administrative Staff CFNR-MCME
	2.2 Review/Evaluation of letter request from MCME Director	None	1 hour	Ad Hoc Committee
	2.3 Contact Client	None	30 minutes	Administrative Staff CFNR-MCME

3. Coordinate/ Interview	3.1 Provision of technical assistance	None	2-3 hours	<i>Ad Hoc Committee</i>
TOTAL		None	6 hours and 30 mins	

CFNR-MCME.11. VISITORS' MANAGEMENT

Assistance to Field Trips and Walk-in Visitors (Makiling Botanic Gardens)

The Botanic Gardens, Parks and Ecotourism Division manages visitor assistance for field trips and walk-ins at Makiling Botanic Gardens. Available to all students, and private companies, visitors must present a valid ID and register at the ticket booth. The process includes logbook registration, visitor counting, ID collection for claiming, and payment of entrance fees (₱60 regular, ₱45 for students/PWDs/seniors).

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All Students; Any interested private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Ticket Booth	Fill up logbook/e-logbook and details for the Official Receipt	None	10 mins	<i>Administrative Aide III</i> CFNR-MCME
2. Provide Number of Visitors	Count the number of visitors that will enter	None	30 minutes	<i>Administrative Aide III</i> CFNR-MCME
3. Leave Valid ID	Get ID and give number for claiming the ID	None	10 minutes	<i>Administrative Aide III</i> CFNR-MCME

4. Pay Corresponding Entrance Fee	Issuance of Ticket or Official Receipt	Please see Table below on the rates for Visitor's Management	10 minutes	<i>Administrative Assistant II or Administrative Aide IV CFNR-MCME</i>
TOTAL		Please see Table below on the rates for Visitor's Management	1 hour	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Assistance to Field Trips and Walk-in Visitors (Makiling Botanic Gardens)</i>	
Regular Rate	₱60.00
Student/PWD/ Senior Citizen	₱45.00

CFNR-MCME.12. VISITORS' MANAGEMENT

Assistance to Visitors (Mariang Makiling Trail)

The Protection and Regulation Unit handles visitor assistance for Mariang Makiling Trail, available to all students, and private companies, visitors. Visitors must submit a letter of intent and an acknowledgment receipt of payment from BGPED staff. The process includes registration at the ticket booth, visitor counting, ID collection for claiming, and payment of entrance fees (₱30 regular, ₱24 for students/PWDs/seniors).

Office or Division	Protection and Regulation Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All students; Any interested private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Ticket Booth	Fill up logbook/e-logbook and details for the Official Receipt	None	10 minutes	<i>Forest Technician</i> CFNR-MCME
2. Provide Number of Visitors	Count the number of visitors that will enter	None	30 minutes	<i>Forest Technician</i> CFNR-MCME
3. Leave Valid ID	Get ID and give number for claiming the ID	None	10 minutes	<i>Forest Technician</i> CFNR-MCME
4. Pay Corresponding Entrance Fee	Issuance of Ticket or Official Receipt	Please see Table below on the rates for Visitor's Management	10 minutes	<i>Forest Technician</i> CFNR-MCME
TOTAL			1 hour	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Assistance to Visitors (Mariang Makiling Trail)</i>	
Regular Rate	₱30.00
Student/PWD/ Senior Citizen	₱24.00

CFNR-MCME.13. VISITORS' MANAGEMENT

Provision of Educators for Nature Tourism to visitors

Provision of trained educators and tour guides for nature tourism activities at UPLB, including the Botanic Gardens and ecotrails. This service enhances visitors' learning experiences through guided tours and educational interaction. Clients must submit a letter of intent and an acknowledgment receipt of payment. The process includes acknowledging the letter, booking a tour guide, guiding the group (₱300 for 25 participants, ₱350 for ecotrails), and issuing an acknowledgment receipt.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	All Students; Any interested private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Client
Acknowledgement Receipt of Payment	BGPED Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page)	1.1 Acknowledge Receipt of Letter	None	20 minutes	University Extension Associate II CFNR-MCME
2. Booking of Tour Guide/ENTs	2.1 Fill up booking form	None	20 minutes	University Extension Associate II CFNR-MCME
3. Arrival at the area	3.1 Provision of tour guide for the specific request	Please see Table below on the rates for Visitor's Management	2 hours	University Extension Associate II CFNR-MCME
4. Ask for Acknowledgement Receipt (AR) for the Tour Guide/ENTs	4.1 Issue Acknowledgement Receipt (AR)	None	10 minutes	University Extension Associate II CFNR-MCME

	for the Tour Guide/ENTs			
TOTAL		Please see Table below on the rates for Visitor's Management	2 hours and 50 minutes	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Provision of Educators for Nature Tourism to visitors</i>	
Group of 25	₱300.00
Group of more than 25	₱350.00



**COLLEGE OF FORESTRY AND
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ECOSYSTEMS
INTERNAL SERVICES**

CFNR-MCME.14. BOOKING OF FACILITIES IN N MBG CIRCLE

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the MBG Circle for events and activities. This service is available to students, and interested individuals or organizations. Booking may be done via phone, email, or walk-in. An ocular inspection and assessment of the facility are conducted before confirmation. The rental fee is ₱2,000.00 per day, with an official receipt issued prior to the event.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	University Extension Associate II CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	University Extension Associate II CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	University Extension Associate II CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	University Extension Associate II CFNR-MCME
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a. Circle	₱2000.00 per day	30 minutes	Administrative Assistant II or Administrative Aide IV CFNR-MCME
TOTAL		₱2000.00 per day	2 hours and 20 mins	

CFNR-MCME.15. BOOKING OF PAVILLON

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the Pavilion for events and activities. This service is open to UPLB students, non-UPLB students, and interested individuals or organizations. Booking may be done via phone, email, or walk-in, followed by an ocular inspection and facility assessment. Upon confirmation, payment is required and an official receipt is issued prior to the event. Rental fees start at ₱5,500.00 for the first 4 hours.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	University Extension Associate II CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	University Extension Associate II CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	University Extension Associate II CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	University Extension Associate II CFNR-MCME
4. Payment	4.1 Issue Official Receipt for the Facility	Please see Table below on the rates	30 minutes	Administrative Assistant II or Administrative Aide IV CFNR-MCME

	to be used (one week before the event)	of booking Pavilion		
TOTAL		Please see Table below on the rates of booking Pavilion	2 hours and 20 mins	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Booking the Pavillon	
100 visitors	₱ 5500.00 for first 4 hours and ₱1,000.00 for succeeding hour
101-200 visitors	₱ 7000.00 for first 4 hours and ₱1,500.00 for succeeding hour
201-300 visitors	₱9000.00 for first 4 hours and ₱1,400.00 for succeeding hour

CFNR-MCME.16. BOOKING OF THEATRE

The Botanic Gardens, Parks and Ecotourism Division (BGPED) offers booking of the Theatre for events and activities. This service is available to UPLB students and or non-UPLB students, and interested private companies or individuals. . Booking may be done via phone, email, or walk-in. An ocular inspection and evaluation of the facility are conducted before confirmation. The rental fee is ₱2,000.00 per day, with payment made at least one week prior to the event..

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking of Event (via phone, e-mail or walk-in)	1.1 Fill up booking form 1.2 Calendar the activity	None	10 minutes	University Extension Associate II CFNR-MCME
2. Ocular of the Facility	2.1 Assist in the ocular inspection	None	40 minutes	University Extension Associate II CFNR-MCME
	2.2 Assessment and Evaluation of the Facility being booked	None	40 minutes	University Extension Associate II CFNR-MCME
3. Confirmation of Booking	3.1 Confirm booking	None	20 minutes	University Extension Associate II CFNR-MCME
4. Payment	4.1 Issue Official Receipt for the Facility to be used (one week before the event) a.Theater	₱ 2000.00 per day	30 minutes	Administrative Assistant II or Administrative Aide IV CFNR-MCME
TOTAL		₱ 2000.00 per day	2 hours and 20 minutes	

CFNR-MCME.17. COLLABORATIVE ACTIVITIES & PARTNERSHIP

The Office of the Director facilitates Collaborative Activities and Partnership services for Non-UPLB employees, researchers, scientists, private institutions, groups, and organizations. This highly technical service supports government-to-citizen and government-to-business collaborations by fostering meaningful partnerships that create shared value and sustainable impact. The Office works closely with stakeholders to align goals, co-develop initiatives, and coordinate joint activities that enhance innovation, efficiency, and reach. Clients may initiate requests via phone or walk-in and are required to submit a letter of intent, project proposal, and a Memorandum of Agreement or Understanding. The process includes screening, coordination meetings, and evaluation of proposed partnerships. No fees are charged, and processing may take up to 10 working days depending on the nature of the request.

Office or Division	Office of the Director
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request to Director	Client
2. Project Proposal	Client
3. Memorandum of Agreement/Memorandum of Understanding	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	None	1 hour	University Researcher I CFNR-MCME
2. Submit letter of intent addressed to the MCME Director	2.1 Screen the letter and forward to concerned unit	None	1 hour	Director CFNR-MCME

	2.2 Response thru e-mail	None	1 day	<i>Technical Assistant and Director CFNR-MCME</i>
3. Coordinate initial meeting	3.1 Conduct meeting with the client	None	3 hours	<i>Director and Technical Assistant and University Researcher I CFNR-MCME</i>
	3.2 Evaluate and recommen d possible partnershi p	None	5 days	<i>University Researcher I CFNR-MCME</i>
TOTAL		None	6 days and 5 hours	

CFNR-MCME.18. PERMIT (CAMPING)

The Office of the Director issues permits for camping activities at UPLB students and or non- UPLB students; Any interested private companies and individuals. Clients submit a letter of intent via email, walk-in, or the office Facebook page, which is then evaluated, processed, and approved by the responsible units. Camping fees vary depending on the number of participants, with a minimum of ₱800 per night plus entrance fee, and additional caretaker fees may apply. An official receipt is issued upon payment, and the permit is released once signed.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>AD HOC Committee</i>
	1.4 Prepare permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.6 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME

	1.7 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Payment	2.1 Issue Official Receipt a. Camping	Please see Table below on the rates of Camping permit	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
TOTAL		Please see Table below on the rates of Camping permit	2 hours	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Camping Permit	
20 pax or less	₱ 800.00/night + entrance fee
more than 20 pax	₱50.00/person/night + entrance fee
Caretaker's fee	₱ 700.00/night

CFNR-MCME.19. PERMIT (FILM SHOOT)

The Office of the Director issues permits for film shoots at students, private companies and individuals. Clients submit a letter of intent via email, walk-in, or the office Facebook page, which is then evaluated, processed, and approved by the responsible units. The standard fee is ₱8,500 for the first 8 hours plus entrance fees, with an additional 20% for each succeeding hour. An official receipt is issued upon payment, and the permit is released once.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i> CFNR-MCME
	1.4 Prepare permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.6 Approve permit	None	10 minutes	<i>Deputy Director, and Director</i> CFNR-MCME

	1.7 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Payment	2.1 Issue Official Receipt a. Film Shoot	₱ 8,500 for the first 8 hours + entrance fee with additional 20% for every succeeding hours	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	TOTAL	₱ 8,500 for the first 8 hours + entrance fee with additional 20% for every succeeding hours	2 hours	

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CFNR-MCME.20. PERMIT (PHOTOSHOOT)

Evaluation, approval, and issuance of permits for photoshoots within UPLB premises. This service caters to students, as well as private companies and individuals ensuring organized, compliant, and safe conduct of photography activities.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page) addressed to MCME Director	1.1 Acknowledge Receipt of Letter	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i>

	1.4 Prepare permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.6 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME
	1.7 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Payment	2.1 Issue Official Receipt a. Photoshoot	₱ 2,000/ day for 10 pax	30 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME
3. Sign permit as conforme	3.1 Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
TOTAL		₱ 2,000/ day	2 hours	

CFNR-MCME.21. PERMIT (RESEARCH-RELATED)

Evaluation, approval, and issuance of research-related permits, including farm-related studies, for UPLB and non-UPLB students, researchers, and scientists. The service ensures compliance with institutional and regulatory requirements through a structured review and approval process.

Office or Division	MCME
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to Director	Client
Endorsement Letter of the Adviser	Thesis Adviser
Approved Thesis Outline/Project Proposal	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request with complete requirements as attachment	1.1 Receive document, record, and provide tracking number	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Review completeness of documents submitted	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Endorse request to responsible unit	None	10 minutes	<i>Technical Asst to the Director</i> CFNR-MCME
	1.4 Evaluate request by respective unit	None	5 days	<i>Ad Hoc Committee</i>
	1.5 Prepare permit	None	15 minutes	<i>University Research Associate II</i>

				CFNR-MCME
	1.6 Record document and provide tracking number	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.7 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME
	1.8 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Sign permit as conforme	Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
TOTAL		None	5 days, 1 hour and 25 minutes	

CFNR-MCME.22. PERMIT (VEHICLE & CIVIC-RELATED)

Evaluation, approval, and issuance of permits for vehicle use and civic-related activities, such as clean-up drives, occupant/settlement repairs, and census activities. This service ensures safe, organized, and compliant conduct of activities within MMFR premises.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request to Director	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to MCME-DO a letter request	1.1 Receive document, record, and provide tracking number	None	10 minutes	<i>Administrative Aide VI</i> CFNR-MCME
	1.2 Endorse request to responsible unit	None	10 minutes	<i>Technical Assistant to the Director</i> CFNR-MCME
	1.3 Evaluate request by respective unit	None	30 minutes	<i>Ad Hoc Committee</i>
	1.4 Prepare permit	None	15 minutes	<i>University Research Associate II</i> CFNR-MCME
	1.5 Approve permit	None	10 minutes	<i>Deputy Director and Director</i> CFNR-MCME
	1.6 Notify client to conform the permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
2. Sign permit as conforme	Release permit	None	10 minutes	<i>University Research Associate II</i> CFNR-MCME
TOTAL		None	1 hour and 35 mins	

CFNR-MCME.23. PROVISION OF TECHNICAL ASSISTANCE

Provision of technical guidance and support to students, researchers, faculty, and businessmen. This service facilitates expert advice, consultation, and problem-solving in line with client needs, ensuring informed decision-making and efficient project implementation.

Office or Division	Office of the Director
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request to MCME Director	Client
2. Referral Form for the request	MCME Director's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone/walk-in Inquiry	1.1 Accommodate	None	1 hour	Administrative Staff CFNR-MCME
2. Letter of request addressed to the MCME Director	2.1 Forward to request	None	1 hour	Administrative Staff CFNR-MCME
	2.2 Review/Evaluation of letter request from MCME Director	None	1 hour	Ad Hoc Committee
	2.3 Contact Client	None	30 minutes	Administrative Staff CFNR-MCME
3. Coordinate/ Interview	3.1 Provision of technical assistance	None	2-3 hours	Ad Hoc Committee
TOTAL		None	6 hours and 30 mins	

CFNR-MCME.24. VISITORS' MANAGEMENT

Assistance to Field Trips and Walk-in Visitors (Makiling Botanic Gardens)

The Botanic Gardens, Parks and Ecotourism Division manages visitor assistance for field trips and walk-ins at Makiling Botanic Gardens. Available to all students, and private companies, visitors must present a valid ID and register at the ticket booth. The process includes logbook registration, visitor counting, ID collection for claiming, and payment of entrance fees (₱60 regular, ₱45 for students/PWDs/seniors).

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Ticket Booth	Fill up logbook/e-logbook and details for the Official Receipt	None	10 mins	<i>Administrative Aide III</i> CFNR-MCME
2. Provide Number of Visitors	Count the number of visitors that will enter	None	30 minutes	<i>Administrative Aide III</i> CFNR-MCME
3. Leave Valid ID	Get ID and give number for claiming the ID	None	10 minutes	<i>Administrative Aide III</i> CFNR-MCME
4. Pay Corresponding Entrance Fee	Issuance of Ticket or Official Receipt	Please see Table below on the rates for Visitor's Management	10 minutes	<i>Administrative Assistant II or Administrative Aide IV</i> CFNR-MCME

TOTAL	Please see Table below on the rates for Visitor's Management	1 hour	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Assistance to Field Trips and Walk-in Visitors (Makiling Botanic Gardens)</i>	
Regular Rate	₱60.00
Student/PWD/ Senior Citizen	₱45.00

CFNR-MCME.25. VISITORS' MANAGEMENT

Assistance to Visitors (Mariang Makiling Trail)

The Protection and Regulation Unit handles visitor assistance for Mariang Makiling Trail, available to all students, and private companies, visitors. Visitors must submit a letter of intent and an acknowledgment receipt of payment from BGPED staff. The process includes registration at the ticket booth, visitor counting, ID collection for claiming, and payment of entrance fees (₱30 regular, ₱24 for students/PWDs/seniors).

Office or Division	Protection and Regulation Unit
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Visitor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Ticket Booth	Fill up logbook/e-logbook and details for the Official Receipt	None	10 minutes	<i>Forest Technician</i> CFNR-MCME
2. Provide Number of Visitors	Count the number of visitors that will enter	None	30 minutes	<i>Forest Technician</i> CFNR-MCME
3. Leave Valid ID	Get ID and give number for claiming the ID	None	10 minutes	<i>Forest Technician</i> CFNR-MCME
4. Pay Corresponding Entrance Fee	Issuance of Ticket or Official Receipt	Please see Table below on the rates for Visitor's Management	10 minutes	<i>Forest Technician</i> CFNR-MCME
TOTAL		Please see Table below on the rates for Visitor's Management	1 hour	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Assistance to Visitors (Mariang Makiling Trail)</i>	
Regular Rate	₱30.00
Student/PWD/ Senior Citizen	₱24.00

CFNR-MCME.26. VISITORS' MANAGEMENT

Provision of Educators for Nature Tourism to visitors

Provision of trained educators and tour guides for nature tourism activities at UPLB, including the Botanic Gardens and ecotrails. This service enhances visitors' learning experiences through guided tours and educational interaction. Clients must submit a letter of intent and an acknowledgment receipt of payment. The process includes acknowledging the letter, booking a tour guide, guiding the group (₱300 for 25 participants, ₱350 for ecotrails), and issuing an acknowledgment receipt.

Office or Division	Botanic Gardens, Parks and Ecotourism Division
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Units and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Client
Acknowledgement Receipt of Payment	BGPED Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of Intent (email, walk-in, FB page)	1.1 Acknowledge Receipt of Letter	None	20 minutes	University Extension Associate II CFNR-MCME
2. Booking of Tour Guide/ENTs	2.1 Fill up booking form	None	20 minutes	University Extension Associate II CFNR-MCME
3. Arrival at the area	3.1 Provision of tour guide for the specific request	Please see Table below on the rates for Visitor's Management	2 hours	University Extension Associate II CFNR-MCME
4. Ask for Acknowledgement Receipt (AR) for the Tour Guide/ENTs	4.1 Issue Acknowledgement Receipt (AR)	None	10 minutes	University Extension Associate II CFNR-MCME

	for the Tour Guide/ENTs			
TOTAL		Please see Table below on the rates for Visitor's Management	2 hours and 50 minutes	

Tables of fees: Approved Rates (Based on UPLB-FPOC 1st Indorsement dated 29 May 2018 :

TABLE OF FEES	
Rates for Visitor's Management <i>Provision of Educators for Nature Tourism to visitors</i>	
Group of 25	₱300.00
Group of more than 25	₱350.00



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
OFFICE OF THE DEAN
EXTERNAL SERVICES**

CFNR.DO.1. RESERVATION ON THE USE OF CFNR FACILITIES

This service allows faculty, staff, and registered student organizations to request the use of facilities managed by the Office of the Dean, College of Forestry and Natural Resources (CFNR). Available facilities include classrooms, seminar/training rooms, an auditorium, and a covered court. The purpose of this service is to support academic, research, and organizational activities that contribute to the mission of CFNR.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Student organization, Government, or Private Entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Dean, endorsed by the following heads:	Agency/Office - Specific Office/Division/Desk
A. For faculty and staff requests, it must be endorsed by the department chair/director	Requesting party/ Unit concerned
B. For UPLB-accredited organizations, it must be endorsed by the senior adviser/head of the organization	Student Organization Activities Division
C. For other government entities, it must be endorsed by the head of the organization	Agency/Office - Specific Office/Division/Desk
D. For private entities, it must be endorsed by the head of the organization	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a letter of Request, citing the purpose of the request, including the date and time of rental		None		<i>Client/Requesting party</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit to the Office of the Dean (manual or online - through email)	1.1. Receive/print (if sent through email) the letter of request	None	1 minute	<i>Administrative Aide VI</i>
	1.2. Date and time stamp upon receipt; forward to the scheduling staff in charge.			
Wait for the action	1.1. Confirm facility availability. Available: countersign, recommend approval. Unavailable: comment, countersign, recommend disapproval.		4 minutes	<i>Administrative Officer V CFNR-DO</i>
	1.2. Provide fee information, facility use regulations, and reservation confirmation.	Cost varies with the duration of use		
	1.3. Send letter back to the Receiving Personnel			
Receive response, ask further queries	1. 1. Submit to Dean for approval; if approved, return letter with action to client (manual) or scan and email (online).	None	5 minutes	<i>Administrative Aide VI or Administrative Officer V CFNR-DO</i>
TOTAL		None	10 minutes	

CFNR.DO.2. REQUEST FOR RECOMMENDATION / ENDORSEMENT LETTER AND SIGNATURE FROM THE DEAN

This service allows students, faculty, alumni, and staff to request a letter of recommendation or endorsement from the Dean. Requests are evaluated based on the client's qualifications and the purpose of the letter.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Recommendation/Endorsement	
1. Letter Request transmitted through the document tracking system (UPLB Doctrax)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Doctrax Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a document at Office of the Dean (manual or thru email)	1.1 Following receipt, transmit the document to the Dean for review.	None	1 minute	<i>Administrative Officer V</i> CFNR-DO
	1.2 Review the request or document and prepare suggested action.	None	1 Day	<i>Dean</i> CFNR
	1.3 Sign the document.	None	<i>Dean</i> CFNR	<i>Dean</i> CFNR
2. Receive response or signed copy from Office of the Dean.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	<i>Administrative Officer V</i> CFNR-DO
TOTAL			1 Day and 7 minutes	

CFNR.DO.3. REQUEST FOR POSTING OF PUBLICATION MATERIALS AND OTHER ANNOUNCEMENTS

This service facilitates the posting of approved publications, materials, and announcements on designated institutional bulletin boards and online platforms, subject to established guidelines.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Individual and group organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Publication Materials	Requesting party (individual or group)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits publication materials and announcement request letter to the Office of the Dean.	1.1 Receive the documents and encode in the database of incoming documents.	None	2 minutes	<i>Administrative Aide</i> CFNR-DO
	1.2 Reviews the content for appropriateness and compliance with university policies.	None	7 minutes	<i>Administrative Officer V</i> CFNR-DO
	1.3 Applicant is notified of the approval or disapproval of the request.	None	3 minutes	<i>Administrative Aide VI</i> CFNR-DO
2. Receive response; Office the Dean to release the pubmat.	1.1 Approved materials are posted in designated locations (bulletin boards, online platforms).			<i>Administrative Aide V (for bulletin boards)</i> or <i>Administrative Officer II (for online platforms)</i> CFNR-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Staff; Requesting Party
TOTAL			12 minutes	

CFNR.DO.4. SERVICES FOR PROCESSING ACADEMIC-RELATED FORMS

The Office of the Dean provides essential administrative services to students, facilitating their academic progress and future opportunities. These services include processing and endorsing various academic-related forms, with a focus on certifications, graduate school endorsements, and support for financial aid applications.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter	Requesting student/staff
2. Certified True Copies of Supporting Documents	Requesting student/staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request in person or through an authorized representative with a signed	1.1. Receive the request, check the completeness of the requirements, and forward the documents for the Dean's signature.	None	3 minutes	Administrative Aide VI CFNR-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
authorization letter.	1.2. Review the request and supporting documents and sign the documents. The Dean's signature serves as official endorsement or certification.	None	5 minutes	Dean CFNR
2. Notification and release of the documents	2.1 Record the signed documents, notify the client, and release the documents.	None	2 minutes	Administrative Aide VI CFNR-DO
TOTAL		None	10 minutes	

CFNR.DO.5. REQUEST OF TRANSPORTATION SERVICES

Transportation services involve the arrangement and provision of transport for students, faculty, staff, or researchers for various purposes, including Official Trips, Office Events or Operations and Academic and Research Activities.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter address to the CFNR Dean	Client
2. Trip Ticket	Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the	1.1. Receive the request letter	None	1 hour	Administrative Officer II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CFNR Dean, indicating the date of use and purpose of the trip.	1.2. Check the availability of the vehicle and endorse the request to the Dean.			CFNR-DO
	1.3. Assign the vehicle and driver, if available.			
2. Wait for action/ response	Approve/ Disapprove the request	None	1 day	Dean CFNR
	If approved, prepare the trip ticket and have it signed by the Dean			
2. Accomplish the feedback form and rate the driver's performance.	Collect the feedback form for the evaluation of the transportation services committee	None	10 minutes	Administrative Officer II CFNR-DO
TOTAL			10 minutes	

CFNR.DO.6. REQUEST FOR EQUIPMENT BORROWING SERVICES

Facilitates the temporary provision of institutional equipment to authorized individuals or groups for purposes aligned with the mission and objectives of the CFNR.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter address to the CFNR Dean	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the CFNR Dean indicating the equipment needed, purpose, and borrowing period.	1.1. Receive the request letter and endorse it to the staff in charge.e	None	2 minutes	<i>Administrative Aide VI</i> CFNR-DO
	1.2. Check the availability of the requested equipment.	None	4 minutes	<i>Administrative Assistant V</i> CFNR-DO or <i>Administrative Officer II</i> CFNR-DO
2. Wait for action/ response	Approve/ Disapprove the request	None	1 minute	<i>Administrative Assistant V</i> CFNR-DO or <i>Administrative Officer II</i> CFNR-DO
	If the equipment is available and the borrower meets the requirements, the request is approved.			
2. Pick up the equipment.	1.1. Prepare the equipment custody form or loan agreement and have the client sign it.	None	5 minutes	<i>Administrative Aide VI</i> CFNR-DO
TOTAL			12 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
OFFICE OF THE DEAN
INTERNAL SERVICES**



CFNR.DO.7. SERVICES FOR PROCESSING ACADEMIC-RELATED FORMS

The Office of the Dean provides essential administrative services to students, facilitating their academic progress and future opportunities. These services include processing and endorsing various academic-related forms, with a focus on certifications, graduate school endorsements, and support for financial aid applications.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal request letter	Requesting student/staff
2. Certified True Copies of Supporting Documents	Requesting student/staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request in person or through an authorized representative with a signed authorization letter.	1.1. Receive the request, check the completeness of the requirements, and forward the documents for the Dean's signature.	None	3 minutes	<i>Administrative Aide VI</i> CFNR-DO
	1.2. Review the request and supporting documents and sign the documents. The Dean's signature serves as official endorsement or certification.	None	5 minutes	<i>Dean</i> CFNR
2. Notification and release of the documents	2.1 Record the signed documents, notify the client, and release the documents.	None	2 minutes	<i>Administrative Aide VI</i> CFNR-DO
TOTAL		None	10 minutes	

CFNR.DO.8. REQUEST OF TRANSPORTATION SERVICES

Transportation services involve the arrangement and provision of transport for students, faculty, staff, or researchers for various purposes, including Official Trips, Office Events or Operations and Academic and Research Activities.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter address to the CFNR Dean	Client
2. Trip Ticket	Office of the Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the CFNR Dean, indicating the date of use and purpose of the trip.	1.1. Receive the request letter	None	1 hour	Administrative Officer II CFNR-DO
	1.2. Check the availability of the vehicle and endorse the request to the Dean.			
	1.3. Assign the vehicle and driver, if available.			
2. Wait for action/ response	Approve/ Disapprove the request	None	1 day	Dean CFNR
	If approved, prepare the trip ticket and have it signed by the Dean			
2. Accomplish the feedback form and rate the driver's performance.	Collect the feedback form for the evaluation of the transportation services committee	None	10 minutes	Administrative Officer II CFNR-DO
TOTAL			10 minutes	

CFNR.DO.9. REQUEST FOR EQUIPMENT BORROWING SERVICES

Facilitates the temporary provision of institutional equipment to authorized individuals or groups for purposes aligned with the mission and objectives of the CFNR.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter address to the CFNR Dean	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the CFNR Dean indicating the equipment needed, purpose, and borrowing period.	1.1. Receive the request letter and endorse it to the staff in charge.e	None	2 minutes	<i>Administrative Aide VI</i> CFNR-DO
	1.2. Check the availability of the requested equipment.	None	4 minutes	<i>Administrative Assistant V</i> CFNR-DO or <i>Administrative Officer II</i> CFNR-DO
2. Wait for action/ response	Approve/ Disapprove the request	None	1 minute	<i>Administrative Assistant V</i> CFNR-DO or <i>Administrative Officer II</i> CFNR-DO

	If the equipment is available and the borrower meets the requirements, the request is approved.			
2. Pick up the equipment.	1.1. Prepare the equipment custody form or loan agreement and have the client sign it.	None	5 minutes	<i>Administrative Aide VI</i> CFNR-DO
TOTAL			12 minutes	

CFNR.DO.10. JOB REQUESTS FOR MAINTENANCE AND REPAIR SERVICES

Provide comprehensive maintenance and repair services for electrical, carpentry, and general upkeep needs across CFNR.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Job request form	CFNR Office of the Dean - Administrative Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a completed job request form and provide complete details of the requested work to the personnel-in-charge.	1.1 Receive, record, and confirm receipt of the request.	None	1 minute	<i>Administrative Assistant V</i> CFNR-DO
	1.2. Assign the request to the administrative personnel who will handle the job	None	4 minutes	<i>Administrative Assistant V</i> CFNR-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Perform the requested maintenance or repair work.	None	1 minute	<i>Administrative Staff</i> CFNR-DO
	1.4 Report the accomplished work.			<i>Administrative Staff</i> CFNR-DO
2. Accomplish the feedback form.	2.1 Receive, record, and file the feedback form and the completed job request/ticket.	None	5 minutes	<i>Administrative Aide V</i> CFNR-DO
TOTAL			11 minutes	

CFNR.DO.11. RESERVATION ON THE USE OF CFNR FACILITIES

This service allows faculty, staff, and registered student organizations to request the use of facilities managed by the Office of the Dean, College of Forestry and Natural Resources (CFNR). Available facilities include classrooms, seminar/training rooms, an auditorium, and a covered court. The purpose of this service is to support academic, research, and organizational activities that contribute to the mission of CFNR.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request addressed to the Dean, endorsed by the following heads:	Agency/Office - Specific Office/Division/Desk
A. For faculty and staff requests, it must be endorsed by the department chair/director	Requesting party/ Unit concerned
B. For UPLB-accredited organizations, it must be endorsed by the senior adviser/head of the organization	Student Organization Activities Division

C. For other government entities, it must be endorsed by the head of the organization	Agency/Office - Specific Office/Division/Desk
D. For private entities, it must be endorsed by the head of the organization	Agency/Office - Specific Office/Division/Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a letter of Request, citing the purpose of the request, including the date and time of rental		None		<i>Client/Requesting party</i>
2. Submit to the Office of the Dean (manual or online - through email)	1.1. Receive/print (if sent through email) the letter of request	None	1 minute	<i>Administrative Aide VI CFNR-DO</i>
	1.2. Date and time stamp upon receipt; forward to the scheduling staff in charge.			
Wait for the action	1.1. Confirm facility availability. Available: countersign, recommend approval. Unavailable: comment, countersign, recommend disapproval.		4 minutes	<i>Administrative Officer V CFNR-DO</i>
	1.2. Provide fee information, facility use regulations, and reservation confirmation.	Cost varies with the duration of use		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Send letter back to the Receiving Personnel			
Receive response, ask further queries	1. 1. Submit to Dean for approval; if approved, return letter with action to client (manual) or scan and email (online).	None	5 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer V</i> CFNR-DO
TOTAL		None	10 minutes	

CFNR.DO.12. REQUEST FOR RECOMMENDATION / ENDORSEMENT LETTER AND SIGNATURE FROM THE DEAN

This service allows students, faculty, alumni, and staff to request a letter of recommendation or endorsement from the Dean. Requests are evaluated based on the client's qualifications and the purpose of the letter.

Office or Division	Office of the Dean, CFNR
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Recommendation/Endorsement	
1. Letter Request transmitted through the document tracking system (UPLB Doctrax)	Requesting Party
Request for Signature	
1. Document/s to be signed (number of copies based on the nature of document), with Doctrax Number as applicable	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a document at	1.1 Following receipt, transmit	None	1 minute	<i>Administrative Officer V</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office of the Dean (manual or thru email)	the document to the Dean for review.			CFNR-DO
	1.2 Review the request or document and prepare suggested action.	None	1 Day	Dean CFNR
	1.3 Sign the document.	None	Dean CFNR	Dean CFNR
2. Receive response or signed copy from Office of the Dean.	2. Transmit a copy of the signed document to the client.	None	5 Minutes	Administrative Officer V CFNR-DO
TOTAL			1 Day and 7 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
TRAINING CENTER FOR TROPICAL
RESOURCES AND ECOSYSTEMS
SUSTAINABILITY (TREES)
EXTERNAL SERVICES**

CFNR-TREES.1. CONDUCT OF A TRAINING COURSE (CUSTOMIZED COURSE) - PRE-COURSE IMPLEMENTATION

As a specialized unit of the College of Forestry and Natural Resources (CFNR), its primary duty is to bridge the gap between academic forestry research and real-world application through **continuing education**.

Requesting and conducting a training course.

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Client
2. Training Design with budget	TREES/Unit Concerned/Coordinator
3. Training Contract	TREES/Client/UPLB-FI

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Letter-request for a customized course	Reply-letter to design the course and other requirements	None	2 days	Client <i>University Extension Specialist II</i> CFNR- TREES
Reply-letter to avail of the training service with details on: • No. of participants and background info/profile • Preferred duration and course schedule	Informs the unit concerned to design a specific training course as requested. Prepares a letter-request addressed to the Chairman/Director of the unit for him/her to recommend a course coordinator, assistant coordinator and	None	2 days	<i>University Extension Specialist II</i> CFNR- TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	evaluator.			
	Prepares the course budgetary requirement based on the information supplied by the coordinator, such as: • No. of lecture hours/rate of RP/hr. • Field trips (sites, duration, plane fare/vehicle rental, food & lodging) • List of supplies and materials • Accommodation details (fees, facilities, distance from training rooms and accommodation during travel/field trip) • Arrival arrangements at the Manila Airport • Contract details • Visa Requirements • Terms of Conditions of Insurance • Coverage of Training Fee	Refer to the Statement of Account to be issued	2 days	<i>University Extension Specialist II</i> CFNR- TREES
Agrees on the training design and course budget and other details on training	Submit the proposed training design with budget Prepares Training	Refer to the Statement of Account to be	7 days	<i>University Extension Specialist II</i> CFNR TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
implementation	Contract	issued		
Signs the Training Contract	Finalize the Training Contract	Refer to the Statement of Account to be issued	1 day	<i>University Extension Specialist II and Administrative Officer II</i> CFNR- TREES
Pay the agreed training fee	Submits final Training Design with the approved Training Contract	Refer to the Statement of Account to be issued	2 days	<i>University Extension Specialist II and Administrative Officer II</i> CFNR TREES
	Prepares appointment of the Training Implementing Team	Refer to the Statement of Account to be issued	2 hours	<i>University Extension Specialist II</i> CFNR TREES
	Conducts pre training Organizing Committee Meeting	None	3) hours	<i>Training Organizing Committee (TOC)/Chair of the Implementing Unit/ Coordinator/Evaluator</i> <i>University Extension Specialist II</i> CFNR TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provides the final list and profile of participants with their food preference and other info needed	Determines the preferences of participants in terms of accommodation and food	None	1 days	<i>University Extension Specialist II and Administrative Officer II</i> CFNR TREES
	Prepares and arranges administrative and logistic requirements of the training (e.g. accommodation, venue, food catering, transport, bidding and purchase of training supplies and materials	None	1 days	<i>Administrative Officer II</i> CFNR-TREES
Provides the profile of the participants	Files accident insurance for the coordinators and participants covering the entire duration of the course	None	1 day	<i>Administrative Officer II</i> CFNR-TREES
	Files request for gate pass at the NAIA arrival restricted lobby to meet and assist arrival of the participants	None	1 day	<i>Administrative Officer II</i> CFNR-TREES
Provides flight details (arrival/departure) of the participants	Arranges vehicle in coordination with the course coordinator for local travel (vehicle rental and fare) during arrival/departure and field trips of	None	20 minutes	<i>Administrative Officer II</i> CFNR-TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the participants			
Provides flight details (arrival/departure) of the participants	Informs coordinator on the arrival of the participants.	None	20 minutes	<i>University Extension Specialist II and Administrative Officer II</i> CFNR TREES
TOTAL		Refer to the Statement of Account to be issued	20 days, 5 hours and 40 minutes	

CFNR-TREES.2. CONDUCT OF A TRAINING COURSE (CUSTOMIZED COURSE) - ACTUAL TRAINING IMPLEMENTATION

As a specialized unit of the College of Forestry and Natural Resources (CFNR), its primary duty is to bridge the gap between academic forestry research and real-world application through **continuing education**.

Requesting and conducting a training course.

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Training Design with Budget	TREES/Coordinator/Client
Approved Contract	TREES/UPLB-FI
Final list of Participants	Client
Lecture material/Hand-outs	TREES/Coordinator/Resource Person

CLIENT STEPS	AGENCY ACTION		1 hour	PERSON RESPONSIBLE
	Meets the participants during arrival at the NAI Airport	None	1 hour	University Extension Specialist II and Administrative Officer II CFNR TREES
	Gives orientation and briefing and provides the following documents to the participants: • Information notes for the participants • A training contract to be signed by the participant and the TREES Director with his/her co-participant and the course coordinator as witnesses • Participant's Information Sheet • House Rules • Orients and briefs participants about TREES, Filipino culture, training policies and day to day living within Los Baños. Ensures that participants is advised of places to eat, modes of transport, safety concerns during the orientation given at	None	1 hour	University Extension Specialist II and Administrative Officer II CFNR TREES

CLIENT STEPS	AGENCY ACTION		1 hour	PERSON RESPONSIBLE
	the start of the course			
	Conduct opening and closing program of the course	None	4 hours	University Extension Specialist II and Administrative Officer II CFNR TREES Client
	Invites Resource Persons and ensures that RP's conforms to their assigned schedule(s) and topic(s).	None	2 days	University Extension Specialist II and Administrative Officer II CFNR TREES
Provides the profile of the participants	Arranges participant's visa extension, flight bookings and confirmation tickets for local travels related to the course	None	2 days	University Extension Specialist II and Administrative Officer II CFNR TREES
	Manage the day-to-day implementation of the training • Conduct of lecture sessions and laboratory/field exercises/trips • Facilitates the management of learning (MOL) of the course which should be done regularly at the start of the day's session.	None	6 hours and 30 minutes per day	University Extension Specialist II and Administrative Officer II CFNR TREES

CLIENT STEPS	AGENCY ACTION		1 hour	PERSON RESPONSIBLE
	Compiles the training handouts and activity guides during laboratory or field exercises submitted by each Resource Persons		1 day	University Extension Specialist II and Administrative Officer II CFNR TREES Evaluator/ Coordinator
	Conducts hands-on/actual field exercise and educational field trips.	None	2 days	University Extension Specialist II and Administrative Officer II CFNR TREES Evaluator/ Coordinator
	Conduct post-course evaluation Discusses results of training evaluations (pre and mid evaluations) with the participants.	None	1 day	University Extension Specialist II and Administrative Officer II CFNR TREES Evaluator/ Coordinator
	Conduct socials and other activities that will enhance active participation and ensure lively and smooth implementation of the training course.	None	4 hours	University Extension Specialist II and Administrative Officer II CFNR TREES
	Awards a certificate of participation to the participants	None	1 hour	Coordinator University Extension

CLIENT STEPS	AGENCY ACTION		1 hour	PERSON RESPONSIBLE
				<i>Specialist II and Administrative Officer II</i> CFNR TREES
		None	8 days, 17 hours and 30 minutes	

CFNR-TREES.3. CONDUCT OF A TRAINING COURSE (CUSTOMIZED COURSE) - POST TRAINING IMPLEMENTATION

As a specialized unit of the College of Forestry and Natural Resources (CFNR), its primary duty is to bridge the gap between academic forestry research and real-world application through **continuing education**.

Requesting and conducting a training course.

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Approved Training Design with Budget	TREES/Coordinator/Client
Approved Contract	TREES/UPLB-FI
Final list of Participants	Client
Lecture material/Hand-outs	TREES/Coordinator/Resource Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare training project completion report and compile training materials	None	3 days	<i>University Extension Specialist II</i> CFNR TREES
	Submit training completion report, compilation of	None	1 hour	<i>University Extension Specialist II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	training materials and photos			CFNR TREES
	Conduct of post Organizing Committee Meeting	None	3 hours	<i>University Extension Specialist II and Administrative Officer II</i> CFNR TREES
Requires training completion report	Provides copy of the training completion report	None	2 hours	<i>Client</i> <i>University Extension Specialist II</i> CFNR TREES
TOTAL		None	3 days, 6 hours	

CFNR-TREES.4. TRANSIENTS AND/OR TRAINING HALL RESERVATION (BY PHONE)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation form thru email	None	5 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Send signed reservation form with complete details for official documentation.	Refer to the Statement of Account to be issued	Refer to the Statement of Account to be issued	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	<i>Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		Refer to the Statement	4 hours and 41 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		of Account to be issued		

CFNR-TREES. 5. TRANSIENTS AND/OR TRAINING HALL RESERVATION (PERSONAL)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation	None	5 minutes	<i>Dormitory Manager II</i> CFNR-TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	form thru email			
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	Refer to the Statement of Account to be issued	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	<i>Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	<i>Dormitory Manager II or Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		Refer to the Statement of Account to be issued	4 hours and 39 minutes	

CFNR-TREES.6. TRANSIENTS AND/OR TRAINING HALL RESERVATION (EMAIL)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation form thru email	None	5 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	₱500.00 per room	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	<i>Administrative Aide III or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Aide IV</i> CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		₱500.00 per room	4 hours and 39 minutes	

CFNR-TREES.7. CHECK IN AND CHECK OUT

A 22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Guest Logbook & Registration Form	TREES Hostel
Evaluation Form	TREES Hostel
Billing Summary & Billing Statement	TREES Hostel
Official Receipt	TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CHECK-IN				
Arrival of the clients	Sign-in the guest	None	5 minutes	<i>Dormitory</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	logbook & fill-up registration card. Issuance of the designated room key & assist the clients to their room			<i>Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Evaluation of the Hostel facilities & staff by the clients	Distribution & consolidation of the evaluation form. Assessment of results	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Payment	Preparation of the billing summary & billing statement	None	30 minutes	<i>Dormitory Manager II</i> CFNR-TREES
	Collection of payment	Refer to the Statement of Account to be issued	10 minutes	<i>Special Collecting Officer or Administrative Assistant III</i> CFNR-TREES
CHECK-OUT				
Departure	Inspection of occupied rooms, gather issued room keys, fill-up the checkout portion of the registration form, surrender lost & found items & collect soiled linens	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		Refer to the Statement of Account to be issued	1 hour and 45 minutes	



**COLLEGE OF FORESTRY AND
NATURAL RESOURCES
TRAINING CENTER FOR TROPICAL
RESOURCES AND ECOSYSTEMS
SUSTAINABILITY (TREES)
INTERNAL SERVICES**

CFNR-TREES.8. TRANSIENTS AND/OR TRAINING HALL RESERVATION (BY PHONE)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Employees. UPLB Units

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	Dormitory Manager II/Administrative Aide III/Administrative Aide IV CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	Dormitory Manager II CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation form thru email	None	5 minutes	Dormitory Manager II CFNR-TREES
Send signed reservation form with complete details for official documentation.	Refer to the Statement of Account to be issued	Refer to the Statement of Account to be issued	2 minutes	Dormitory Manager II CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	Administrative Aide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				III/Administrative Aide IV CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	Dormitory Manager II/Administrative Aide III/Administrative Aide IV CFNR-TREES
TOTAL			4 hours and 41 mins	

CFNR-TREES.9. TRANSIENTS AND/OR TRAINING HALL RESERVATION (PERSONAL)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in procedures, etc.& send reservation form thru email	None	5 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	Refer to the Statement of Account to be issued	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	<i>Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	<i>Dormitory Manager II or Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		Refer to the Statement of	4 hours and 39 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Account to be issued		

CFNR-TREES.10. TRANSIENTS &/OR TRAINING HALL RESERVATION (EMAIL)

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen G2G - Government to Government
Who may Avail	Government and non-government institutions, individuals

	WHERE TO SECURE
Reservation Form	Sent through email or at TREES Hostel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries on the availability of room &/or training hall, etc.	Answer queries, get the details of the call	None	2 minutes	Dormitory Manager II or Administrative Aide III or Administrative Aide IV CFNR-TREES
Wait for the action	Check the availability of the room &/or training hall or other facilities	None	2 minutes	Dormitory Manager II CFNR-TREES
Receive response, ask further queries	Give information re.fees, check-in	None	5 minutes	Dormitory Manager II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	procedures, etc.& send reservation form thru email			CFNR-TREES
Send signed reservation form with complete details for official documentation.	Note down reservation & request for down payment	₱500.00 per room	2 minutes	<i>Dormitory Manager II</i> CFNR-TREES
Clients' check-in	Preparation of the assigned rooms	None	4 hours	<i>Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
	Conduct inspection of rooms & amenities before arrival	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
TOTAL		₱500.00 per room	4 hours and 39 minutes	

CFNR-TREES.11. CHECK IN AND CHECK OUT

22-room lodging facility located within the "Upper Campus" of the University of the Philippines Los Baños. It is specifically designed to accommodate participants of training courses, workshops, and seminars held by the Training Center for Tropical Resources and Ecosystems Sustainability (TREES), but it is also open to transients and university visitors

Office or Division	TREES/Technical Division
Classification	Highly Technical
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Employees, UPLB units

	WHERE TO SECURE
Guest Logbook & Registration Form	TREES Hostel
Evaluation Form	TREES Hostel
Billing Summary& Billing	TREES Hostel

Statement	
Official Receipt	TREES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CHECK-IN				
Arrival of the clients	Sign-in the guest logbook & fill-up registration card. Issuance of the designated room key & assist the clients to their room	None	5 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Evaluation of the Hostel facilities & staff by the clients	Distribution & consolidation of the evaluation form. Assessment of results	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES
Payment	Preparation of the billing summary & billing statement	None	30 minutes	<i>Dormitory Manager II</i> CFNR-TREES
	Collection of payment	Refer to the Statement of Account to be issued	10 minutes	<i>Special Collecting Officer or Administrative Assistant III</i> CFNR-TREES
CHECK-OUT				
Departure	Inspection of occupied rooms, gather issued room keys, fill-up the checkout portion of the registration form, surrender lost & found items & collect soiled linens	None	30 minutes	<i>Dormitory Manager II or Administrative Aide III or Administrative Aide IV</i> CFNR-TREES



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Refer to the Statement of Account to be issued	1 hour and 45 minutes	



**COLLEGE OF HUMAN ECOLOGY
DEPARTMENT OF COMMUNITY AND
ENVIRONMENTAL RESOURCE PLANNING
EXTERNAL SERVICES**

CHE-DCERP.1. REQUEST FOR ROOM RESERVATION

Issued to Student Organizations for meetings and other activities

Office or Division	Department of Community and Environmental Resource Planning, College of Human Ecology
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Student Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Chairperson with the following information: Objective and Purpose	Requesting Party
2. Permit from Office of Student Affairs (for student organizations)	Student Organization Activities Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirement	1.1 Check Room/s Availability	None	30 minutes	Administrative Aide VI or Junior Office Aide CHE-DCERP
	1.2 Check Staff's schedule availability (support staff as person-in-charge after office hours)	None		Administrative Aide VI or Junior Office Aide CHE-DCERP
	1.3 Issue permit for use of building outside office hours	None		Administrative Aide VI or Junior Office Aide CHE-DCERP
2. Fill out and Permit for Use of Building Outside Office Hours and Submit to DCERP Office of the Chairperson	2.1 Receive document and endorse to Department Chairperson for signature	None	1 day	Administrative Aide VI or Junior Office Aide CHE-DCERP
	2.2 Submit to CHE Dean's Office for	None		Administrative Aide VI or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval of the Dean			<i>Junior Office Aide</i> CHE-DCERP
	2.3 Secure approved Permit from the Dean's Office	None		<i>Building Administrator</i>
	2.4 Issue approved permit to the requestor and submit a copy of the approved permit to the UPLB Security and Safety Office (SSO)	None		<i>Administrative Aide VI or Junior Office Aide</i> CHE-DCERP <i>Assistant Utility Worker</i> CHE-DCERP
TOTAL		None	1 day, 30 minutes	

CHE-DCERP.2. TECHNICAL ASSISTANCE FOR DEVELOPMENTAL PLANS FORMULATION

This service provides guidance and expert support in the preparation and formulation of developmental plans. It includes the provision of technical advice, templates, and review of plan drafts to ensure alignment with institutional goals, policies, and regulatory requirements.

Office or Division	Department of Community and Environmental Resource Planning, College of Human Ecology
Classification	Highly Technical
Type of Transaction	G2G - Government to Government G2B - Government to Business
Who may Avail	Local Government Units, National Government Agencies, Private Companies, etc.,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Request letter for Technical Assistance addressed to the College Dean and forwarded to the Department Chairperson with the following information: Objective and Purpose	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirement	1.1 Schedule an initial meeting with the requesting party	None		<i>Extension Coordinator</i> CHE-DCERP
	1.2 Send the Budgetary Estimates and Draft MOA	None	1 day	<i>Junior Project Assistant</i> CHE-DCERP
2. Secure an SB Resolution and have the MOA signed by all signatories from the Requesting Party	2.1 Forward the signed MOA to the College Dean's Office for signature	None	2 days	<i>Junior Project Assistant</i> CHE-DCERP
	2.2 Forward the signed MOA to the UPLB Chancellor's Office for signature	None	15 days	<i>Junior Project Assistant</i> CHE-DCERP
	2.3 Notarize the accomplished MOA	None	1 day	<i>Junior Project Assistant</i> CHE-DCERP
TOTAL		None	19 days	



**COLLEGE OF HUMAN ECOLOGY
DEPARTMENT OF COMMUNITY AND
ENVIRONMENTAL RESOURCE PLANNING
INTERNAL SERVICES**



CHE-DCERP.3. REQUEST FOR ROOM RESERVATION

Issued to Faculty, Researcher and Staff for meetings and other activities

Office or Division	Department of Community and Environmental Resource Planning, College of Human Ecology
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	UPLB Faculty, Researcher and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Letter request addressed to the Chairperson with the following information: Objective and Purpose	Requesting Party
5. Permit from Office of Student Affairs (for student organizations)	Student Organization Activities Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirement	1.1 Check Room/s Availability	None	30 minutes	Administrative Aide VI or Junior Office Aide CHE-DCERP
	1.2 Check Staff's schedule availability (support staff as person-in-charge after office hours)	None		Administrative Aide VI or Junior Office Aide CHE-DCERP
	1.3 Issue permit for use of building outside office hours	None		Administrative Aide VI or Junior Office Aide CHE-DCERP
2. Fill out and Permit for Use of Building Outside Office Hours and Submit to DCERP Office of the Chairperson	2.1 Receive document and endorse to Department Chairperson for signature	None	1 day	Administrative Aide VI or Junior Office Aide CHE-DCERP
	2.2 Submit to CHE Dean's Office for	None		Administrative Aide VI or

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval of the Dean			<i>Junior Office Aide</i> CHE-DCERP
	2.3 Secure approved Permit from the Dean's Office	None		<i>Building Administrator</i>
	2.4 Issue approved permit to the requestor and submit a copy of the approved permit to the UPLB Security and Safety Office (SSO)	None		<i>Administrative Aide VI or Junior Office Aide</i> CHE-DCERP <i>Assistant Utility Worker</i> CHE-DCERP
TOTAL		None	1 day, 30 minutes	



**COLLEGE OF HUMAN ECOLOGY
DEPARTMENT OF SOCIAL DEVELOPMENT
SERVICES
EXTERNAL SERVICES**

CHE-DSDS.1. REQUEST FOR ROOM RESERVATION

Issued to Student Organizations for meetings and other activities.

Office or Division	Department of Social Development Services, CHE
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Student Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Chairperson with the following information: Objective and Purpose	Requesting Party
2. Permit from Office of Student Affairs (for student organizations)	Student Organization Activities Division
3. Permit to use building outside office hours	DSDS, CHE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements and endorsement form, then submit to DSDS Admin	1. Receive document, log in database and room availability verification	None	5 minutes	<i>Administrative Assistant II</i> CHE-DSDS
2. Submit to CHE Dean's Office	2. Acquire Building Administrator's approval and signature	None	1 day	<i>Building Administrator</i> CHE-DSDS
3. Submit to DSDS Admin	3.1 Countersign and endorse to the Chairperson	None		<i>Administrative Assistant II</i> CHE-DSDS
	3.2 Review and sign document	None	1 day	<i>Chair</i> CHE-DSDS
4. Receive document	4.1 Photocopy document	None	1 day	<i>Administrative Assistant II</i> CHE-DSDS
	4.2 Attach overtime permit	None		<i>Administrative Assistant II</i> CHE-DSDS
	4.3 Log out in the database	None		<i>Administrative Assistant II</i> CHE-DSDS
TOTAL		None	3 days, 5 minutes	



CHE-DSDS.2. PROCESSING OF REQUEST FOR RESEARCH AND EXTENSION/PUBLIC SERVICE (SDMP)

Issued to private or public organization/institution

Office or Division	Department of Social Development Services, CHE
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to DSDS	1.1 DSDS will endorse the request to Unit Head	None	3 days	Administrative Assistant II CHE-DSDS
	1.2 Receive the documents and countersign	None		
	1.3 Unit Head will act/respond to request for appropriate action	None		Chair CHE-DSDS
	1.4 Request in the logbook	None		Administrative Assistant II CHE-DSDS
TOTAL		None	3 days	



**COLLEGE OF HUMAN ECOLOGY
DEPARTMENT OF SOCIAL DEVELOPMENT
SERVICES
INTERNAL SERVICES**

CHE-DSDS.3. REQUEST FOR ROOM RESERVATION

Issued to Faculty, and Staff for meetings and other activities

Office or Division	Department of Social Development Services, CHE
Classification	Simple
Type of Transaction	G2C - Government to Government
Who may Avail	Faculty, Researcher and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to the Chairperson with the following information: Objective and Purpose	Requesting Party
2. Permit from Office of Student Affairs (for student organizations)	Student Organization Activities Division
3. Permit to use building outside office hours	DSDS, CHE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish requirements and endorsement form, then submit to DSDS Admin	1. Receive document, log in database and room availability verification	None	5 minutes	<i>Administrative Assistant II</i> CHE-DSDS
2. Submit to CHE Dean's Office	2. Acquire Building Administrator's approval and signature	None	1 day	<i>Building Administrator</i> CHE-DSDS
3. Submit to DSDS Admin	3.1 Countersign and endorse to the Chairperson	None		<i>Administrative Assistant II</i> CHE-DSDS
	3.2 Review and sign document	None	1 day	<i>Chair</i> CHE-DSDS
4. Receive document	4.1 Photocopy document	None	1 day	<i>Administrative Assistant II</i> CHE-DSDS
	4.2 Attach overtime permit	None		<i>Administrative Assistant II</i> CHE-DSDS
	4.3 Log out in the database	None		<i>Administrative Assistant II</i> CHE-DSDS
TOTAL		None	3 days, 5 minutes	



**COLLEGE OF HUMAN ECOLOGY
INSTITUTE OF HUMAN NUTRITION AND FOOD
EXTERNAL SERVICES**



CHE-IHNF.1. NUTRITION CLINIC CONSULTATION

Processed by Nutri Clinic

Office or Division	Institute of Human Nutrition and Food
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Nutrition Information Form	IHNF admin office
Latest laboratory result	
Doctors' referral for diet counselling or medical certificate indicating your diagnosis.	
Schedule of appointments. To register send a message at UPLB IHNF Online Nutrition Clinic FB page.	UPLB IHNF Online Nutrition Clinic FB page https://www.facebook.com/profile.php?id=100057121163647

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements needed.	1.1 Review all the submitted requirements.	None	1 day	<i>Administrative Staff</i> CHE-IHNF
	1.2 Forward the requirements to RND-on-duty.	None	2 days	<i>Administrative Staff</i> CHE-IHNF
	1.3 Make an appointment with the client and RND-on-duty.	None	3 days	<i>Administrative Staff</i> CHE-IHNF
TOTAL		None	5 days	



CHE-IHNF.2. FOOD NUTRITION AND DIETETICS REVIEW COURSE (FNDRC)

This service is a preparatory program designed to assist students of BS Nutrition, BS Community Nutrition, BS Nutrition and Dietetics in preparing for the Nutritionist-Dietitian Licensure Examination.

Office or Division	Institute of Human Nutrition and Food
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students of BS Nutrition, BS Community Nutrition, BS Nutrition and Dietetics

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Registration Form	
Proof of Payment	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Using the payment details in Google Registration form, pay the necessary registration or reservation fee, and save a screenshot of the proof of successful transaction.		₱3,500.00 for reservation fee or ₱9,000.00 for full payment	1 hour	<i>Client</i>
2. Upload the proof of transaction in the Google Form and submit.	2.1 Check the proof of payment of the registrant, then inform them if there are errors and they need to upload a corrected/update version.	None	5 days	<i>Course Assistant</i>
3. Wait for the validation of payment.	3.1 Submit the proof of payment to UPLB FI for validation, then email participant once their payment is validated.	None	2 weeks	<i>Course Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. If needed, pay the remaining payment through the separate Google Form	4.1 Check the proof of payment of the registrant, then inform them if there are errors and they need to upload a corrected/update version, then submit proof to UPLB FI for validation	None	2 weeks	<i>Course Assistant</i>
TOTAL		₱9,000.00	1 month	



**COLLEGE OF HUMAN ECOLOGY
INSTITUTE OF HUMAN NUTRITION AND FOOD
INTERNAL SERVICE**

CHE-IHNF.3. FILING OF PERMIT FOR USE OF THE BUILDING OUTSIDE OFFICE HOURS

This service allows clients to request permission to use the building outside regular office hours. Applicants submit a completed permit indicating the date, time, and purpose, which is evaluated by the responsible office/unit for compliance with policies, safety, and facility availability before approval.

Office or Division	Institute of Human Nutrition and Food
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CHE Faculty, Researcher and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit	IHNF admin office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up permit	1.1 Receive completed permit	None	1 day	Administrative Officer IV CHE-IHNF
	1.2 Forward to the Chairman, Building and Grounds Committee	None		
	1.3 Forward to the Office of the Director	None		
	1.4 Forward to the University Police Force	None		
TOTAL		None	1 day	



CHE-IHNF.4. FILING OF PERMIT TO GIVE EXAMINATION/MAKE UP CLASS OUTSIDE OF REGULAR CLASS SCHEDULE

This service allows faculty or instructors to request authorization to conduct examinations or make-up classes outside the regular class schedule. Applicants must submit a completed permit indicating the proposed date, time, and purpose. The request is reviewed by the responsible office/unit to ensure compliance with academic policies, classroom availability, and proper scheduling before approval is granted.

Office or Division	Institute of Human Nutrition and Food
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CHE Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Permit	IHNF admin office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up permit	1.1 Receive completed permit	None	1 day	Administrative Officer IV CHE-IHNF
	1.2 Forward to the Chairman, Building and Grounds Committee	None		
	1.3 Forward to the Office of the Director	None		
	1.4 Forward to the University Police Force	None		
TOTAL		None	1 day	



**COLLEGE OF HUMAN ECOLOGY
CHE LIBRARY
EXTERNAL SERVICES**

CHE-LIB.1. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Asks the client/patron on the topic. and Operating System (OS) preference. 1.3. Deploys client/patron to vacant computer unit.	None	1 minute	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
2. Client/patron proceeds to assigned computer unit and performs activity.	2. Inter-file student's ID.	None	1 minute	
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.	None	1 minute	
TOTAL		None	3 minutes	

CHE-LIB.2. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	CHE Library
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru email/webmail	1.1 Checks email and verifies if sender is UP constituents or non-UP	if the article is available online: None	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.2. Searches the requested article in the database		3 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.3. If document/article is available in the database: Staff downloads the full-text of the article	scanning fees for print material: See table of fees	3 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and		3 days	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	other library partners			
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 min per page	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru email		3 minutes	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
TOTAL		Rate depends on applicable fees, see table of fees	10 days, and 9 minutes	

TABLE OF FEES

Service	Regular Student Fees (P)	International Student Fees (\$)
Scanning per page for print material	₱5.00	\$1.00
Processing fee	₱50.00	\$5.00

CHE-LIB.3. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service, either in real time (chat through Messenger) or email

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1. Responds to the client's introduction	None	5 minutes	College Librarian CHE-LIB
2. Sends query thru e-mail/web mail, chat	2.1. Answers/ responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority	None	15 minutes	College Librarian CHE-LIB
TOTAL		None	20 minutes	

CHE-LIB.4. CHARGING AND DISCHARGING OF CHE SPECIAL COLLECTIONS (ROOM USE ONLY)

Lending of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults Online Public Access Catalog (OPAC) and presents the filled-up request form together with a valid ID to the library staff at the counter	1.1. Assist the client/patron in using OPAC if necessary (first-time user)	None	5 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
	1.2. Checks if ID is valid, and locates and serves the requested materials.	None	5 minutes	
2. Receives requested materials. If in CD format, proceeds to the available computer unit for browsing	2.1. Files the Request Form with the ID of the Borrower	None	1 minute	
3. Returns the material and receives ID	3.1. Returns the ID of the borrower	None	1 minute	
	3.2. Return the material to its designated shelf	None	3 minutes	
TOTAL		None	15 minutes	

CHE-LIB.5. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB publications, such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails che_library.uplb.edu.ph or accomplished online form via : https://tinyurl.com/CHESpecialCollectionRequest	1.1. Verifies the classification of the client, if UP constituents or non-UP.	UP: None Non-UP: See table of fees	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.2. Searches the requested material in the database and checks permission access and digitization status		2 minutes	
	1.2.1. Informs the client if the requested materials fall on the following: a. Restricted b. E-Copy format is not yet available		2 minutes	
	1.2.2. If the client is Non-UP, informs them of the processing fee		1 minute	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Non-UP client pays the amount	2.1. If in e-copy format or digitized already and is available in the google drive, edits restriction access for viewing only		2 minutes	
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)		5 minutes per page	
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem	None	2 minutes	
TOTAL		Rate depends on applicable fees, see table of fees	15 minutes	

TABLE OF FEES	
Classification	Fees
Non-UP Local	₱50.00
Non-UP International	\$5.00

CHE-LIB.6. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home-used books

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the call number, and retrieves the book	1.1. Assists (first-time) OPAC users	None	3 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and the borrower's ID; scans the ID and the book's barcode and selects "Checkout" in the Koha Circulation Module; prints the receipt and stamps the Book Card and due date slip; places the book on the sensitizer and presses "Lending"; then releases the book together with the borrower's ID and receipt and inter-files the Book Card.		3 minutes	
3.1. Returning of	3.1. Scans the	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Books: Returns the book at the counter on or before date due	barcode of the book and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.			
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)	₱2.00/day for overdue book exclusive of Sundays and holidays	2 minutes	
TOTAL		Rate depends on the applicable fees	10 minutes	

CHE-LIB.7. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client(s) intend to borrow

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar , University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Accomplish the online reservation	1.1. Receives the email request;	None	8 minutes	<i>College Librarian I</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form and submits request thru https://tinyurl.com/CHELlibBookReservation	verifies the name in the list of validated students and checks if already have an iLib account			CHE-LIB <i>Senior Library Assistant</i> CHE-LIB
	1.2. Verifies the borrower's status and checks the availability of the book requested at the iLib system			
	1.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	1.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	1.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries	None	1 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Confirm borrowing of book and pick-up schedule	2.1. Scans barcode of book and check-out under the borrower's account	None	7 minutes	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
	2.2. Fills up the book card with the borrower's name			
	2.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card.			
	2.4. Inserts the book receipt to the book			
3. Pick-up Arrangement	3.1 All requested materials will be checked-out and ready for pick up at the CHE Library.	None		<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
	3.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation email) upon pick-up.			
	3.3. A representative may			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	get the material/s on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	3.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
TOTAL		None	16 minutes	

CHE-LIB.8. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Assistant CHE-LIB
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2. Locates the book and gives the long card for signature of the borrower	None	2 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
3. Signs the Long Card and submit it together with ID	3. Serves the book and files the Long Card with the ID of the borrower	None		College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
4. Returning of Room Used Book: Returns the book at the counter	4. Returns the ID of the borrower, inserts the Long Card and returns the book on the shelf.	None	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
5. Borrowing of Overnight/Home Use: Fills-up the long card with the	5. Checks and validates the filled-up long card and ID. Scan the ID and	None	2 minutes	College Librarian I CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
borrower's name, ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday.	the barcode of the book and selects checkout of the Koha Circulation Module. Gives the book to the client and Inter-files the Long card together with the ID.			<i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
6. Returning of Overnight Books: Returns the book	6. Scan the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.	Failure to return a Reserve Book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day	2 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
7. Gets ID	7. Inserts the Long Card and returns the book on the shelf.	None	1 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CHE-LIB
TOTAL		Rate depends on the applicable fees	8 minutes	

CHE-LIB.9. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the Request Slip with the journal title, volume, issue number and year and presents it together with ID	1.1. Validates the client's ID, locates and serves the requested journals.	None	5 minutes	College Librarian I CHE-LIB
	1.2. Files the Request Slip together with the ID	None	1 minute	Senior Library Assistant CHE-LIB
2. Returns the borrowed journal at the Counter	2.1. Returns the ID to the clients and the journal to the shelf	None	2 minutes	Senior Office Assistant CHE-LIB
TOTAL		None	8 minutes	

CHE-LIB.10. ACCEPTING NON-UP CLIENTS/VISITORS

Accepts Non-UP Researchers as a Public service to government and private sectors

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Non-UP clients (Alumni; former UP Faculty members and Students granted honorable dismissal; Students: at least 3rd year HS or Grade 9, Senior HS, Undergraduate and Graduate; Faculty; Researcher; and Staff from public and private institutions)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For UP Alumni:	
1. Valid ID with picture 2. Proof of program completion or graduation from UP	Client Office of Alumni Relations, Office of the University Registrar, Respective College
For Non-UP Users:	
1. Valid ID with picture 2. Referral letter	Client Client's institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and Referral letter or proof of program completion	1.1. Check presented ID and Referral letter or proof of program completion or graduation. 1.2. Provide Visitor's slip	None	3 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
2. Fill-up Visitor's slip	2.1. Receive, check and attest filled-up online registration form or visitor's slip 2.2. Issues Visitor's ID and/or Special Library Card	None		
3. Accept and wear Visitor's ID / Special Library Card for Alumni	3. Issue Visitor's ID / Special Library Card for Alumni	None		
4. Pay Library Fee	4. Collect payment and get Official	See table of fees	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt			
5. Listen to library orientation and view the UPLB library website.	5.1. Orient Non-UP clients/visitors on the existing rules and regulation on the use of the library resources 5.2. Introduce the CHE library website. 5.3. Demonstrate searching through OPAC	None	15 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
6. Request Certificate of Appearance.	6. Issue Certificate of Appearance upon request	None	3 minutes	
TOTAL		Rate depends on the applicable fees; see table of fees	26 minutes	

TABLE OF FEES	
Classification	Fees (P)
For Alumni and Retired Staff Free for 5 days/ sem	beyond 5 days: P20.00/visit or P450.00/ year
Public Institutions	P20.00/client
Private Institutions	P50.00/client

Note: Except for Ateneo de Manila and De La Salle University (Manila) which are charged with the same amount that they charged the UPLB students per visit.

CHE-LIB.11. ELECTRIC POWER CHARGING FOR CLIENT'S LAPTOP/NETBOOK

Special provision for UP clients that requires electric charging of their personal laptop/netbook. This service is the counterpart of the 20 hours students' privilege on the use of computers.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff in-charge at the counter and presents the Validated ID at the UMS for Power Charging	1.1. Checks the valid ID presented and provides number tag 1.2. Insert the ID at the number tag slip sorter	₱50.00/hr for Non-UP clients/visitors	1 minute	College Librarian I CHE-LIB
2. Proceeds to the power charging station. Returns the number tag after availing the service	2. Pulls-out and scans the ID to log-out. Takes back the number tag and returns the ID		1 minute	Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
TOTAL		₱50.00/hr	2 minutes	



CHE-LIB.12. RENEWAL OF CIRCULATION BOOKS BORROWED FROM THE OTHER LIBRARY UNIT

This service would allow library clients to renew a circulation book in any nearest or the most convenient library in UPLB campus as long as the book to be renewed is not overdue and was not on reserve by other users.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID and the book(s) to be renewed	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and book(s) to be renewed	1.1. Checks where the book(s) were borrowed and date due (overdue books are not allowed for this service); 1.2. Gives RENEWAL SLIP		2 minutes	<i>College Librarian I</i> CHE-LIB
2. Fills-up the RENEWAL SLIP with date, Owner Unit, Call No. and Accession No. of the book, and Name and Signature of the borrower.	2.1. Requested Unit Library: Contacts and provides the e-copy of the RENEWAL SLIP to the owner unit/library and waits for the reply if the book is not reserved (books on reserve by other user are not allowed for renew) 2.2. Owner Library: Checks BOOK CARDS FILE and Koha Circulation	₱2.00/day for overdue book exclusive of Sundays and holidays	10 minutes	<i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Module-Holds to Pull to see if the book is on-Reserve. Informs the Requesting Library unit the status. 2.3. Requested Unit Library: Stamps the Date Due Slip of the overdue date, If the book is not reserved and returns the ID and book to the borrower. However, if the book is reserved, informs the borrower to return the book to the library where it was borrowed.			
3. Receives ID and books	3. Owner Library: Takes note on the Book Card the name of the borrower, the library where the renewal transaction was made and date due and to the Koha.		3 minutes	
TOTAL		₱2.00/day	15 minutes	



CHE-LIB.13. ONSITE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as a proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, AMIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID with FORM 5 or class schedule or AMIS screenshot of registration.	1.1. Staff checks student's status if New Freshman, Transferees or Old Student 1.2. Checks the name of the student at the Delinquent List, AMIS and in the Koha system for verification purposes	None	10 minutes	College Librarian 1; Senior Library AssistaCollege Librarian I CHE-LIB Senior Library Assistant CHE-LIB
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2.1. Accepts payment and issues official Receipt (OR) ; receives returned book/s	None	5 minutes	Senior Office Assistant CHE-LIBnt; Senior Office Assistant
3. Registers at the excel log sheet with Name, Student Number, College and Course	3.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID	None	10 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	together with the Form 5 to the student. 3.2.For UMS Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.			
TOTAL		None	25 minutes	

CHE-LIB.14. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the students' library records and enable access to the UPLB libraries' resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
School ID, Form 5, AMIS Screenshot, Class Schedule	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://tinyurl.com/CHELibraryIDValidation	1.1. Checks and verifies the attachments first before processing the request (UPLB ID or recent ID picture for New Freshman, Form 5 (1st sem; if issued	None	10 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	already) OR AMIS screenshot that shows complete name, semester (Semester 1 2021-2022), and subjects enrolled in the Shopping Cart, OR (COE) Certification of Enrollment from OUR (if any) 1.2. For wrong attachments, the staff emails the students to send the right attachments to proceed with the validation procedure 1.3. For students from other Colleges, the staff also notifies the students via email and sends the ID validation link of the Unit Library 1.4. Checks the name of the student at the Delinquent List and in the iLib system for verification purposes			Senior Office Assistant CHE-LIB
2. Pays library dues or return long overdue book/s if listed in the delinquent list	2. Accepts payment and issues official Receipt (OR) ; receives returned book/s	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Students receives email notification with Certification of ID Validation (if requested)	3.1. Prepares Certification of ID validation signed by the Section Head (if requested) 3.2. Sends email notification to students along with the Certification of ID validation (if requested) 3.3. Issues signed ID Validation sticker (if requested and able to drop by at the Library) 3.4. Forums Registration: Scans the ID photo; Encodes the Name, Student Number, Classification College and Course.	None	10 minutes	
TOTAL		None	25 minutes	

CHE-LIB.15. Koha Account Creation and Password Resetting

Koha account is necessary for borrowing library materials. Through Koha account, student/s can do the following: Browse our Library Collections; Check Items on Loan; Make Material/Book Reservations; Recommend Book Titles; View Transaction History; Send Feedback

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	office of the University Registrar, University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the form and submits request thru https://tinyurl.com/CHEiLibRegistration	1.1. Checks google response sheet; verifies the attachment before processing the request (Validated School ID, Employee ID) and checks if already have a Koha account 1.2. Checks and verifies the account in iLib 1.3. Staff creates and encodes students' data for his/her account with No Account 1.4. Staff updates the students' record (reset password) in his/her existing account	None	15 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
3. Student/s receives email	2.1. Sends email notification with	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
notification with login credentials	login credentials for each account requests			
TOTAL		None	17 minutes	

CHE-LIB.16. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Form 5 (Certificate of Registration)	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for checking.	1.1.Uploads the document at Turnitin for similarity check and report generation.	None	1 day	College Librarian 1 CHE-LIB
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with similarity and AI-writing reports.			
TOTAL		None	1 day	

CHE-LIB.17. PAYMENT OF FINES

Settlement of obligations or fines for library books returned beyond their due date.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrowed books Valid ID	Requesting Party office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book to the circulation/reserve counter.	1.1. Check book/s and Scan barcode of the book/s to be returned	None	3 mins	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.2. Check the borrower's account, items overdue and outstanding charges	P2.00/day exclusive of Sundays and holidays;	7 mins	
2. Pay fine	2.1 Receive the payment and issue official receipt	For Reserve book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day exclusive of Sundays and holidays		
	2.2 Check-in the book/s and hand the return/check-in receipt to client			
	2.3 Stamp date of returned to the book/s			
3. Receive Transaction Receipt				
TOTAL		Rate depends on the applicable fees	10 mins	

CHE-LIB.18. PAYMENT FOR LOST BOOK/S

Settlement of obligations or fees resulting from the loss of library books

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Undergraduate/graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Declaration of Lost Book/s (1 original signed copy) Valid ID	Requesting Party office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Formal Declaration of Lost Book/s and ID	1.1. Receive Formal Declaration of Lost Book/s and ID and verify information at Koha library system and Delinquent database	None	5 mins	College Librarian 1; Senior Office Assistant;
	1.2. Retrieve the book card	None	10 mins	
	1.3 Coordinate with the Acquisition Section for the assessment and verification of the cost/price of the lost books			
	1.4 Ask the client if he/she will replace the book with the same title OR pay its current replacement value + 50% of the current price			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client opts to replace the loss book/s with the same title	2.1 Advise the client to look for the same edition and year or newer edition or check different online bookstores to source if the title is still available)	50% fine equivalent to the total cost of the materials	10 mins	
2.1 Client pays the outstanding fines	2.1.1 Compute the 50% fine equivalent to the total cost of the materials			
	2.1.2 Accepts payment and issues official Receipt (OR)			
3. Client opts to replace the loss book/s by paying its current replacement value to be processed by the Library	3.1 Compute the amount based on the current cost of books in dollars and converted to Philippine pesos (if foreign book/s). To check and verify by the Acquisition Section against accession slip/ shelflist/ booker/ Amazon or other online catalogs	Current Market Price of Book/s plus 50% of the Current Market Price of Book/s	10 mins	
	3.2 Accepts payment and issues official Receipt (OR)			
4. Receive ID and OR	3.3 Clear client record at the Delinquent list	None	5 mins	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Koha library system			
	3.4 Update the status of the book/s in the inventory/library record file and put remarks at the Union Shelflist	None		
TOTAL		Rate depends on the applicable fees	40 mins	



**COLLEGE OF HUMAN ECOLOGY
CHE LIBRARY
INTERNAL SERVICES**

CHE-LIB.19. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her ID and registers in the log sheet.	1.1. Scans the ID using barcode reader/scanner. 1.2. Asks the client/patron on the topic. and Operating System (OS) preference. 1.3. Deploys client/patron to vacant computer unit.	None	1 minute	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
2. Client/patron proceeds to assigned computer unit and performs activity.	2. Inter-file student's ID.	None	1 minute	
3. Client/patron signs out in the log sheet.	3. Scans and returns the ID.	None	1 minute	
TOTAL		None	3 minutes	

CHE-LIB.20. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	CHE Library
Classification	Complex
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Undergraduate/Graduate students and Non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request thru email/webmail	1.1 Checks email and verifies if sender is UP constituents or non-UP	if the article is available online: None	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.2. Searches the requested article in the database	scanning fees for print material: See table of fees	3 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		3 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and		3 days	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	other library partners			
	1.5. If the document is available in PRINT: 1.5.1. Locates the material 1.5.2. Staff scans the article		5 minutes 1 min per page	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
	1.6. If the client is Non UP: 1.6.1. Locates the material 1.6.2. Sends bill of payment 1.6.3. Waits for the proof of payment 1.6.4. Staff scans the article		7 days	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
2. Clients receives the requested article thru email	2.1. Sends the full-text to the client thru email		3 minutes	<i>College Librarian I</i> <i>CHE-LIB</i> <i>Senior Library Assistant</i> <i>CHE-LIB</i>
TOTAL		Rate depends on applicable fees, see table of fees	10 days and 9 minutes	

TABLE OF FEES		
Service	Regular Fees (₱)	International Fees (\$)



Scanning per page for print material	₱5.00	\$1.00
Processing fee	₱50.00	\$5.00

CHE-LIB.21. REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

A virtual reference/query service, either in real time (chat through Messenger) or email

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1. Responds to the client's introduction	None	5 minutes	College Librarian CHE-LIB
2. Sends query thru e-mail/web mail, chat	2.1. Answers/ responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority		15 minutes	
TOTAL		None	20 minutes	

CHE-LIB.22. CHARGING AND DISCHARGING OF CHE SPECIAL COLLECTIONS (ROOM USE ONLY)

Lending of University Publications (books, professorial chair lectures, terminal reports, etc.)

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults Online Public Access Catalog (OPAC) and presents the filled-up request form together with a valid ID to the library staff at the counter	1.1. Assist the client/patron in using OPAC if necessary (first-time user)	None	5 minutes	<i>College Librarian 1</i> <i>Senior Library Assistant</i> <i>Senior Office Assistant</i> CHE-LIB
	1.2. Checks if ID is valid, and locates and serves the requested materials.		5 minutes	
2. Receives requested materials. If in CD format, proceeds to the available computer unit for browsing	2.1. Files the Request Form with the ID of the Borrower		1 minute	
3. Returns the material and receives ID	3.1. Returns the ID of the borrower	None	1 minute	
	3.2. Return the material to its designated shelf	None	3 minutes	
TOTAL		None	15 minutes	

CHE-LIB.23. ONLINE REQUEST OF UPLB PUBLICATIONS

This online request service provides a viewing access privilege to the different UPLB publications, such as theses, dissertations, terminal reports, professorial chair lectures, etc.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated School ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails che_library.uplb.up.edu.ph or accomplished online form via : https://tinyurl.com/CHESpecialCollectionRequest	1.1. Verifies the classification of the client, if UP constituents or non-UP.	UP: None Non-UP: See table of fees	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB
	1.2. Searches the requested material in the database and checks permission access and digitization status		2 minutes	
	1.2.1. Informs the client if the requested materials fall on the following: c. Restricted d. E-Copy format is not yet available		2 minutes	
	1.2.2. If the client is Non-UP, informs them of the processing fee		1 minute	
	2.1. If in e-copy format or digitized		2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Non-UP client pays the amount	already and is available in the google drive, edits restriction access for viewing only			
	2.2. If not yet digitized, proceed to scanning and editing (putting of watermark, hiding signatures, removing acknowledgment for data privacy)		5 minutes per page	
3. Client receives an email containing the link to view the material	3.1. Sends an email containing the link to the material and set the client/patron as viewer with temporary access for the whole sem	None	2 minutes	
TOTAL		Rate depends on applicable fees, see table of fees	15 minutes	

TABLE OF FEES	
Classification	Fees
Non-UP Local	₱50.00
Non-UP International	\$5.00

CHE-LIB.24. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home-used books

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC, takes note of the call number, and retrieves the book	1.1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
2. Borrowing of Circulation Books: Fills up the book card with the borrower's name, & student number, and presents the card together with the book and ID at the Circulation Counter	2.1. Checks and validates the filled-up cards against the book and ID;		2 minutes	
	2.2. Scans the ID and the barcode of the book and selects Checkout of the Koha Circulation Module;	None		
	2.3. Prints receipt, stamps the Book Card and slip with the date due.	None		
	2.4. Place the book on the Sensitizer and press Lending. Gives the book together with the ID and receipt to the client; and Inter-files the book card.	None		
3.1. Returning of Books:	3.1. Scans the barcode of the book	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Returns the book at the counter on or before date due	and select Check-in of the Koha Circulation Module. Prints and gives receipt to the client.			
3.2. Returning of Books: Returns an overdue book at the counter on or before date due	3.2. Computes, accepts payment and issues official receipt (OR)	₱2.00/day for overdue book exclusive of Sundays and holidays	3 minutes	
TOTAL		Rate depends on the applicable fees	10 minutes	

CHE-LIB.25. ONLINE BOOK RESERVATION

This online service facilitates requests for the books that library client(s) intend to borrow

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar , University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Accomplish the online reservation form and submits request thru	1.1. Receives the email request; verifies the name in the list of validated	None	8 minutes	<i>College Librarian I CHE-LIB</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://tinyurl.com/CHELlibBookReservation	students and checks if already have an iLib account			Senior Library Assistant CHE-LIB
	1.2. Verifies the borrower's status and checks the availability of the book requested at the iLib system			
	1.3. Informs the borrower via email on the availability of the requested material and the scheduled pick-up.			
	1.4. Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the requested book for pick-up			
	1.5. Sends email and forwards other requests (Filipiniana books, thesis requests, books available to Unit libraries) to respective section and unit libraries	None	1 minutes	
2. Confirm	2.1. Scans barcode	None	7 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
borrowing of book and pick-up schedule	of book and check-out under the borrower's account			<i>College Librarian I CHE-LIB</i> <i>Senior Library Assistant CHE-LIB</i>
	2.2. Fills up the book card with the borrower's name			
	2.3. Prints receipt, stamps the Book Card and slip with the date due; and Inter-files the book card.			
	2.4. Inserts the book receipt to the book			
3. Pick-up Arrangement	3.1 All requested materials will be checked-out and ready for pick up at the CHE Library.	None		<i>College Librarian I CHE-LIB</i> <i>Senior Library Assistant CHE-LIB</i>
	3.2. Pick-up time is from 9:00AM – 4:00PM, Monday to Friday (or as advised by the Librarian). Library borrowers are required to present their validated UPLB ID or (ID Validation Confirmation email) upon pick-up.			
	3.3. A representative may get the material/s			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on behalf of the borrower, provided that the borrower's UPLB ID and the representative's ID are presented.			
	3.4. Failure to pick-up the materials within two (2) working days from the day of notification would mean forfeiture of the request.			
TOTAL		None	16 minutes	

CHE-LIB.26. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and takes note of the author and title of the book	1. Assists (first-time) OPAC users	None	5 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Senior Office Assistant CHE-LIB
2. Borrowing of Book for Room Use: Requests the book by providing the author and title to the staff at the counter	2. Locates the book and gives the long card for signature of the borrower	None	2 minutes	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
3. Signs the Long Card and submit it together with ID	3. Serves the book and files the Long Card with the ID of the borrower	None		College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
4. Returning of Room Used Book: Returns the book at the counter	4. Returns the ID of the borrower, inserts the Long Card and returns the book on the shelf.	None	1 minute	College Librarian I CHE-LIB Senior Library Assistant CHE-LIB Senior Office Assistant CHE-LIB
5. Borrowing of Overnight/Home Use: Fills-up the long card with the borrower's name,	5. Checks and validates the filled-up long card and ID. Scan the ID and the barcode of the	None	2 minutes	College Librarian I CHE-LIB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ID no., date and time taken and submits ID (Reservation for this transaction should be done starting 12:00 Noon at the Section or through online. Priority should be based on first sign-in. Loan time for home use is 4:00PM, Monday to Friday.	book and selects checkout of the Koha Circulation Module. Gives the book to the client and Inter-files the Long card together with the ID.			<i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
6. Returning of Overnight Books: Returns the book	6. Scans the barcode of the book and select Check-in of the Koha Circulation Module. Pulls out the Long Card from the file. Returns ID to the client.	Failure to return a Reserve Book: P1.00 for the 1st hour; P5.00 for the succeeding hours; and P50.00 for the whole day	2 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB
7. Gets ID	7. Inserts the Long Card and returns the book on the shelf.	None	1 minutes	<i>College Librarian I</i> CHE-LIB <i>Senior Library Assistant</i> CHE-LIB <i>Senior Office Assistant</i> CHE-LIB



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Rate depends on the applicable fees	8 minutes	

CHE-LIB.27. CHARGING AND DISCHARGING OF SERIALS AND PERIODICALS (ROOM USE ONLY)

Lending and returning of journals, magazines, vertical files, and other periodical collections)

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Staff (REPS and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the Request Slip with the journal title, volume, issue number and year and presents it together with ID	1.1. Validates the client's ID, locates and serves the requested journals.	None	5 minutes	<i>College Librarian I</i> CHE-LIB
	1.2. Files the Request Slip together with the ID	None	1 minute	<i>Senior Library Assistant</i> CHE-LIB
2. Returns the borrowed journal at the Counter	2.1. Returns the ID to the clients and the journal to the shelf	None	2 minutes	<i>Senior Office Assistant</i> CHE-LIB
TOTAL		None	8 minutes	

CHE-LIB.28. PLAGIARISM/ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	CHE Library
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Faculty and Staff (REPS and ADMIN)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated School ID or Form 5 (Certificate of Registration	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for checking.	1.1.Uploads the document at Turnitin for similarity check and report generation.	None	1 day	College Librarian 1 CHE-LIB
2. Client/patron receives email notification.	2.1. Sends confirmation email or email notification along with similarity and AI-writing reports.			
TOTAL		None	1 day	



**COLLEGE OF HUMAN ECOLOGY
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**



CHE-OCS.1. APPLICATION FOR CROSS-REGISTRATION

For students who are planning to enroll courses at another UP Unit

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request (Signed by the student, and parent/guardian)	Student
Cross-registration Form	Office of the College Secretary
Registration Form (Form 5) from UPLB	UPLB
Registration Form (Form 5) from the CU	CU
True Copy of Grades	CU

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the College Secretary	1.1. Check the letter for complete details and signatories, else return to student. Add countersign. 1.2. Forward to the College Secretary for action. 1.3. If approved, return the letter to student, release with the cross-registration form and proceed to next step. Otherwise, return the letter to the student without the form.	None	2 days	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
2. Fill out the Cross-registration Form and Submit to Adviser for validation signature. Then,	2.1. Receive document. 2.2. Check if properly filled out and signed, else	None	1 day	<i>Student Records Evaluator II</i> CHE-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit to OCS for signature.	return to student. Add countersign. 2.3. Forward to College Secretary for signature. 2.4. Return to the Student.			<i>College Secretary CHE-OCS</i>
3. Photocopy the Cross-registration Form for 3 copies, and Submit to Office of the University Registrar (OUR).		None		<i>Office of the University Registrar (OUR)</i>
4. Submit the letter and a photocopy of the Cross-registration Form to OCS.	4.1. Receive Letter and Photocopy of the cross-registration form. 4.2. Check if signed by the Registrar, otherwise, return to student for signature.	None	3 minutes	<i>Student Records Evaluator II CHE-OCS</i>
5. Submit to CU.		None		<i>Client</i>
6. Enroll Residency at UPLB.		None		<i>Client</i>
7. Submit a photo copy of Form 5 to OCS.	7.1. Receive Form 5. 7.2. Check if properly filled out and signed.	None	3 minutes	<i>Student Records Evaluator II CHE-OCS</i>
8. After the semester, submit a copy of True Copy of Grades (TCG) from the CU.	8.1. Receive TCG 8.2. Update records of student.	None	3 minutes	<i>Student Records Evaluator II CHE-OCS</i>
TOTAL		None	3 days and 9 minutes	

CHE-OCS.2. APPLICATION FOR DROPPING

For students planning to drop a course/subjects

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s and any supporting document attached (medical certificate, employment certificate, etc.)	Student
Dropping Form	Office of the College Secretary
Payment Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check for corrections and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action.* 1.5. Return the letter to the student. Release with the Dropping Form.	None	3 working days*	<i>Administrative Officer I</i> CHE-OCS <i>College Secretary</i> CHE-OCS
2. Fill out the Dropping Form and submit it to adviser for signature.		None		<i>Client</i>
3. Submit to the instructor for		None		<i>Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
remarks and signature.				
4. Pay fee at Cashier's Office or via Link.Biz portal.		₱10.00 per unit of the course to be dropped		Cashier OVCA
5. Submit dropping form (with photocopy) and receipt issued by Cashier's office or copy of online payment to OCS.	6.1. Receive documents. 6.2. Check if the document is completely signed. 6.3. Check if the amount paid is correct. 6.4. Add countersign. 6.5. Forward to College Secretary for signature. 6.6. Release a copy to the student. 6.7. Update records of students. 6.8. File the dropping form to student's jacket.	None	1 day*	Administrative Officer I CHE-OCS College Secretary CHE-OCS
5. Submit a copy of the dropping form to the instructor.		None		Client
TOTAL		₱10.00 per unit of the course to be dropped	4 days*	

*In some cases, there are some data verification before the decision, depending on the reason that the student stated and the supporting documents attached to the students. This also prolongs the processing time.



CHE-OCS.3. APPLICATION FOR EXTENSION OF RESIDENCY

Appeal to continue studying at the university beyond the Maximum Residency Rule (MRR)

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students who have reached maximum residency rule (MRR)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Unified Form	Office of the College Secretary
2. Plan of Study or List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with adviser's signature	Student
3. True Copy of Grades (TCG)	Office of the College Secretary
4. Summary of Academic Performance (SAP)	Office of the College Secretary
5. Evaluation Sheet (Green Sheet)	Office of the College Secretary
6. Affidavit of Non-Enrollment (only if applying with an AWOL of more than 2 years)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Unified Form from OCS.	1.1. Check if the student reached MRR. 1.2. Release Unified Form.	None	5 minutes	<i>Student Records Evaluator II</i> CHE-OCS
2. Attach TCG and Plan of Study, and submit it to the CHE OCS for checking.	2.1. Check Plan of Study and Unified Form. 2.2. Release SAP and Evaluation Sheet.	None	40 minutes	<i>Student Records Evaluator II</i> CHE-OCS
3. Submit documents to the adviser and Department Chair/Institute Director for signature.	3. Check if documents are complete and properly signed.	None		<i>Adviser</i> <i>Department Chair/Institute Director</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit signed documents to OCS.	5.1. Receive document. 5.2. Check if documents are complete and properly signed. 5.3. Schedule interview of the student.	None	2 days*	<i>Student Records Evaluator II</i> CHE-OCS
6. SARA Committee Deliberation	6.1. After the interview, the SARA Committee Chair sign the endorsement form. 6.2. OCS forward documents to the Dean for signature. 6.3. Dean's Office return the documents to CHE OCS. 6.4. CHE OCS inform the student of the result of the application.	None	1 day	<i>Committee Chair</i> SARA <i>Student Records Evaluator II</i> CHE-OCS <i>Dean</i> CHE-OCS
7. Receive the documents with action.	7.1. Activate the AMIS account of the student. 7.2. Inform the student on his/her enrollment appointment date.	None	1 day	<i>Student Records Evaluator II</i> CHE-OCS
TOTAL		None	4 days and 45 minutes	

CHE-OCS.4. APPLICATION FOR GRADUATION

Processed by the graduating students within the semester

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Graduating Students within the semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Graduation Form	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Application for Graduation Form, signed by the Adviser, to the Office of the College Secretary (OCS) for evaluation of records.	1.1. Receive the document. 1.2. Check if properly filled out and signed. 1.3. Evaluate records. 1.4. Endorsed to the College Secretary for signature.	None	3 days	<i>Student Records Evaluator II</i> <i>College Secretary</i> CHE-OCS
2. Claim copy of document from CHE OCS.	2.1. Give a copy of the form to the student. 2.2. Inform the student of his/her graduation deficiency (if any).	None	5 minutes	<i>Student Records Evaluator II</i> CHE-OCS
TOTAL		None	3 days and 5 minutes	

CHE-OCS.5. APPLICATION FOR LEAVE OF ABSENCE (LOA)

For students that are not enrolling or planning to not continue his/her enrollment for the current semester

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Request (Signed by the student, and parent/guardian)	Student
Supporting Document (Medical Certificate, Employment Certificate, etc.)	Physician (Medical Certificate) or Employer (Employment Certificate)
Leave of Absence (LOA) Form	Office of the College Secretary
Receipt of Payment	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter** of request to the Office of the College Secretary.	1.1. Receive letter. 1.2. Check content and signatures, else return to student. 1.3. Check records of student to provide notes on the letter and countersign. 1.4. Forward to the College Secretary for action.* 1.5. Return the letter to student. Release with the LOA Form.	None	3 days*	<i>Administrative Officer I</i> <i>College Secretary</i> <i>CHE-OCS</i>
2. Fill out and sign the LOA form completely.		None		<i>Client</i>
3. Present the form to the parent/guardian for signature.		None		<i>Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. If enrolled, submit to instructors of the currently enrolled courses for signature and class standing.		None		
5. Submit to the Department Chair/Institute Director for signature.		None		<i>Department Chair/Institute Director</i>
6. Submit to University Librarian for signature.		None		<i>University Librarian</i>
7. Submit to OVCSA for signature.		None		OVCSA
8. Submit to adviser for signature.		None		<i>Adviser</i>
9. Pay LOA Fee at the Cashier's Office or Landbank through Link.Biz Portal		₱150.00		<i>Cashiers Office</i>
10. Submit processed document and attachment/s and copy of receipt of payment to OCS.	10.1. Receive documents. 10.2. Check if properly and completely signed by the signatories. Add countersign. 10.3. Forward to the College Secretary for signature. 10.4. Release a copy of the document to the student. 10.5. If enrolled, a LOA notice will be sent to the instructors of the	None	1 day	<i>Administrative Officer I</i> <i>College Secretary</i> CHE-OCS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	students as a reminder of his/her LOA application.			
TOTAL		₱150.00	4 days*	

*In some cases, there is some data verification before the decision, depending on the reason that the student stated and the supporting documents attached to the students. This also prolongs the processing time.

**The leave should not exceed one year but may be renewed for at most another year. When not taken in two (2) successive years, the aggregate LOA should not exceed two (2) years.



CHE-OCS.6. APPLICATION FOR READMISSION

Appeal to continue studying at the university despite being dismissed or permanently disqualified

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students who are Dismissed or Permanently Disqualified

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Unified Form	Office of the College Secretary
Plan of Study or List of Remaining Course(s) to enroll (includes subject(s) for removal and/or for completion) with Adviser's signature	Student
True Copy of Grades (TCG)	Office of the College Secretary
Summary of Academic Performance (SAP)	Office of the College Secretary
Evaluation Sheet (Blue Sheet)	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Unified Form and attach TCG and plan of study. Submit documents to CHE OCS for checking.	1.1. Check the plan of study. 1.2. Release SAP and Evaluation Sheet.	None	40 minutes	<i>Student Records Evaluator II</i> CHE-OCS
2. Submit documents to the Adviser and Department Chair/Institute Director for signature.				<i>Adviser and Department Chair/Institute Director</i>
3. Submit signed documents to OCS.	3.1. Receive document. 3.2. Check if documents are complete and properly signed. 3.3. Schedule interview of the student.	None	2 working days*	<i>Student Records Evaluator II</i> CHE-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. SARA Committee Deliberation.	4.1. After the interview, the SARA Committee Chair sign the endorsement form. 4.2. OCS forward documents to the Dean for signature. 4.3. CHE OCS receive the documents from Dean's Office.	None	1 day	<i>Committee Chair SARA</i> <i>Student Records Evaluator II</i> <i>Dean CHE-OCS</i>
5. Receive the documents from CHE OCS.		None		<i>Client</i>
6. Submit documents to the Office of the Vice Chancellor for Students Affairs.		None		OVCSA
9. Submit documents to the Office of the Vice Chancellor for Academic Affairs.		None		OVCAA
10. Receive the documents with action.	10.1. OVCAA send the documents with the action to CHE OCS. 10.2. OCS sends a copy of the action to the student. 10.3. OCS activates the AMIS account of the student.	None	1 day	<i>Student Records Evaluator II</i> <i>CHE-OCS</i>
TOTAL		None	4 working days and 40 minutes	



CHE-OCS.7. APPLICATION FOR REVISION IN THE APPROVED PLAN OF COURSEWORK

Processed by students who need to change their approved major, major course, GE elective, or major adviser

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Revision in the Approved Plan of Coursework Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Application for Revision in the Approved Plan of Coursework Form.		None		<i>Client</i>
2. Fill out the form completely and accurately.		None		<i>Client</i>
3. Submit to Adviser for signature.		None		<i>Adviser</i>
4. Submit to Institute Director/ Department Chair for signature.		None		<i>Institute Director/ Department Chair</i>
5. Submit to OCS	5.1. Check if completely filled out and verify proposed changes. 5.2. Check if signed by signatories. 5.3. Add countersign. 5.4. Forward to the College Secretary for approval. 5.5. Release to student	None	3 day	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.6. Update records of students. 5.7. File the document.			
TOTAL		None	3 days	

CHE-OCS.8. APPLICATION FOR SHIFTING IN TO THE COLLEGE

For students within UPLB who are planning to shift to either BS Human Ecology or BS Nutrition Degree Program.

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent to Shift (with signature of parent/guardian)	Student
True Copy of Grades (for Shifting purposes)	OCS of present college
College Clearance	OCS of present college
Certificate of Good Moral	OCS of present college
Certificate of Non-contract	OCS of present college
True Copy of Grades (Purpose: Copy for CHE)	OCS of present college

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to CHE OCS.	1.1. Receive documents. 1.2. Check if requirements are complete. 1.3. Check if qualified for shifting to the degree. 1.4. Schedule for deliberation	None	2 days	<i>Student Records Evaluator II</i> CHE-OCS
2. SARA Committee Deliberation	2.1. If accepted, release Application for Shifting Form.	None	1day	<i>Student Records Evaluator II</i> CHE-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill out the form completely.				<i>Client</i>
4. Submit documents to accepting Department Chair for signature.				<i>Department Chair</i>
5. Submit documents to CHE OCS for signature.	5.1. Check if signatories are complete. 5.2. Forward to the College Secretary for signature. 5.3. Release to student.	None	30 minutes	<i>Student Records Evaluator II CHE-OCS</i>
6. Submit to present OCS for College Clearance.				<i>Client</i>
7. Submit all documents to CHE OCS to finalize the shifting process.	7.1. Check if documents and signatories are complete. 7.2. Endorse the names of the accepted shifting applicants to OUR through a letter.	None	1 day	<i>Student Records Evaluator II CHE-OCS</i>
TOTAL		None	4 days and 30 minutes	

CHE-OCS.9. APPLICATION FOR SHIFTING OUT TO ANOTHER COLLEGE

For CHE students who are planning to shift to another College in UPLB

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Letter of Intent to Shift (with signature of parent/guardian and adviser)	Student
College Clearance	OCS
Application for Shifting Form	OCS of accepting college

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (with signature of parent/guardian and adviser) to OCS.	1.1. Receive letter. 1.2. Check if it is properly signed by the student and parent/guardian. 1.3. Evaluate records and add notes to the letter. 1.4. Countersign. 1.5. Forward to the College Secretary for action. 1.6. Provide a copy to the student.	None	3 days	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
2. Once approved by the accepting college, submit an Application for Shifting to present OCS.	2.1. Check if Application for Shifting are properly signed. 2.2. Update records of the student. 2.3. Release College Clearance.	None	30 minutes	<i>Student Records Evaluator II</i> CHE-OCS
3. Fill out College Clearance.				<i>Client</i>
4. Submit to Adviser for signature.				<i>Adviser</i>
5. Submit to Department Chairs and Institute Director for signature.				<i>Department Chairs and Institute Director</i>
6. Submit to CHE Librarian for signature.				<i>CHE Librarian</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Submit to OCS for signature.	7.1. Check if signatories are complete. 7.2. Countersign. 7.3. Forward to College Secretary for signature. 7.4. Release the documents to the student.	None	30 minutes	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
8. Submit documents to the accepting OCS.				
TOTAL		None	3 days and 1 hour	

CHE-OCS.10. APPLICATION FOR SUBSTITUTION OF COURSES

Processed by students for the previously passed courses to be credited in replacement of the courses required in the curriculum

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
True Copy of Grades (from UP Unit) or Official Transcript of Records (from Other School/University)	UP CU, school or university where the course/s was passed
Substitution Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit True Copy of Grades or Official Transcript of Records to OCS.	1.1. Receive TCG or OTR. 1.2. Check if the grade of the course wanted to be credited for substitution is passed. 1.3. Release Substitution Form.	None	10 minutes	<i>Student Records Evaluator II</i> CHE-OCS <i>ICS Staff</i> CHE-OCS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out Substitution Form.				<i>Client</i>
3. Submit to Adviser for signature.				<i>Adviser</i>
4. Submit to the Head of the Home Unit for signature.				<i>Head of the Home Unit</i>
5. Submit to the Head of the Unit offering the course.				<i>Head of the Unit offering the course</i>
6. Submit to OCS with 1 photocopy or scanned copy.	6.1. Check if the form was properly filled out and completely signed. 6.2. Countersign. 6.3. Forward to College Secretary for approval. 6.4. Update records. 6.5. Release the copy to the student. 6.6. File a copy to the student jacket.	None	1 day	<i>Student Records Evaluator II</i> CHE-OCS <i>ICS Staff</i> CHE-OCS
TOTAL		None	1 day and 10 minutes*	

CHE-OCS.11. APPLICATION FOR TRANSFER TO OTHER SCHOOL/ COLLEGE/UNIVERSITY

Processed by CHE students who are planning to transfer to non-UP

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent to Transfer (with signature of parent/guardian and adviser)	Student



Admission Slip	Accepting School/College/University
College Clearance	OCS
University Clearance	Office of the Vice-Chancellor for Student Affairs (OVCSA) Website
Honorable Dismissal	Office of the University Registrar (OUR)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (with signature of parent/guardian) and Admission Slip to OCS.	1.1. Receive documents. 1.2. Check if the letter is properly signed by the student and parent/guardian. 1.3. Check if the admission slip is attached. 1.4. Evaluate records and provide notes. 1.5. Countersign. 1.6. Forward to the College Secretary for action. 1.7. If approved, release College Clearance and Approved Letter to the student.	None	3 days	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
2. Fill out College Clearance.				<i>Client</i>
3. Submit to Adviser for signature.				<i>Adviser</i>
4. Submit to Department Chairs and Institute Director for signature				<i>Department Chairs and Institute Director for signature</i>
5. Submit to CHE Librarian for signature				<i>CHE Library</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit documents to OCS for signature.	6.1. Check if signatories are complete. 6.2. Countersign. 6.3. Forward to the College Secretary for signature. 6.4. Release copies of the documents to the student.	None	4 hours	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
7. Apply for University Clearance using the OSAM account through the OVCSA website.				<i>Client</i>
8. Request and process Honorable Dismissal from UPLB OUR.				<i>Client</i>
TOTAL		None	3 days and 4 hours	

CHE-OCS.12. APPLICATION FOR TRANSFER TO OTHER UP UNIT

Processed by CHE students who are planning to transfer to another UP campus

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent to Transfer (with signature of parent/guardian and adviser)	Student
Admission Slip	Accepting CU
College Clearance	OCS
University Clearance	Office of the Vice-Chancellor for Student Affairs (OVCSA) Website
Permit to Transfer	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to OCS.	1.1. Check the letter and evaluate records of the student. 1.2. Forward to the College Secretary for action.	None	3 days	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
2. Once approved by the accepting campus, submit Admission Slip to OCS.	2.1. Check if the admission slip is attached. 2.3. Release College Clearance Form	None	5 minutes	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
3. Fill out College Clearance.				<i>Client</i>
4. Submit to Adviser, Unit Heads, and CHE Librarian for signature.				<i>Adviser</i> <i>Unit Heads</i> <i>and</i> <i>CHE Library</i>
5. Submit documents to OCS for signature.	5.1. Check if signatories are complete. 5.2. Forward to the College Secretary for signature. 5.3. Release the documents and Permit to Transfer Form to the student.	None	4 hours	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
6. Submit the Permit to Transfer Form to the Head of Home Unit for signature.				<i>Head of Home Unit</i>
7. Submit the Permit to Transfer Form to the OCS for signature.	7.1. Check if signatories are complete. 7.2. Forward to the College	None	4 hours	<i>Student Records Evaluator II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secretary for signature. 7.3. Release the Permit to Transfer Form to the student.			<i>College Secretary</i> CHE-OC
8. Apply for University Clearance.				<i>Client</i>
9. Submit Permit to Transfer to the Office of the University Registrar.				<i>Office of the University Registrar</i>
10. Claim copy of documents.				<i>Client</i>
11. Submit a copy of the Permit to Transfer Form to OCS.	11.1. Update records. 11.2. File documents.	None	5 minutes	<i>Student Records Evaluator II</i> CHE-OC
TOTAL		None	4 days and 10 minutes	

CHE-OCS.13. APPLICATION FOR WAIVER OF PREREQUISITES

Processed by students who have not yet passed the prerequisite course(s) of the higher course they intend to enroll

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Waiver of Prerequisite Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and Fill out the waiver of prerequisites form.		None		<i>Client</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit to the Office of the Vice Chancellor for Student Affairs for signature.		None		<i>Office of the Vice Chancellor for Student Affairs</i>
3. Submit to Adviser and Department Chair/Institute Director for signature.		None		<i>Adviser and Department Chair or Institute Director</i>
4. Submit to Waiver of Prerequisite Committee for recommending approval/disapproval		None		<i>Client</i>
5. Submit to OCS for signatures of College Secretary and Dean.	5.1. Check if all signatories are complete. 5.2. Forward to the College Secretary for countersign. 5.3. Forward to Dean for approval. 5.4. Release a copy to the student.	None	45 minutes	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OC</i>
6. Request OCS consent using AMIS account.	7.1. Approve the OCS consent.	None	15 minutes	<i>Student Records Evaluator II CHE-OC</i>
TOTAL		None	1 hour	



CHE-OCS.14. APPLICATION TO ENROLL HNF 200a&b/HUME 200a

Processed by students who have completed all theoretical courses before their deployment for practicum

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Prospective HNF 200a&b/HUME 200a students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application to Enroll Practicum Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out Application to Enroll Practicum Form				<i>Client</i>
3. Submit to Adviser for evaluation and signature.				<i>Adviser</i>
4. Submit to Institute Director/Department Chair for signature.				<i>Institute Director or Department Chair</i>
5. Submit the application form with one photocopy to OCS.	5.1. Check if properly signed by signatories. 5.2. Evaluate records of students. 5.3. If lacks any course (academic, HK/PE, or NSTP course), the student is not eligible for practicum. 5.6. Countersign. 5.7. Forward to College Secretary for approval.	None	4 days*	<i>Student Records Evaluator II College Secretary CHE-OCS</i>
6. Claim the copy of application form from OCS.	6.1. Release a signed copy of the	None	5 minutes	<i>Student Records Evaluator II</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Application Form to the student.			<i>College Secretary</i> CHE-OCS
TOTAL		None	4 days and 5 minutes*	

CHE-OCS.15. CERTIFICATION (GOOD MORAL, GWA, GRADUATION ETC.) - ONLINE REQUEST

Requested by students for scholarship, grants, etc. through online request form

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	OCS
Payment Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check records of the requesting party. 1.2. Send payment instruction through email. 1.3. Prepare certificate as requested. 1.4. Forward to College Secretary for signature.	None	5 working days*	<i>Student Records Evaluator II</i> <i>College Secretary</i> CHE-OCS
2. Pay the corresponding amount.		₱50.00 per page per copy		<i>Cashier's Office</i>
3. Submit the receipt of payment to OCS (email)	3.1. Check if payment is correct.	None	5 minutes	<i>Student Records Evaluator II</i> CHE-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Send/Release the Certificate requested.			
	TOTAL	₱50.00 per copy per page	5 days and 5 minutes	

CHE-OCS.16. CERTIFICATION OF DETAILED COURSE DESCRIPTION - ONLINE REQUEST

Document containing all the courses passed by student with their title, description, objectives, and other pertinent details

Office or Division	Office of the College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	OCS
Payment Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check records of the requesting party. 1.3. Send payment instructions through e-mail. 1.4. Prepare the certificate as requested. 1.5. Forward to the College Secretary for signature.	None	5 days*	<i>Student Records Evaluator II</i> <i>College Secretary CHE-OCS</i>
2. Pay the corresponding amount.		₱50.00 per page per copy		<i>Cashier's Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the receipt of payment to OCS.	3.1. Check if payment is correct. 3.2. Release the Certificate requested.	None	10 minutes	<i>Student Records Evaluator II</i> CHE-OCS
TOTAL		₱50.00 per copy per page	7 days and 10 minutes*	

*Might vary depending on the courses passed by the requesting party.

CHE-OCS.17. COLLEGE AND UNIVERSITY CLEARANCE FOR GRADUATION

Processed by graduates to be cleared with their obligations before the release of their Diploma and Official Transcript of Records

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Alumni and Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Student ID or Old Form 5	Student
College Clearance Form	OCS
University Clearance	Office of the Vice-Chancellor for Student Affairs (OVCSA) Website
Graduation Fee Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request College Clearance Form via email	1.1. Check if the student is included in the list of approved candidates for graduation. 1.2. Release College Clearance Form.	None	15 minutes	<i>Administrative Officer I</i> CHE-OCS
2. Fill out the form completely and		None		<i>Adviser</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit to Adviser for signature.				
4. Submit to Institute and Department Heads for signature.		None		<i>Institute and Department Heads</i>
5. Submit to CHE Librarian for signature.		None		<i>CHE Library</i>
6. Submit the document to OCS.	6.1. Receive document. 6.2. Check if signatories are complete. 6.3. Countersign. 6.4. Forward to the College Secretary for signature.	None	1 day*	<i>Administrative Officer I CHE-OCS College Secretary CHE-OCS</i>
7. Pay the graduation fee at the Cashier's Office.		₱300.00		<i>Cashier's Office</i>
8. Apply for University Clearance using the OSAM Account through the OVCSA website.		None		Client
9. Download University Clearance from the Website once cleared by the offices.		None		Client
TOTAL		₱300.00	1 day and 15 minutes*	



CHE-OCS.18. EXCUSE FOR ABSENCE FORM

Processed by students who were not able to come to class due to an excused reason

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supporting Document: a) Medical Certificate, b) Death Certificate of Immediate Family Member, c) Memorandum of a University Activity	a) UPLB University Health Service, b) Other agencies, c) Office of the Chancellor
Excuse for Absence Form	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Supporting Document (Medical, Death Certificate, Family Emergencies, OC Memo)	1.1. Check if supporting documents and details such as date(s) excused and valid stamp (for UHS Medical Certificate) 1.2. Release Excuse for Absence Form	None	10 minutes	ICS Staff CHE-OCS
2. Fill out the form completely.				Client
3. Submit to OCS for signature.	3.1. Receive documents. 3.2. Check if the dates of absence coincides with the dates excused. 3.3. Countersign. 3.4. Forward to College Secretary for signature.	None	4 hours	ICS Staff CHE-OCS College Secretary CHE-OCS
4. Claim the excuse slip from CHE OCS.	4.1. Release the document to student.		5 minutes	ICS Staff CHE-OCS
5. Submit to Instructors for signature.				Instructor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit the documents with 1 photocopy to OCS.	6.1. Receive the documents. 6.2. Check if signed completely. 6.3. Released the received/signed photocopy to student.	None	15 minutes	<i>ICS Staff</i> CHE-OCS
TOTAL		None	4 hours and 30 minutes	

CHE-OCS.19. MAJOR PLAN OF COURSEWORK

Processed by BSHE students applying for major

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Incoming Junior CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Major Plan of Coursework Form	OCS
Plan of Coursework	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out Major Plan of Coursework Form and Plan of Coursework Form		None		<i>Client</i>
2. Consult with Adviser, and have the documents signed.		None		<i>Adviser</i>
3. Submit the documents with 1 photo copy of each to OCS.	3.1. Check if documents are properly filled out. 3.2. Check if signed by signatories. 3.3. Update records. 3.4. Countersign.	None	3 days*	<i>Student Records Evaluator II</i> <i>College Secretary</i> CHE-OCS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Forward to the College Secretary for signature. 3.6. Release the photocopies to student. 3.7. File documents.			
4. Receive and keep documents.				<i>Client</i>
TOTAL		None	3 days	

CHE-OCS.20. OVERLOAD/UNDERLOAD PERMIT

Processed by students who desire to enroll below 15 units (for underload) or beyond 21 units (for overload) of academic courses

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Appeal (with recommending approval of Adviser)	Student
Plan of Study (if approved, and if not approved) with adviser's signature	Student
Overload/Underload Permit	OCS
Supporting documents (if any)	Other agency/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request and Plans of Study signed by Adviser to OCS.	1.1. Check if the content of letter is properly written. 1.2. Check if documents are complete and properly signed. 1.3. Verify if the plan of study is accurate as per	None	2 days*	Kyle Darren Efraim M. Gironella(ICS) Melissa R. Manalo(Student Records Evaluator II) College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	remaining courses. 1.4. Provide notes on the letter. 1.5. Countersign. 1.6. Forward to College Secretary for action. 1.7. If disapproved, letter will be returned to the student. Else, attach the Underload/Overload Permit and proceed to next step. 1.8. Release the documents to the student.			
2. Fill out the Overload/Underload Permit completely.				<i>Client</i>
3. Submit to Adviser for signature.				<i>Adviser</i>
4. Submit to OCS for signature.	4.1. Check if the form is properly filled out and signed. 4.2. Countersign. 4.3. Forward to the College Secretary for signature. 4.4. Release the student's copy to the requesting party. 4.5. Update records. 4.6. File documents.	None	4 hours	<i>ICS Staff</i> <i>Student Records Evaluator II</i> CHE-OCS
TOTAL		None	2 day and 4 hours*	



CHE-OCS.21. PLAN OF COURSEWORK

Processed by students who will file their GE courses, electives, or major courses

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Plan of Coursework	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out Plan of Coursework Form		None		<i>Client</i>
2. Consult with Adviser and have it signed.		None		<i>Adviser</i>
3. Submit to Department/Institute Head for signature.		None		<i>Department or Institute Head</i>
4. Submit the form and one photocopy to OCS.	4.1. Check if documents are completely filled out. 4.2. Check if properly signed by signatories. Else, send back to the student for correction. 4.3. Update records. 4.4. Countersign. 4.5. Forward to College Secretary for signature. 4.6. Release the photocopy to student. 4.7. File documents.	None	3 days*	<i>ICS Staff</i> <i>Student Records Evaluator II</i> <i>College Secretary</i> CHE-OCS
TOTAL		None	3 days*	



CHE-OCS.22. REMOVAL OF ABSENCE WITHOUT LEAVE (AWOL) STATUS

Processed by students who did not enroll for the past semester(s) without applying for Leave of Absence, provided that they have not yet used their maximum residency as per Maximum Residency Rule (MRR)

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Returning CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Application for Reinstatement (with signature of parent/guardian)	Student
Absence Without Leave (AWOL) Form	OCS
Payment Receipt	UPLB Cashier Division
Medical Clearance (if AWOL due to medical reasons)	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application for Reinstatement from AWOL, and supporting documents (if any) to OCS.	1.1. Receive letter. 1.2. Check for corrections, attachments (if any), and proper signatories, else return to student. 1.3. Check records and provide notes on the letter. Add countersign. 1.4. Forward to the College Secretary for action. 1.5. Return the letter to student. Release with AWOL Form.	None	2 days	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
2. Fill out the form completely.		None		<i>Client</i>
3. Pay corresponding fee		₱225.00		<i>Cashier's Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
at Cashier's Office.				
4. Submit documents to OCS.	4.1. Receive documents. 4.2. Check if paid amount is correct. 4.3. Countersign. 4.4. Forward to the College Secretary for signature. 4.5. Activate the AMIS Account of the student. 4.6. Release copy to the student.	None	1 day	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
5. Receive and keep the student's copy of AWOL Form and receipt.		None		<i>Client</i>
TOTAL		₱225.00	3 days	

CHE-OCS.23. REQUEST FOR COMPLETION/REMOVAL PERMIT

Processed by students who incurred a grade of INC (completion) or 4.0 (removal)

Office or Division	Office of the College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Removal/Completion Permit	OCS
Receipt of Payment (if special removals)	Cashier's Office / Online

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a Removal/Completion Permit from OCS via email.	1.1. Check if student is enrolled. Else, the student cannot apply for completion or removal.	None	1 day	<i>ICS Staff</i> CHE-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Check if the final grade on the course is 4 (for removal) or INC (for completion). 1.3. Check if eligible for removal/completion as per semester incurred. (1-year duration to remove grade of 4 or INC) 1.4. Check if student have send information based on consultation w/ the FIC: Subject, Name & Email address of FIC, & Date of completion 1.5. Release permit to student.			
2. Fill out the necessary details (name, grade, semester and year incurred) on the permit.		None		<i>Client</i>
3. Submit permit to the instructor for signature.		None		<i>Client</i>
4. Pay the corresponding fee at Cashier's Office if scheduled for special completion/removal (During semester). Else, proceed to next step.		₱20.00		<i>Cashier's Office</i>
5. Submit the permit and copy of receipt to OCS.	5.1. Receive documents.	None	4 hours	<i>ICS Staff CHE-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2. Check if date specified is regular, special, or during finals. 5.3. Check if paid amount is correct (for special removal/completion). 5.4. Countersign. 5.5. Forward to the College Secretary for signature. 5.6. Release instructor's copy to instructor and cc the student.			College Secretary CHE-OCS
6. Claim completion/grade from the department offering the course.				Client
TOTAL		₱20.00	1 day and 4 hours	

CHE-OCS.24. REQUEST FOR FIELD TRIP/FIELD WORK/SUPERVISED FIELD EXPERIENCE/PRACTICUM (HARD COPIES)

Processed to provide official authorization for experiential learning and exposure of the students which are done outside UPLB

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Professors, Instructors or Course Coordinators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UPLB Field Trip Form 1	Department of the Professors, Instructors or Course Coordinators
UPLB Field Trip Form 1A	Department of the Professors, Instructors or Course Coordinators

UPLB Field Trip Form 2	Department of the Professors, Instructors or Course Coordinators
Academic Field Activity Information Form	Department of the Professors, Instructors or Course Coordinators
Notarized Certification of Waiver from Parent/Guardian	Department of the Professors, Instructors or Course Coordinators (for the form), accomplished form from the student
Medical Certificate	University Health Services through the student
Insurance	Other Agency through the student
Photocopy of Valid ID of the Parent/Guardian	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Require all the students to submit the Notarized Certification of Waiver from Parent/Guardian, Medical Certificate, Insurance, and Photocopy of Valid ID of the Parent/Guardian.		None		<i>Client</i>
2. Sort out documents according to student.		None		<i>Client</i>
3. Accomplish UPLB Field Trip Form 1, Form 1A, Form 2, and Academic Field Activity Information Form.		None		<i>Client</i>
4. Submit all the documents to OCS.	4.1. Receive all the documents. 4.2. Check if all documents of each student are complete. 4.3. Verify if all medical certificates and	None	5 days*	<i>ICS Staff CHE-OCS College Secretary CHE-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	insurance are valid and up to date. 4.4. Verify the signature of parent/guardian as indicated on the photocopy of the valid ID. 4.5. Check if all forms are properly filled out and completely signed. 4.6. If all requirements are satisfied, the UPLB Field Trip Form 1 will be countersigned and proceed to next step. Else, return to Instructors for completion. 4.7. Forward to the College Secretary for action. 4.8. Return all the documents to the Instructors.			
5. Submit a photocopy of the UPLB Field Trip Form 1, Form 1A, Form 2, and Academic Field Activity Information Form.	5.1. Receive and file all the documents.	None	5 minutes	<i>ICS Staff</i> <i>CHE-OCS</i> <i>College Secretary</i> <i>CHE-OCS</i>
TOTAL		None	5 days and 5 minutes*	



CHE-OCS.25. TRUE COPY OF GRADES (TCG) - ONLINE REQUEST

Requested by students for scholarship, grants, etc. through online request form

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	OCS
Payment Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check records of the requestor. 1.2. Send payment instructions via email. 1.3. Prepare documents as requested. 1.4. Forward to the College Secretary for signature.	None	3 days*	ICS Staff CHE-OCS College Secretary CHE-OCS
2. Pay the corresponding amount.		₱50.00 per page per copy		Cashier's Office
3. Submit the receipt of payment to OCS.	3.1. Check if payment is correct. 3.2. Release the TCG requested.	None	5 minutes	ICS Staff CHE-OCS
TOTAL		₱50.00 per page per copy	3 days and 5 minutes	



CHE-OCS.26. TRUE COPY OF GRADES FOR READMISSION AND EXTENSION APPLICATION - ONLINE REQUEST

Requested by student who are for Readmission and Extension Application through online request form

Office or Division	Office of the College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	OCS
Payment Receipt	UPLB Cashier Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Request Form.	1.1. Check records of the requesting party. 1.2. Send payment instructions via e-mail. 1.3. Prepare documents as requested. 1.4. Forward to the College Secretary for signature.	None	3 days*	<i>Student Records Evaluator II</i> CHE-OCS <i>College Secretary</i> CHE-OCS
2. Pay the corresponding amount.		₱50.00 per page per copy		<i>Cashier's Office</i>
3. Submit the receipts of payment to OCS.	3.1. Check if payment is correct. 3.2. Send/Release the TCG requested.	None	5 minutes	<i>Student Records Evaluator II</i> CHE-OCS
TOTAL		₱50.00 per page per copy	3 days and 5 minutes*	



**COLLEGE OF HUMAN ECOLOGY
OFFICE OF THE DEAN
EXTERNAL SERVICES**

CHE-DO.1. REQUEST FOR ROOM RESERVATION

This service allows the transacting client to request for the use of CHE Main Building rooms and facilities under the jurisdiction of the CHE Dean's Office. The facilities could be used, if available, for class activities, UPLB-based student organization events or activities, CHE or UPLB research or extension initiatives or events, and CHE or UPLB alumni-related meetings or initiatives.

Office or Division	CHE Dean's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE and non-CHE-based Student organization, CHE or UPLB alumni, CHE or UPLB research or extension project partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Visit the CHE Digihub	Visit bit.ly/che-dghub
2 Letter request address to the Dean with the following info: objective, purpose, date and time, and name of room to be reserved.	Requesting party
3. Permit from Office of Vice Chancellor for Student Affairs (for student organization)	Student Organization Activities Division
4. Permit for use of building outside office hours (if use is beyond 6pm)	CHE Dean's Office
5. Submission of the building permit	Safety and Security Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the CHE DigiHub , go to the Home tab and select Room Reservation , choose the preferred date and time slot, attach the required Letter Request (for non-CHE based organizations), and submit the request.	1.1 Dedicated staff review all requests everyday (AM 8-9AM; PM 3-4PM).	None	3 minutes	<i>Administrative Staff</i> CHE-DO
	1.2 For requests that fall under days	None	1 day	<i>Dean</i> CHE-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	that the rooms are available, the letter requests are forwarded to the Dean, for review and approval.			
	1.3 An e-mail will be sent to the e-mail address of the client to notify them of the status of their request.	None	3 minutes	<i>Administrative Staff</i> CHE-DO
2. If approved, the client needs to coordinate with the dedicated CHE DO staff	2. CHE DO dedicated staff will provide the required forms and discuss the logistical arrangements	None	5 minutes	<i>Administrative Staff</i> CHE-DO
3. The client submits the accomplished forms	3.1 CHE DO dedicated staff to receive and check all accomplished forms	None	3 minutes	<i>Administrative Staff</i> CHE-DO
	3.2 CHE Dean to review, approve and sign the accomplished form	None	1 day	<i>Dean</i> CHE-DO
4. The client pays the user's fee to the UPLB Cashier's Office and submit the OR to CHE DO	4. CHE DO to receive the OR	500/hour (User's fee) 200/hour (OT Pay)		<i>Administrative Staff</i> CHE-DO
TOTAL		500/hour (User's fee) 200/hour (OT Pay)	2 days, 14 minutes	

CHE-DO.2. REQUEST FOR INFORMATION & CONDUCT OF RESEARCH

This service allows the transacting client to request college-based information or request to conduct their research (i.e. survey, interviews, etc.) with CHE employees or students.

Office or Division	CHE-Dean's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	College Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	Requesting unit
Attachment (if any)	Requesting unit
FOI approval	Media Communications Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails the official CHE email on their request for information including necessary attachments or documents	1.1 CHE DO to receive and review the request and email status of the request.	None	5 minutes	<i>Administrative Officer V or Dedicated Administrative Staff</i> CHE-DO
	1.2 CHE DO to endorse to other units the request if information could be secured from other CHE units	None	3 minutes	<i>Administrative Officer V or Dedicated Administrative Staff</i> CHE-DO
	1.3 CHE DO to prepare the requested information	None	3 days	<i>Administrative Officer V or Dedicated Administrative Staff</i> CHE-DO
	1.4 CHE DO to email the client of the requested	None	3 minutes	<i>Administrative Officer V or</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	information or document			<i>Dedicated Administrative Staff</i> CHE-DO
TOTAL		None	3 days, 11 minutes	

CHE-DO.3. REQUEST FOR CONDUCT OF RESEARCH

This service allows the transacting client to request to conduct their research (i.e. survey, interviews, etc.) with CHE employees or students or in collaboration with a faculty or researcher from CHE.

Office or Division	CHE-Dean's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	External Individuals (Researchers, Students, Staff from other agencies or offices), industry, civil society, government representatives or offices, international organizations and HEIs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	Requesting unit
Attachment (if any)	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails the official CHE email on their request to conduct research including necessary attachments or documents	1.1 CHE DO to receive and review the request	None	5 minutes	<i>Administrative Officer V</i> or <i>Dedicated Administrative Staff</i> CHE-DO
	1.2 Dean to review and approve	None	1 day	<i>Dean</i> CHE-DO
	1.3 CHE DO to disseminate the research information to targeted CHE-based constituents	None	5 minutes	<i>Administrative Officer V</i> or <i>Dedicated Administrative</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(faculty, REPS, administrative staff, student, alumni)			Staff CHE-DO
2. Client to submit to CHE DO a copy of the results of the study	2. CHE DO to receive and disseminate to the targeted CHE based constituents	None	5 minutes	Administrative Officer V or Dedicated Administrative Staff CHE-DO
TOTAL		None	1 day, 15 minutes	

CHE-DO.3. REQUEST FOR PARTNERSHIP

This service allows HEIs, agencies and organizations to request formal partnerships with the college for collaborative initiatives.

Office or Division	CHE-Dean's Office
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	HEIs, National Agencies, Private Organizations, and other external stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request	Requesting unit
Attachment (if any)	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails the official CHE email on their request for partnership including necessary attachments or documents	1. CHE DO to receive and review the request and email status of the request.	None	5 minutes	Administrative Officer V or Dedicated Administrative Staff CHE-DO
2. Check if there is an existing	2.1 Confirm with UPLB OIDHE or OIL	None	5 minutes	Strategic Partnership

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
partnership with UPLB or CHE through MOA, MOU, and/or LOA	the effectivity of the partnership, if any			Committee
	2.2 If subject for renewal or new collaboration, a MOA/MOU/LOA will be drafted based on the approved template of UPLB Legal Office	None	1 hour	
3. Client will review the MOA/MOU/LOA subject to the requirements of their HEI, agency or organization and email to CHE their input to the partnership document	3. CHE will revise based on the inputs of the client on the template partnership document and submit to UPLB Legal Office for review and endorsement for the Chancellor's approval	None	30 minutes	
4. Client to directly coordinate with CHE on the details of the partnership signing program and arrangements	4.1 CHE to coordinate the partnership signing between UPLB and Client	None	1 day	
	4.2 CHE will file the signed partnership document and also provide a copy of the signed document to the UPLB Legal Office and the client	None	3 minutes	Administrative Officer V or Dedicated Administrative Staff CHE-DO
TOTAL		None	1 day 1 hour, 43 minutes	

CHE-DO.4. RECOMMENDATION TO OTHER SCHOOL/INSTITUTION

This service provides formal recommendations or endorsements for students, faculty, or alumni to other schools or institutions.

Office or Division	CHE Dean's Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CHE Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Via bit.ly/CHEDocRequest
Attach all required supporting documents	Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online their request for recommendation or certification	1.1 Dedicated staff to check the requests everyday (8-10am; 1-3pm)	None	3 minutes	University Research Associate I CHE-DO
	1.2 Staff to validate from CHE OCS if the requestor is a CHE student or CHE Alumni	None	5 minutes	University Research Associate I CHE-DO
	1.3 Staff to update Dean on the list of request for recommendations	None	5 minutes	University Research Associate I CHE-DO
	1.4 Dean to prepare and sign the recommendation letter	None	1 day	Dean CHE-DO
	1.5 Email the recommendation letter to the requestor	None	3 minutes	University Research Associate I CHE-DO
TOTAL		None	1 day, 16 minutes	



**COLLEGE OF HUMAN ECOLOGY
OFFICE OF THE DEAN
INTERNAL SERVICES**

CHE-DO.5. REQUEST FOR ROOM RESERVATION

This service allows the transacting client, specifically CHE constituents (faculty, REPS, staff and students) to request for the use of CHE Main Building rooms and facilities under the jurisdiction of the CHE Dean's Office. The facilities could be used, if available, for class activities, CHE-based student organization events or activities, CHE or UPLB research or extension initiatives or events.

Office or Division	CHE Dean's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB Faculty, Researcher, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Visit the CHE Dighub	Visit bit.ly/che-dghub
2. Permit from Office of Vice Chancellor for Student Affairs (for student organization)	Student Organization Activities Division
3. Permit for use of building outside office hours (if use is beyond 6pm)	CHE Dean's Office Note, also needs signature of Safety and Security Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the CHE DigiHub , go to the Home tab and select Room Reservation , choose the preferred date and time slot, attach the required Letter Request (for non-CHE based organizations), and submit the request.	1.1 Dedicated staff review all requests everyday (AM 8-9AM; PM 3-4PM).	None	3 minutes	<i>Administrative Assistant II</i> CHE-DO
	1.2 An e-mail will be sent to the e-mail address of the client to notify them of the status of their request.	None	3 minutes	<i>Administrative Assistant II</i> CHE-DO
2. If approved, the client needs to	2. CHE DO dedicated staff will	None	5 minutes	<i>Administrative Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
coordinate with the dedicated CHE DO staff	provide the required forms and discuss the logistical arrangements			CHE-DO
3. The client submits the accomplished forms	3. CHE DO dedicated staff to receive and check all accomplished forms	None	3 minutes	<i>Administrative Staff</i> CHE-DO
TOTAL		None	14 minutes	

CHE-DO.6. REQUEST FOR USE OF THE COLLEGE'S OFFICIAL VEHICLE

This service allows the transacting client, specifically CHE faculty, REPS, staff to request for the use of CHE Official Vehicle under the jurisdiction of the CHE Dean's Office.

Office or Division	CHE Dean's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CHE Faculty, Researcher, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1. Access to CHE Digihub	bit.ly/che-dghub
2. Trip Ticket	Requestor
3. Travel Request	Requestor
4. Fuel Withdrawal Slip	Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the CHE DigiHub , login to CHE Admin Lounge and click on Vehicle Reservation . Select your desired date and check the available hours for	1.1 Dedicated staff review all requests everyday (AM 8-9AM; PM 3-4PM)	None	5 minutes	<i>Client</i> CHE-DO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
reservation, and submit the request.				
	1.2 Verification of the availability of the vehicle	None	5 minutes	<i>Administrative Assistant II</i> CHE-DO
	1.3 Submit all requests and availability status for the review and approval of the request	None	1 day	<i>College Dean</i> CHE-DO
	1.4 Staff to update the request status based on the approval of College Dean	None	3 minutes	<i>Administrative Officer II</i> CHE-DO
	1.5 An automatic e-mail will be sent to the e-mail address of the client to notify them of the status of their request.	None		
2. Client to prepare the Trip Ticket, Travel Request, Fuel Withdrawal Slip and Per Diem of the driver forms	2. CHE DO to receive and provide CHE Driver the signed Trip Ticket and additional information	None	3 minutes	<i>Administrative Assistant II</i> CHE-DO
TOTAL		None	1 day, 16 minutes	

CHE-DO.7. APPROVAL FOR ISSUANCE OF SUPPLIES REQUESTED

This service allows the CHE DO staff members and officers to request for supplies or equipment to be used in regular office functions, cleaning of CHE main building areas, and use in official functions like meetings, events, etc.

Office or Division	CHE Dean's Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	CHE Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Access CHE SIMS	bit.ly/che-sims

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit CHE SIMS, select and submit requested supplies		None	5 minutes	<i>Client</i> CHE-DO
	1.1 Dedicated staff receives the notification and will check the availability of supplies	None	30 minutes	<i>Administrative Assistant II</i> <i>or</i> <i>Property Custodian</i> CHE-DO
	1.2 Dedicated staff will update the status of the request via CHE SIMS If approved, the pick-up time will be included in the notification	None	5 minutes	<i>Administrative Assistant II</i> CHE-DO
2. Client will pick up the requested supplies and will logged the received supplies		None	5 minutes	<i>Client</i> CHE-DO
TOTAL		None	45 minutes	



**COLLEGE OF VETERINARY MEDICINE
CVM LIBRARY (WITH CAFS-IAS)
EXTERNAL SERVICES**

CVM-LIB.1. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and scan his/her validated ID in the UPLib Monitoring System- CUTS to log in.	1. Check the client's ID and direct them to the designated computer for UPLib Monitoring System- CUTS.	None	1 minute	College Librarians or Administrative Support Staff CVM-LIB
2. Proceeds to the assigned computer unit and performs activity.	2. Deploy the client/patron to the vacant computer unit.	None	30 seconds	
3. Signs out in the UPLib Monitoring System- CUTS.		None	30 seconds	
TOTAL		None	2 minutes	



CVM-LIB. 2. PRINTING SERVICES

Self-service printing of documents.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan his/her validated ID in the UPLib Monitoring System- CUTS to log in.	1. Commands its printing depending on the client's preference.	None	1 minute	College Librarians/ or Administrative Support Staff CVM-LIB
2. Download files from emails to the allotted PC and open the file.	2. Counts the printout/s, receives the payment, and checks the record.	B&W Plain Text= ₱2.00 per page	1 minute	
2. Client/patron shows the printout/s to the assigned person, pays the amount, and signs in the printing log sheet.		Half colored= ₱5.00 per page Full colored= ₱10.00 per page	1 minute	
TOTAL		B&W Plain Text= ₱2.00 per page Half colored = ₱5.00	3 minutes*	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		per page Full colored = ₱10.00 per page		

* Depends on the number of pages to be printed



CVM-LIB. 3. SCANNING SERVICE

Scanning of documents using either flatbed or scan overhead scanners.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the documents to be scanned to the person in charge.	1. Scan and save the documents.	₱ 5.00 per page	1 minute	College Librarians/ or Administrative Support Staff CVM-LIB
2. Client/patron pays the amount and signs the log sheet.	2. Email the file to the client/patron, receive the payment, and check the record.		1 minute	
TOTAL		₱ 5.00 per page	2 minutes	

* Depending on the number of pages.

CVM-LIB. 4. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through e-mail/web mail, social media, or Library Online Portal (http://bit.ly/CVMIASLibOnlinPortal)	1.1. Checks email and verifies sender's identity.	None	1 minute	College Librarians or Administrative Support Staff CVM-LIB
	1.2. Searches the requested article in the database.	None	3 minutes	
	1.3. If the document/ article is available in the database, staff downloads the full-text of the article.	None	3 minutes	
	1.4. If the document/ article is NOT available, staff requests the article to UPD/De La Salle/IRRI and other library partners.	None	7 days	
	1.5. If the document is available in PRINT, staff locate the material, then scan the article	*NO FEE (if the article is available	5 minutes	
	1.6. If the client is non-UP, the staff locates the material, sends the bill of payment, and waits for the proof of payment.	**P5.00 per page + P50.00 processing		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		fee/ ₱1.00 per page + ₱5.00 processing fee (scanning)		
2. Receives and acknowledges the requested article thru email.	Sends the full-text to the client through e-mail.	None	30 seconds	
TOTAL		*NO FEE (if the article is available) **₱5.00 per page + ₱50.00 processing fee/ ₱1.00 per page + ₱5.00 processing fee (scanning)	7 days, 12 minutes, and 30 seconds*	

* Depends on the availability of the material.



CVM-LIB. 5. ONLINE REFERENCE QUERY SERVICE (VIA EMAIL AND SOCIAL MEDIA)

A virtual reference/ query service, either in real time (chat with VALERIE through Messenger/Social Media) or email

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends query to VALERIE through e-mail/web mail, chat through messenger/ social media.	1. 1. Answers/responds academically/ library related queries or,	None	15 minutes	<i>College Librarians or Administrative Support Staff CVM-LIB</i>
	1.2. Refers the client to the concerned individual/ office/ authority.			
TOTAL		None	15 minutes	



CVM-LIB. 6. ONSITE ANSWERING OF REFERENCE QUESTIONS/ QUERIES

Attend to face-to-face queries.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff in the InfoDesk and ask questions.	1. Responds to inquiry.	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
TOTAL		None	5 minutes	

CVM-LIB. 7. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home-used books

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (http://koha.uplb.edu.ph/), takes note of the Call number, and retrieves the book.	1. Assists (first-time) OPAC users.	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2. Borrowing of Circulation Books: Fills up the borrower's name, & student number, and presents the card together with the book and ID at the counter.	2.1. Checks and validates the filled-up cards against the book and ID.	None	2 minutes	
	2.2. Scans the ID and the barcode of the book and selects Check out of the Koha Circulation Module.	None		
	2.3. Stamps the Book Card and slip with the date due.	None		
	2.4. Gives the book together with the ID and interfiles the book card.	None		
3.1. Returning of Books: Return the book at the counter on or before the due.	3.1. Scans the barcode of the book and selects Check-in of the Koha Circulation Module.	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 If Overdue: Return the overdue book at the counter and pay the fines.	3.2. Computes, accepts payment, and records the payment in the log book.	₱2.00 per day for overdue book, exclusive of Sundays and holidays		
TOTAL		Days Overdue X ₱ 2.00	10 minutes*	

* Depends on the number of books.



CVM-LIB. 8. CHARGING AND DISCHARGING OF FILIPINIANA MATERIAL (ROOM USE ONLY)

Lending and returning of Filipiniana Material (Graduate & Undergraduate Theses, etc.) for Room Use Only.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC and fills out the borrowing slip.	1. Assists (first-time) OPAC users	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2.1. Give the borrowing slip to the library staff.	2.1. Locates the materials and gives the Book Card for the signature of the borrower.	None	2 minutes	
2.2. Fills out and signs the Book Card and presents it to the staff together with the material and ID.	2.2.1. Validates the client's ID and serves the requested books/ theses.	None		
	2.2.2. Files the book card.	None		
3. Returns the borrowed material.	3. Returns the material to the shelf	None	1 minute	
TOTAL		None	8 minutes*	

* Depends on the number of books.



CVM-LIB. 9. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and fills out the borrowing slip.	1. Assists (first-time) OPAC users.	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2. Give the borrowing slip to the library staff.	2.1. Locates the materials and gives the Long Card for the signature of the borrower.	None	2 minutes	
3. If Room use only: Signs the Long Card, presents the ID and informs the staff that the book will be borrowed for overnight use.	3. Serves the book and files the Long Card to room use only.	None		
4. If Overnight use: Signs the Long Card, presents the ID and informs the staff that the book will be borrowed for overnight use.	4. Confirms the overnight use of the files for the Long Card to overnight use.	None	2 minutes	
5.1. Returning of Books: Return the book at the counter on or before the due date.	5.1. Receives the book, inserts the Long Card, and returns the book to the shelf.	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.2. If Overdue: Return the overdue book at the counter and pay the fines.	5.2. Computes, accepts payment, and records the payment in the log book.	₱ 50.00 per day for overdue book, exclusive of Sundays and holidays		
TOTAL		Days Overdue X ₱ 50.00	12 minutes*	

* Depends on the number of books.

CVM-LIB. 10. ACCEPTING NON-UP CLIENTS/VISITORS

Accepts Non-UP Researchers as a Public service to government and private sectors.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2B- Government to Business G2C- Government to Citizen
Who may Avail	Non-UP clients (Alumni, Retired staff, undergraduate/graduate students, Faculty, Researcher, and Staff from public and private institutions)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral letter from the Institution's Librarian	Own Institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her ID and Referral letter to the InfoDesk and log in the visitors' record book.	1. Check the presented ID and Referral letter.	None	3 minutes	<i>College Librarians/ or Administrative Support Staff CVM-LIB</i>
2. Avails library services.	2. Assists with the needed services.	None		
3. Answers Client Satisfaction Survey Form and return it to the staff.	3. Issues Client Satisfaction Survey Form.	None	3 minutes	
TOTAL		None	6 minutes	

CVM-LIB. 11. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the student's library records and enable access to the UPLB Libraries' resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new students: 2X@ Digital Picture and Form 5 or SaIS/AMIS Screenshot For old students: E-copy of UPLB ID and Form 5 or SaIS/AMIS Screenshot	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in the online ID validation form http://bit.ly/CVMidvalidation and fill out the necessary details.	1.1. Checks the student's response in the form.	None	10 minutes	College Librarians/ or Administrative Support Staff CVM-LIB
	1.2. Counterchecks in the Delinquent Lists.			
	1.3. Registers/validates in the User Monitoring System (UMS).			
2. If needed, requests a Certificate of ID Validation at the library's email address.	2. Prepares and emails the Certificate of ID Validation.	None	3 minutes	
3. Secure ID sticker at the InfoDesk.	3. Issues signed ID Validation sticker.	None	2 minutes	
TOTAL		None	15 minutes	

CVM-LIB. 12. ACCOUNT AUTHENTICATION REQUESTS (OPENATHENS, TURNITIN, and KOHA)

This pertains to securing/authenticating an account for off-campus access to online databases and other search tools.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employees ID	Office of the University Registrar
UP webmail	Digital Innovation Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. If walk-in, requests at the InfoDesk. 1.2. If online, send a request to the library's email address or online portal (http://bit.ly/CVMIASLibOnlinePortal).	1. Checks client information at the ID Validation responses. 1.1. If validated, proceeds to the creation of the Open Athens, Turnitin, and Koha accounts. 1.2. If not yet validated, instruct the client to answer the ID validation form.	None	10 minutes	<i>College Librarians/ or Administrative Support Staff CVM-LIB</i>
2. Checks email for the account registration.	2. Sends an email for the account registration	None	2 minutes	
TOTAL		None	12 minutes	



CVM-LIB. 13. SIGNING OF COLLEGE CLEARANCE (CVM/IAS-CAFS LIBRARY)

This on-site service facilitates the clearance request for Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, Shifting, AWOL, Honorable Dismissal, Returning form AWOL, Dismissed, Honorable Dismissal, Retirement, Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	CVM students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Staff/Faculty: Clearance	CVM Administrative Services Office
For Students: Clearance Form	College Secretary's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance form at the InfoDesk and fill out the Log Sheet.	1.1. Checks the purpose of the clearance.	Refer to Services CVM LIB.7 and CVM LIB 9 for the computation of payment, if delinquent	5 minutes	College Librarians/ or Administrative Support Staff CVM-LIB
	1.2. Checks the client's name in the Delinquent List and in the Koha system for verification purposes.			
	1.3. Computes the amount of library dues if the name is included in the Delinquent List.			
2. If delinquent, pays library dues or returns long overdue book/s.	2. Receives the books and accepts and records the payment.		5 minutes	
3. Receives the signed clearance upon payment.	3.1. Countersigns the clearance and asks the head/ OIC to affix signature.	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Returns the signed clearance to the client.			
	TOTAL	Refer to Services CVM LIB.7 and CVM LIB 9 for the computation of payment, if delinquent	11 minutes	



CVM-LIB.14. PLAGIARISM/ ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for originality checking	1. Uploads the paper at Turnitin for similarity check and report generation.	None	1 day	College Librarian CVM-LIB
2. Client/patron receives email notification.	2. Sends confirmation email or email notification along with the similarity report.	None		
TOTAL		None	1 day	



**COLLEGE OF VETERINARY MEDICINE
CVM LIBRARY (WITH CAFS-IAS)
INTERNAL SERVICES**



CVM-LIB. 15. INTERNET/COMPUTER SERVICES

Use of Library computers and other handheld technologies

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and scan his/her validated ID in the UPLib Monitoring System- CUTS to log in.	1. Check the client's ID and direct them to the designated computer for UPLib Monitoring System- CUTS.	None	1 minute	College Librarians or Administrative Support Staff CVM-LIB
2. Proceeds to the assigned computer unit and performs activity.	2. Deploy the client/patron to the vacant computer unit.	None	30 seconds	
3. Signs out in the UPLib Monitoring System- CUTS.		None	30 seconds	
TOTAL		None	2 minutes	

CVM-LIB.16. PRINTING SERVICES

Self-service printing of documents

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan his/her validated ID in the UPLib Monitoring System- CUTS to log in.	1. Commands its printing depending on the client's preference.	None	1 minute	College Librarians/ or Administrative Support Staff CVM-LIB
2. Download files from emails to the allotted PC and open the file.	2. Counts the printout/s, receives the payment, and checks the record.	B&W Plain Text= ₱2.00 per page	1 minute	
2. Client/patron shows the printout/s to the assigned person, pays the amount, and signs in the printing log sheet.		Half colored= ₱5.00 per page Full colored= ₱10.00 per page	1 minute	
TOTAL		B&W Plain Text= ₱2.00 per page Half colored = ₱5.00	3 minutes*	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		per page Full colored = ₱10.00 per page		

*Depends on the number of pages to be printed

CVM-LIB. 17. SCANNING SERVICE

Scanning of documents using either flatbed or scan overhead scanners

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the documents to be scanned to the person in charge.	1. Scan and save the documents.	₱ 5.00 per page	1 minute	College Librarians/ or Administrative Support Staff CVM-LIB
2. Client/patron pays the amount and signs the log sheet.	2. Email the file to the client/patron, receive the payment, and check the record.		1 minute	
TOTAL		₱ 5.00 per page	2 minutes	

* Depending on the number of pages.

CVM-LIB. 18. ONLINE ARTICLE REQUEST SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through e-mail/web mail, social media, or Library Online Portal (http://bit.ly/CVMIASLibOnlinPortal)	1.1. Checks email and verifies sender's identity.	None	1 minute	College Librarians or Administrative Support Staff CVM-LIB
	1.2. Searches the requested article in the database.	None	3 minutes	
	1.3. If the document/ article is available in the database, staff downloads the full-text of the article.	None	3 minutes	
	1.4. If the document/ article is NOT available, staff requests the article to UPD/De La Salle/IRRI and other library partners.	None	7 days	
	1.5. If the document is available in PRINT, staff locate the material, then scan the article	*NO FEE (if the article is available)	5 minutes	
	1.6. If the client is non-UP, the staff locates the material, sends the bill of payment, and waits for the proof of payment.	**P5.00 per page + P50.00 processing		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		fee/ ₱1.00 per page + ₱5.00 processing fee (scanning)		
2. Receives and acknowledges the requested article thru email.	Sends the full-text to the client through e-mail.	None	30 seconds	
TOTAL		*NO FEE (if the article is available) **₱5.00 per page + ₱50.00 processing fee/ ₱1.00 per page + ₱5.00 processing fee (scanning)	7 days, 12 minutes, and 30 seconds*	

* Depends on the availability of the material.



CVM-LIB. 19 ONLINE REFERENCE QUERY SERVICE (VIA EMAIL AND SOCIAL MEDIA)

A virtual reference/ query service, either in real time (chat with VALERIE through Messenger/Social Media) or email

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends query to VALERIE through e-mail/web mail, chat through messenger/ social media.	1. 1. Answers/responds academically/ library related queries or,	None	15 minutes	<i>College Librarians or Administrative Support Staff CVM-LIB</i>
	1.2. Refers the client to the concerned individual/ office/ authority.			
TOTAL		None	15 minutes	



CVM-LIB. 20. ONSITE ANSWERING OF REFERENCE QUESTIONS/QUERIES

Attend to face-to-face queries.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff in the InfoDesk and ask questions	1. Responds to inquiry	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
TOTAL		None	5 minutes	

CVM-LIB.21. CHARGING AND DISCHARGING OF CIRCULATION BOOKS

Lending and returning of home-used books

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC (http://koha.uplb.edu.ph/), takes note of the Call number, and retrieves the book.	1. Assists (first-time) OPAC users.	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2. Borrowing of Circulation Books: Fills up the borrower's name, & student number, and presents the card together with the book and ID at the counter.	2.1. Checks and validates the filled-up cards against the book and ID.	None	2 minutes	
	2.2. Scans the ID and the barcode of the book and selects Check out of the Koha Circulation Module.	None		
	2.3. Stamps the Book Card and slip with the date due.	None		
	2.4. Gives the book together with the ID and interfiles the book card.	None		
3.1. Returning of Books: Return the book at the counter on or before the due.	3.1. Scans the barcode of the book and selects Check-in of the Koha Circulation Module.	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 If Overdue: Return the overdue book at the counter and pay the fines.	3.2. Computes, accepts payment, and records the payment in the log book.	₱2.00 per day for overdue book, exclusive of Sundays and holidays		
TOTAL		Days Overdue X ₱ 2.00	10 minutes*	

* Depends on the number of books.



CVM-LIB. 22. CHARGING AND DISCHARGING OF FILIPINIANA MATERIAL (Room Use Only)

Lending and returning of Filipiniana Material (Graduate & Undergraduate Theses, etc.) for Room Use Only.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Government
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC and fills out the borrowing slip.	1. Assists (first-time) OPAC users	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2.1. Give the borrowing slip to the library staff.	2.1. Locates the materials and gives the Book Card for the signature of the borrower.	None	2 minutes	
2.2. Fills out and signs the Book Card and presents it to the staff together with the material and ID.	2.2.1. Validates the client's ID and serves the requested books/ theses.	None		
	2.2.2. Files the book card.	None		
3. Returns the borrowed material.	3. Returns the material to the shelf	None	1 minute	
TOTAL		None	8 minutes*	

* Depends on the number of books.

CVM-LIB. 23. CHARGING AND DISCHARGING OF RESERVE BOOKS

Lending and returning of reserve books for room and home (overnight) use

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Faculty, staff (REPS & admin) and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults OPAC/catalog and fills out the borrowing slip.	1. Assists (first-time) OPAC users.	None	5 minutes	College Librarians or Administrative Support Staff CVM-LIB
2. Give the borrowing slip to the library staff.	2.1. Locates the materials and gives the Long Card for the signature of the borrower.	None	2 minutes	
3. If Room use only: Signs the Long Card, presents the ID and informs the staff that the book will be borrowed for overnight use.	3. Serves the book and files the Long Card to room use only.	None		
4. If Overnight use: Signs the Long Card, presents the ID and informs the staff that the book will be borrowed for overnight use.	4. Confirms the overnight use of the files for the Long Card to overnight use.	None	2 minutes	
5.1. Returning of Books: Return the book at the counter on or	5.1. Receives the book, inserts the Long Card, and returns the book to the shelf.	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
before the due date.				
5.2. If Overdue: Return the overdue book at the counter and pay the fines.	5.2. Computes, accepts payment, and records the payment in the log book.	₱ 50.00 per day for overdue book, exclusive of Sundays and holidays		
TOTAL		Days Overdue X ₱ 50.00	12 minutes*	

* Depends on the number of books.

CVM-LIB. 24. ONLINE ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

Online validation is being done in order to update the student's library records and enable access to the UPLB Libraries' resources and services (physical and online). Issuance of CERTIFICATION OF ID VALIDATION was served in lieu of ID Validation stickers and as proof for scholarship requirements and other purposes.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new students: 2X@ Digital Picture and Form 5 or SaIS/AMIS Screenshot For old students: E-copy of UPLB ID and Form 5 or SaIS/AMIS Screenshot	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements in the online ID validation form http://bit.ly/CVMidvalidation and fill out the necessary details.	1.1. Checks the student's response in the form. 1.2. Counterchecks in the Delinquent Lists. 1.3. Registers/ validates in the User Monitoring System (UMS).	None	10 minutes	College Librarians/ or Administrative Support Staff CVM-LIB
2. If needed, requests a Certificate of ID Validation at the library's email address.	2. Prepares and emails the Certificate of ID Validation.	None	3 minutes	
3. Secure ID sticker at the InfoDesk.	3. Issues signed ID Validation sticker	None	2 minutes	
TOTAL		None	15 minutes	

CVM-LIB. 25. ACCOUNT AUTHENTICATION REQUESTS (OPENATHENS, TURNITIN, and KOHA)

This pertains to securing/authenticating an account for off-campus access to online databases and other search tools.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employees ID	Office of the University Registrar
UP webmail	Digital Innovation Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. If walk-in, requests at the InfoDesk. 1.2. If online, send a request to the library's email address or online portal (http://bit.ly/CVMIASLibOnlinePortal)	1. Checks client information at the ID Validation responses. 1.1. If validated, proceeds to the creation of the Open Athens, Turnitin, and Koha accounts. 1.2. If not yet validated, instruct the client to answer the ID validation form.	None	10 minutes	<i>College Librarians/ or Administrative Support Staff CVM-LIB</i>
2. Checks email for the account registration	2. Sends an email for the account registration	None	2 minutes	
TOTAL		None	12 minutes	



CVM-LIB. 26. SIGNING OF COLLEGE CLEARANCE (CVM/IAS-CAFS LIBRARY)

This on-site service facilitates the clearance request for Students and Employees for the following purposes: Application for clearance by graduating students, Request for transcript of records (for graduates/alumni), and Transfer to another school, LOA, Shifting, AWOL, Honorable Dismissal, Returning from AWOL, Dismissed, Honorable Dismissal, Retirement, Sabbatical Leave, Study Leave, Maternity Leave, Separation/ Non-Renewal, Resignation, Death

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	CVM Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Staff/Faculty: Clearance	CVM Administrative Services Office
For Students: Clearance Form	College Secretary's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Clearance form at the InfoDesk and fill out the Log Sheet.	1.1. Checks the purpose of the clearance.	Refer to Services CVM LIB.7 and CVM LIB 9 for the computation of payment, if delinquent	5 minutes	College Librarians/ or Administrative Support Staff CVM-LIB
	1.2. Checks the client's name in the Delinquent List and in the Koha system for verification purposes.			
	1.3. Computes the amount of library dues if the name is included in the Delinquent List.			
2. If delinquent, pays library dues or returns long overdue book/s.	2. Receives the books and accepts and records the payment.		5 minutes	
3. Receives the signed clearance upon payment.	3.1. Countersigns the clearance and asks the head/ OIC to affix signature.	None	1 minute	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Returns the signed clearance to the client.			
	TOTAL	Refer to Services CVM LIB.7 and CVM LIB 9 for the computation of payment, if delinquent	11 minutes	



CVM-LIB. 27. PLAGIARISM/ ORIGINALITY CHECK SERVICE

This is the Library's plagiarism prevention and originality check/verification service.

Office or Division	CVM/IAS-CAFS Library
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	UPLB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID or UPLB Employee's ID	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/patron sends request via email along with the document for originality checking.	1. Uploads the paper at Turnitin for similarity check and report generation.	None	1 day	College Librarian CVM-LIB
2. Client/patron receives email notification.	2. Sends confirmation email or email notification along with the similarity report.	None		
TOTAL		None	1 day	



**COLLEGE OF VETERINARY MEDICINE
OFFICE OF THE COLLEGE SECRETARY
EXTERNAL SERVICES**



CVM-OCS.1. TRUE COPY OF GRADES (TCG)

Issued to students applying for scholarships, shifting, transfer, Readmission (READ) and Maximum Residence Rule (MRR).

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request slip	CVM-OCS
2. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request slip	1.1 Check if students' information at request slip is correct.	None	5 minutes	<i>Administrative Assistant III</i> CVM-OCS
	1.2 Indicate the amount to be paid on the request slip after checking the records of the student.	None		
2. Submit to UPLB Cashier's Office for payment		₱50.00 per page		<i>Cashier's Office</i> OVCA
3. Submit to OCS	3.1 Receive the request slip and payment slip.	None	5 days	<i>Administrative Assistant III</i> CVM-OCS <i>Student Records Evaluator II</i> CVM-OCS
	3.2 Prepare the requested document (signed and stamped with a dry seal).	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Issue the requested document.	None		
4. Returns to OCS	4.1 Issue the requested document.	None	2 mins	<i>Administrative Assistant III CVM-OCS</i>
	4.2 Student receives the document at the request slip attached.	None		
TOTAL		₱50.00 per page	5 days, 7 minutes	

CVM-OCS.2. CERTIFICATES

Issued to students requesting for certificates of enrollment, General Weighted Average(GWA), candidate for graduation, completed units, Good Moral.

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request slip	CVM-OCS
2. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check the record of the student	None	5 minutes	<i>Administrative Assistant III CVM-OCS</i>
	1.2 Give request slip	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Check if students' information at request slip is correct.	None		
	1.4 Indicate the amount to be paid on the request slip	None		
2. Submit to UPLB Cashier's Office for payment		₱50.00 per page		Cashier's Office OVCA
3. Submit to OCS	3.1 Receive the request slip and payment slip.	None	3 days	Administrative Assistant III CVM-OCS Student Records Evaluator II CVM-OCS
	3.2 Prepare the requested document (signed and stamped with a dry seal).	None		
	3.3 Issue the requested document.	None		
4. Returns to OCS	4.1 Issue the requested document.	None	2 mins	Administrative Assistant III CVM-OCS
	4.2 Student receives the document at the request slip attached	None		
TOTAL		₱50.00 per page	3 days, 7 minutes	

CVM-OCS.3. LEAVE OF ABSENCE (LOA)

Issued to register requiring leave of students due to personal, health reasons, etc. The leave should not exceed one year but may be renewed for at most another year. When not taken in two (2) successive years, the aggregate LOA should not exceed two (2) years.

A student who needs to go on LOA beyond the allowable period of two years should apply for an honorable dismissal, without prejudice to readmission.

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance form	CVM-OCS
2. Payment receipt	UPLB Cashier's Office
3. Leave of absence form (if enrolled)	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the letter	None	1 day	Student Records Evaluator II CVM-OCS
	1.2 College Secretary approves/disapproves request	None		
	1.3 OCS issues Clearance Form, LOA Form (if enrolled) and Payment Slip	None		
2. Go to various units	2.1 Secure the required signatures	None		
3. Go to UPLB Cashier's Office	3.1 Receive payment	₱150.00		Cashier's Office OVCA
	3.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit to OCS	4.1 Receive the documents	None	2 days	<i>Student Records Evaluator II</i> CVM-OCS
	4.2 Check the signatories and other documents if complete	None		
	4.3 College Secretary signs the clearance	None		
	4.4 Make a letter to informing the professor that the student's Leave of Absence is approved (if the student is enrolled for the semester)	None		
	4.5 Route signed letters to to the professors for the subjects enrolled (if applicable)	None		
5.Return to OCS	5.1 Claim copy of the approved clearance	None	5 minutes	<i>Student Records Evaluator II</i> CVM-OCS
TOTAL		₱150.00	3 days, 5 minutes	

CVM-OCS.4. REMOVAL PERMIT (REGULAR)

Issued to registered students requesting for completing a grade of 4 or Incomplete (INC) within the regular examination period

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Form 5 (proof that the student is enrolled at the current semester)	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request permit for removal.	1.1 Check the records of the student when did the 4 or Incomplete grade incurred.	None	1 day	Senior Utility Worker
	1.2. Issue Removal permit	None		Administrative Assistant III CVM-OCS
2. Submit to OCS	2.1 Issue the instructor's permit.	None	15 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
3. Submit to instructor	3.1 Signs the instructor's permit and indicates the schedule of removal or completion.	None	1 day	Instructor
4. Return to OCS	4.1. Issue the removal permit	None	10 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
5. Submit to instructor	5.1. Prepare the grade sheet and submit it to OCS.	None	5 days	Instructor or Unit staff
6. Returns to OCS	6.1. Give the student a copy of the grade sheet.	None	1 minute	Senior Utility Worker Administrative Assistant III CVM-OCS
TOTAL		None	7 days, 26 minutes	

CVM-OCS.5. REMOVAL PERMIT (SPECIAL)

Issued to registered students requesting for completing a grade of 4 or Incomplete (INC) outside the regular examination period

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Payment slip	CVM-OCS
2. Payment receipt	UPLB Cashier's Office
3. Form 5 (proof that the student is enrolled at the current semester)	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request permit for removal.	1.1 Check the records of the student when did the 4 or Incomplete grade incurred.	None	1 day	Senior Utility Worker Administrative Assistant III CVM-OCS
	1.2. Issue payment slip for special removals.	None		
2. Submit to UPLB Cashier's Office for payment		₱30.00		Cashier's Office OVCA
3. Submit to OCS	3.1. Return the payment slip and receipt.	None	15 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
	3.2. Issue the instructor's permit.	None		
4. Submit to instructor	4.1 Signs the instructor's permit and indicates the schedule of removal or completion.	None	1 day	Instructor
5. Return to OCS	5.1. Issue the removal permit	None	10 minutes	Senior Utility Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Assistant III CVM-OCS</i>
6. Submit to instructor	6.1. Prepare the grade sheet and submits it to OCS.	None	5 days	<i>Instructor or Unit staff</i>
7. Returns to OCS	7.1. Give the student a copy of the grade sheet.	None	1 minute	<i>Senior Utility Worker Administrative Assistant III CVM-OCS</i>
TOTAL		₱30.00	7 days, 26 minutes	



CVM-OCS.6. EXCUSE SLIP

Issued to registered students requesting for excuse during their absence at class

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical certificate with seal from University Health Service	University Health Service
2. Death certificate, etc. (supporting documents)	From student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Excuse Slip Form	1.1. Check supporting document/s (i.e.. medical certificate from University Health Service, death certificate, etc.)	None	10 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
	1.2. Issue excuse slip form.	None		
2. Fill out Excuse Slip Form	2.1. Check excuse slip form.	None	1 day	Senior Utility Worker Administrative Assistant III CVM-OCS
	2.2. College Secretary signs the excuse slip form.	None		
3. Return to OCS	3.1. Give signed excuse slip	None	2 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
4. Go to the instructor/s	4.1. Signs the excuse slip form.	None		Senior Utility Worker Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CVM-OCS
5. Submit to OCS	5.1. Accepts the signed excuse slip form.	None	1 minute	Senior Utility Worker Administrative Assistant III CVM-OCS
TOTAL		None	1 day, 13 minutes	

CVM-OCS.7. GE PLAN OF COURSEWORK

Issued to registered students requiring submission of selected GE subjects per domain

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. GE Plan of Course Work Form	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give GE Plan of Course Work Form	None	2 minute	Senior Utility Worker Administrative Assistant III CVM-OCS
2. Go to Registration Adviser	2.1 Seeks the advice of his/her registration adviser before he/she selects the GE courses he/she wants to take it.	None	10 minutes	Client
	2.2 Adviser and Department Chair check the	None		Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	GE courses the student selected before they sign the form.			
3. Submit to OCS	3.1 Receives the document	None	1 day	<i>Senior Utility Worker</i> <i>Administrative Assistant III CVM-OCS</i>
	3.2 Check the subjects selected, signatories and 3 photocopy of the form	None		
	3.3 College Secretary signs the form	None		
4. Return to OCS	4.1 Give the student two copies, one for him/her and one for the department.	None	10 minutes	<i>Senior Utility Worker</i> <i>Administrative Assistant III CVM-OCS)</i>
5. Submit to Department	5.1 Submit a copy of the form to the department.	None		
TOTAL		None	1 days, 22 minutes	



CVM-OCS.8. REVISION IN THE APPROVED PLAN OF COURSE WORK

Issued to registered students requesting revisions for their approved coursework

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revision Form	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give revision form.	None	1 minute	Senior Utility Worker Administrative Assistant III CVM-OCS
2. Submit to registration/ adviser	2.1 Discuss the revisions of the subejcts to be done.	None		Client
3. Go to the Adviser	3.1 Sign the revision form	None		Adviser
4. Submit to OCS	4.1 Receive the document	None	1 day	Senior Utility Worker Administrative Assistant III CVM-OCS
	4.2 Check and verify proposed changes	None		
	4.3 College Secretary approves/ disapproves of the changes.	None		
5. Return to OCS	5.1 Give the student's copy and department's copy of the form.	None	10 minutes	Senior Utility Worker Administrative Assistant III CVM-OCS
6. Submit to Department	6.1 Submit a copy of the form to the department.	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	1 day, 11 minutes	

CVM-OCS.9. CONSENT OF INSTRUCTOR (COI)

Issued to registered students with subjects requiring COI and Assessment Form as prerequisite

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Consent of Instructor (COI)	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Verify if subject has a Consent of Instructor and if subject is included in the student's curriculum.	None	10 minutes	<i>Administrative Assistant III</i> CVM-OCS <i>Student Records Evaluator II</i> CVM-OCS
	1.2 Give the consent of instructor	None		
2. Go to the Instructor	2.1 Sign the Consent of Instructor	None		<i>Instructor</i>
3. Go to the Director	3.1 Sign the Consent of Instructor	None		<i>Director</i>
4. Go to the Enlistor	4.1 Give a copy each of the COI form	None		<i>Enlistor</i>
5. Submit to OCS	5.1 Receive the Consent of Instructor	None	1 day	<i>Administrative Assistant III</i> CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Receive the Consent of Instructor 5.2 Tag his/her name in SAIS	None		<i>Student Records Evaluator II</i> CVM-OCS
TOTAL		None	1 day, 10 minutes	

CVM-OCS.10. WAIVER OF PREREQUISITE

Issued to registered students requesting waiver of prerequisite

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Waiver of prerequisite form	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Give waiver of prerequisite form	None	1 day	<i>Senior Utility Worker</i> <i>Administrative Assistant III</i> CVM-OCS
	1.2 College Secretary first certifies if the student's failure of the course was not due to any disciplinary action, the number of times the student waived the prerequisite, and when the student is expected to graduate.	None		
2. Go to the instructor	2.1 Instructor/s sign for the non-satisfied	None		<i>Previous Instructor</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prerequisite course/s; if the student has not failed the prerequisite course, skip this step			
3. Go to the Adviser	3.1 Check and sign the waiver of prerequisite	None		<i>Adviser</i>
4. Go to the Professor handling the course	4.1 Check and sign the waiver of prerequisite	None		<i>Professor handling the course</i>
5. Go to the Chair/Director of the Department/ Institute offering the subject	5.1 Sign the waiver of prerequisite	None		<i>Chair/Director of the Department/ Institute</i>
6. Submit to OCS	6.1 Receive the document	None	1 day	<i>Senior Utility Worker</i> <i>Administrative Assistant III CVM-OCS</i>
	6.2 College Secretary approves or disapproves the waiver of the prerequisite (for the Dean)	None		<i>Senior Utility Worker</i> <i>Administrative Assistant III CVM-OCS</i>
7. Return to OCS	7.1 Give a copy of the form if the request is approved	None	2 minutes	<i>Senior Utility Worker</i> <i>Administrative Assistant III CVM-OCS</i>
TOTAL		None	2 days, 2 minutes	



CVM-OCS.11. OVERLOAD PERMIT

Issued to registered students requesting to enroll more than 21 units

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Overload permit	CVM-OCS
2. Letter request signed by student with recommendation of adviser and unit head	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Receive the letter	None	1 day	<i>Administrative Assistant III</i> CVM-OCS <i>Student Records Evaluator II</i> CVM-OCS
	1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog.	None		
	1.3 College Secretary interviews the student and approves/ disapproves the request, after checking the subject and units.	None		
	1.4 Issue an overload form.	None		
2. Go to adviser	2.1 Seek the recommendation of the adviser	None		<i>Adviser</i>
3. Submit to OCS	3.1 Receive the overload form	None	1 day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Check the information in the form submitted	None		<i>Administrative Assistant III</i> CVM-OCS
	3.3 College Secretary signs the form	None		<i>Student Records Evaluator II</i> CVM-OCS
4. Return to OCS	4.1 Get a copy of the form	None	2 minutes	<i>Administrative Assistant III</i> CVM-OCS <i>Student Records Evaluator II</i> CVM-OCS
TOTAL		None	2 days, 2 minutes	

CVM-OCS.12. UNDERLOAD PERMIT

Issued to registered students who enrolled below 14 units

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Underload permit	CVM-OCS
2. Letter request signed by student with recommendation of adviser and unit head	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Receive the letter	None	1 day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Student Records Evaluator checks and verifies if the student is in good standing, graduating within a year and/or with 1-2 semesters backlog.	None		<i>Administrative Assistant III</i> CVM-OCS
	1.3 College Secretary interviews the student and approves/disapproves the request, after checking the subject and units.	None		<i>Student Records Evaluator II</i> CVM-OCS
	1.4 Issue an underload form.	None		
2. Go to adviser	2.1 Seek the recommendation of the adviser	None		<i>Adviser</i>
3. Submit to OCS	3.1 Receive the overload form	None	1 day	<i>Administrative Assistant III</i> CVM-OCS
	3.2 Check the information in the form submitted	None		<i>Student Records Evaluator II</i> CVM-OCS
	3.3 College Secretary signs the form	None		
4. Return to OCS	4.1 Get a copy of the form	None	2 minutes	<i>Administrative Assistant III</i> CVM-OCS <i>Student Records Evaluator II</i> CVM-OCS
TOTAL		None	2 days, 2 minutes	



CVM-OCS.13. SUBSTITUTION OF COURSES

Issued to registered courses who transferred or cross registered from other schools

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Transcript of Records for transferees	Previous school of transferee
2. True Copy of Grades for cross-registrants/others	School enrolled of cross-registrant/ others

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue substitution form	None	1 minute	<i>Student Records Evaluator II CVM-OCS</i>
2. Go to Adviser	2.1 Sign the substitution form	None		<i>Adviser</i>
3. Go to chairman or head of the unit	3.1 Sign where the subject is offered	None		<i>Chairman or Head of the unit</i>
4. Submit to OCS	4.1 Receive the form and supporting documents	None	1 day	<i>Student Records Evaluator II CVM-OCS</i>
	4.2 Check the supporting documents if correct	None		
	4.3 College Secretary approves the substitution of the subject and records the substitution	None		
5. Return to OCS	5.1 Get a copy of the form	None	1 minute	<i>Student Records Evaluator II CVM-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	1 day, 2 minutes	

CVM-OCS.14. GRADUATION CLEARANCE

Issued to graduating students upon completion of units and manuscript

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Manuscript	Requesting Party
2. University clearance	Through OSAM
3. College clearance	CVM-OCS
4. Graduation fee	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue the college clearance	None	1 minute	Senior Utility Worker (ICS) Administrative Assistant III Student Records Evaluator II CVM-OCS
2. Go to various units	3.1 Secure the required signatures that signify that the student has no accountabilities	None		Client
3. Go to UPLB Cashier Division	4.1 Receive payment	₱300.00		Cashier's Office OVCA
	4.2 Issue official receipt	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit to OCS	5.1 Receive the documents	None	1 day	Senior Utility Worker (ICS)
	5.2 Check the signatories and other documents if complete	None		Administrative Assistant III
	5.3 Record the clearance	None		Student Records Evaluator II
	5.4 College Secretary signs the clearance	None		CVM-OCS
5.Return to OCS	6.1 Claim the clearances	None	5 minutes	Senior Utility Worker (ICS)
	6.2 Submit at OUR	None		Administrative Assistant III
				Student Records Evaluator II
				CVM-OCS
TOTAL		₱300.00	1 day, 6 minutes	

CVM-OCS.15. HONORABLE DISMISSAL

Issued to students who wants to transfer to other schools

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request signed by the student, parent, adviser and unit head (stating reasons)	Student
2. Clearance form	CVM-OCS
3. Payment slip	CVM-OCS
4. Payment receipt	UPLB Cashier Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Receive letter	None	1 day	<i>Administrative Assistant III</i> <i>Student Records Evaluator II</i> CVM-OCS
	1.2 College Secretary approves the request	None		
	1.3 Issue a Payment Slip for clearance fee and Clearance Form. The student needs to download the University Clearance at www.uplbosa.org .	None		
2. Go to various units	2.1 Secure the required signatures that signify that the student has no accountabilities	None		<i>Client</i>
3. Go to UPLB Cashier's Office	3.1 Receive payment	₱30.00		
	3.2 Issue official receipt	None		
4. Submit to OCS	4.1 Receive the documents	None	1 day	<i>Administrative Assistant III</i> <i>Student Records Evaluator II</i> CVM-OCS
	4.2 Check the signatories and other documents if complete	None		
	4.3 Record the clearance	None		
	4.4 College Secretary signs the clearance	None		
5. Return to OCS	5.1 Claim the clearances	None	5 minutes	<i>Administrative Assistant III</i>
	5.1 Submit at OUR	None		<i>Student Records Evaluator II</i> CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		₱30.00	2 days, 5 minutes	

CVM-OCS.16. REMOVING OF ABSENCE WITHOUT LEAVE STATUS (AWOL)

Issued to students who suddenly didn't registered for the semester

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to return to college explaining the reasons why the student was AWOL signed by student and parent.	Student
2. Payment Slip	CVM-OCS
3. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1.1 Receive the letter	None	1 day	<i>Administrative Assistant III</i>
	1.2 Issue Absence WithOut Leave Form and Payment Slip	None		<i>Student Records Evaluator II CVM-OCS</i>
2. Go to UPLB Cashier's Office	2.1 Receive payment	₱225.00		<i>Cashier's Office OVCA</i>
	2.2 Issue official receipt	None		
3. Submit to OCS	3.1 Accept the Official Receipt	None	1 day	<i>Administrative Administrative Assistant III</i>
	3.2 Give the student a copy of Certification of Returnee signed by the College Secretary	None		<i>Student Records Evaluator II CVM-OCS</i>

4.Submit to Office of the University Registrar	4.1 Receive the Certification of Returnee	None		Office of the University Registrar OVCAA
	4.2 Activate account of the student	None		
TOTAL		₱225.00	2 days	

CVM-OCS.17. READMISSION

Issued to students with dismissed or double probation status

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Readmission Affidavit of non-enrollment (for long AWOL only), Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action	Student & Parents
2. True Copy of Grades & Summary of Academic Performance	CVM-OCS
3. Payment slip	CVM-OCS
4. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm status of the student if permanently disqualified, dismissed or double probation	None	30 minutes	Administrative Assistant III Student Records Evaluator II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Give payment slip for request of True Copy of Grades and Summary of Academic Performance	None		CVM-OCS
2. Go to UPLB Cashier's Office	2.1 Receive payment	₱30.00 per page		Cashier's Office OVCA
	2.2 Issue official receipt	None		
3. Return to OCS	3.1 Receive payment receipt	None	2 days	Student Records Evaluator II CVM-OCS
	3.2 Process request for True Copy of Grades and Summary of Academic Performance	None		
4. Return to OCS	4.1 Check the requirements submitted by the student	None	20 minutes	Student Records Evaluator II CVM-OCS
	4.2 Give the Evaluation Sheet Readmission (blue form) for signature of the adviser, department head and OSA director	None		
5. Go to Adviser	5.1 Sign the Evaluation Sheet Readmission (blue form), letter of intent to return and list of remaining subjects	None		Adviser
6. Go to Department/ Institute	6.1 Sign the Evaluation Sheet Readmission (blue form)	None		Department/ Institute Head
	7.1 Receive the Evaluation Sheet	None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Submit to Office of Vice Chancellor for Student Affairs	Readmission (blue form)			<i>Office of Vice Chancellor for Student Affairs</i>
	7.2 Guidance Instructors evaluates the student	None		
	7.3 Forward the Evaluation Sheet Readmission (blue form) to OCS	None		
8. Submit to OCS	8.1 Receive the documents	None	10 days	<i>Student Records Evaluator II CVM-OCS</i>
	8.2 Check if the documents are complete	None		
	8.3 Evaluates the records of the student	None		
	8.4 Set the date for the panel interview of the committee	None		
	8.5 Committee members interviews and approves or disapproves the student	None		
	8.6 College Secretary signs the Readmission papers	None		
	8.7 Dean recommends the Readmission papers	None		
9. Return at OCS	9.1 Release to student (for probation and dismissed status) or forward the documents to OVCAA (for permanently disqualified status)	None	10 minutes	<i>Student Records Evaluator II CVM-OCS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. Submit to OVCAA (if applicable)	10.1 Receive the documents	None		Administrative Staff OVCAA
	10.2 Conducts the final interview/ evaluation and approves or disapproves the application of the student.	None		
	10.3 Give copy of documents (approved / disapproved)	None		
11. Return to OCS	11. Give copy of the document (approved/ disapproved)	None	5 minutes	Student Records Evaluator II CVM-OCS
TOTAL		₱30.00 per page	12 days, 25 minutes	

CVM-OCS.18. EXTENSION OF RESIDENCY

Issued to students that maximized their number of residency at the University

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for Readmission Affidavit of non-enrollment (for long AWOL only), Notarized statement from the parent/s, Photocopy of valid I.D. of parent/s, List of remaining subjects approved by the adviser, Plan of Action	Student & Parents
2. True Copy of Grades & Summary of Academic Performance	CVM-OCS
3. Payment slip	CVM-OCS
4. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Check and confirm status of the student if maximum residence rule only or readmission and maximum residence rule	None	30 minutes	<i>Student Records Evaluator II</i> CVM-OCS
	1.2 Give payment slip for request of True Copy of Grades and Summary of Academic Performance	None		
2. Go to UPLB Cashier's Office	2.1 Receive payment	₱30.00 per page		<i>Cashier's Office</i> OVCA
	2.2 Issue official receipt	None		
3. Return to OCS	3.1 Receive payment receipt	None	2 days	<i>Administrative Assistant III</i> <i>Student Records Evaluator II</i> CVM-OCS
	3.2 Process request for True Copy of Grades and Summary of Academic Performance	None		
4. Return to OCS	4.1 Check the requirements submitted by the student	None	20 minutes	<i>Student Records Evaluator II</i> CVM-OCS
	4.2 Give the Green Evaluation Sheet MRR (green form) for signature of the adviser and department head	None		
5. Go to Adviser	5.1 Sign the Green Evaluation Sheet MRR (green form), letter of intent to return and list of	None		<i>Adviser</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	remaining subjects			
6. Go to Department/ Institute	6.1 Sign the Green Evaluation Sheet MRR (green form)	None		<i>Department/ Institute Head</i>
7. Return to OCS	7.1 Receive the documents	None	5 days	<i>Student Records Evaluator II CVM-OCS</i>
	7.2 Check if the documents are complete	None		
	7.3 Evaluates the records of the student	None		
	7.4 College Secretary signs the Extension of Residency papers	None		
	7.5 Dean recommends the Extension of Residency papers	None		
8. Submit to OVCAA	8.1 Receive the documents	None		<i>Administrative Staff OVCAA</i>
	8.2 Conducts the final interview/ evaluation and approves or disapproves the application of the student.	None		
	8.3 Forwards the result to the college.	None		
9. Return at OCS	9. Give copy of the documents	None	5 minutes	<i>Student Records Evaluator II CVM-OCS</i>
TOTAL		₱30.00 per page	7 days, 55 minutes	

CVM-OCS.19. SHIFTING TO THE COLLEGE

Issued to registered students who want to shift to the College

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent approved by the student's current College	Requesting Party
2. True Copy of Grades (for evaluation)	Student's College Secretary's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS (accepting)	1. 1 Receive the letter and True Copy of Grades submitted on or before the deadline	None	10 days	<i>Student Records Evaluator II CVM-OCS</i>
	1.2 Review the documents	None		
	1.3 College Secretary interviews the student and recommends approval or disapproval	None		
	1.4 Set the date for the panel interview of the committee or Department	None		
	1.5 Committee or Department recommends approval or disapproval.	None		
2. Submit to Deans Office	2.1 Dean interviews the student and recommends approval or disapproval (if applicable)	None		<i>College Dean (accepting)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Go to OCS (accepting)	3.1 Issue an Admission Form	None		Office of the College Secretary (accepting)
4. Go to OCS (current)	4.1 Request for TCG (for permanent record of the accepting College), Certificate of Good Moral Character and Certificate of No Contract. The student also gets a Clearance Form and Permit to Transfer Form.	Certificate: ₱30.00 per page Clearance: ₱30.00 per page		Administrative Staff CVM-OCS
5. Submit to OCS (accepting)	5.1 Submit all the required documents on or before the deadline	None	3 days	Student Records Evaluator II CVM-OCS
	5.2. Check the documents submitted	None		
	5.3 College Secretary will sign the Admission Form	None		
	5.4 OCS of the accepting College will submit student's documents to OUR.	None		
TOTAL		₱60.00	13 days	

CVM-OCS.20. SHIFTING OUT OF THE COLLEGE

Issued to registered students who wants to shift out of the College

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to shift addressed to the College Dean through the College Secretary, signed by the Student, noted by the Parent/s, Adviser and Department Chair	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Submit letter of intent to shift	None	5 days	Student Records Evaluator II CVM-OCS
	1.2 Committee on Admission or College Secretary interviews and evaluates the applicant	None		
2. Go to College Dean (if applicable)	2.1 Interview the students and recommends approval or disapproval	None		College Dean
3. Return to OCS (current)	3.1 If the request of the student is approved, he/she may now request for TCG.	None	2 minutes	Student Records Evaluator II CVM-OCS
	3.2 Gives request slip	None		
4. Submit to UPLB Cashier's Office for payment		₱30.00 per page (TCG)		Cashier's Office
5. Submit to OCS (current)	5.1 Receive the payment receipt	None	1 day	Student Records Evaluator II
	5.2 Prepare the TCG	None		

	5.3 College Secretary signs the TCG	None		CVM-OCS
6. Return to OCS (current)	6.1 Give TCG requested	None	2 minutes	<i>Student Records Evaluator II</i> CVM-OCS
	6.2 Signs at request slip for release	None		
7. Return to OCS (accepting)	7. 1 Interview the student	None		<i>Administrative Staff (accepting OCS)</i>
	7.2 OCS of the accepting College will issue an Admission Form (if accepted)	None		
8. Go to OCS (current)	8.1 Give request slip for the request of TCG (for permanent record of the accepting college), Certificate of Good Moral Character and Certificate of No Contract, Clearance Form and Permit to Transfer Form.	₱50.00 per page (TCG and certification) ₱50.00 clearance	3 days	<i>Student Records Evaluator II</i> CVM-OCS
	8.2 College Secretary signs the documents	None		
9. Return to COS (current)	9.1 Release the documents requested	None	2 minutes	<i>Student Records Evaluator II</i> CVM-OCS
	9.2 Signs at request slip for release	None		
TOTAL		₱130.00	9 days, 6 minutes	



CVM-OCS.21. APPLICATION FOR GRADUATION

Issued to students who submitted the form for evaluation within 1 year prior to graduation.

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Graduation form	CVM-OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to OCS	1.1 Issue application for graduation form	None	1 minute	<i>Student Records Evaluator II</i> CVM-OCS
2. Go to Adviser	2.1 Sign the application for graduation	None		<i>Adviser</i>
3. Submit to OCS	3.1 Receive the form with 2 photocopy attached	None	10 days	<i>Student Records Evaluator II</i> CVM-OCS
	3.2 Evaluate the subjects remaining and taken by the student	None		
	3.3 For signature of the College Secretary	None		
4. Return to OCS	4.1 Give a copy of the form to the student	None	2 minutes	<i>Student Records Evaluator II</i> CVM-OCS
TOTAL		None	10 days, 3 minutes	

CVM-OCS.21. DROPPING OF COURSES

Issued to students that will drop subjects due to personal or health reasons

Office or Division	College Of Veterinary Medicine - Office Of The College Secretary
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	CVM Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to drop addressed to the College Secretary, signed by the Student, noted by the Parent/s with photocopy of ID with signature and any supporting document attached (medical certificate etc)	Requesting Party
2. Payment slip	CVM-OCS
3. Payment receipt	UPLB Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OCS	1.1 Receive and check documents attached with the letter	None	2 days	<i>Student Records Evaluator II</i> CVM-OCS
	1.2 For signature of College Secretary if for approval or disapproval	None		
	1.3 Prepare dropping form/s	None		
2. Return to OCS	2.1 Issue dropping form and payment slip	₱10.00 per unit	2 minutes	<i>Student Records Evaluator II</i> CVM-OCS
3. Go to instructor/s	3.1 Check and sign the dropping form	None		<i>Instructor</i>
4. Submit to UPLB Cashier's Office for payment		None		<i>Cashier's Office</i> OVCA
5. Submit to OCS	5.1 Receive the documents	None	2 days	

	5.2 Check the signatories and other documents if complete	None		<i>Student Records Evaluator II</i> CVM-OCS
	5.3 College Secretary signs the clearance	None		
	5.4 Make a letter informing the professor that the student's filing for dropping is approved	None		
	5.5 Route signed letters to the professors for the subjects enrolled	None		
6. Return to OCS	6.1 Claim copy of the approved clearance	None	2 minutes	<i>Student Records Evaluator II</i> CVM-OCS
TOTAL		₱10.00 per unit	4 days, 4 minutes	



**COLLEGE OF PUBLIC AFFAIRS AND
DEVELOPMENT
COMMUNITY INNOVATIONS STUDIES CENTER
EXTERNAL SERVICES**

CPAF-CISC.1. EXTENSION SERVICES

Technical services offered as resource person, facilitator

Office or Division	Community Innovations Studies Center
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	DAR, LGU's and other government and private institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the institution/company	Applicant— government/private institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/request from the institution/company	1.1 Receive letter request, forward to the Director and Dean for approval	None	5 minutes	<i>Applicant</i>
	1.2 Conduct consultation meeting with the staff with expertise on the topic	None	1 day	<i>Director</i>
	1.3 Prepared communication of acceptance to the requesting party	None		<i>Administrative staff</i> CPAF-CISC
	1.4 Preparation of presentation materials	None	5 days	<i>Administrative staff</i> CPAF-CISC
TOTAL		None	6 days and 5 minutes	

CPAF-CISC.2. TECHNICAL ASSISTANCE

Training offered to assess the skills and knowledge of people in an organization

Office or Division	Community Innovations Studies Center
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Other government/private agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the institution/company	Applicant— government/private institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/request from the company	1.1 Receive letter request, forward to the Director for approval	None	5 minutes	<i>Applicant</i>
	1.2 Conduct consultation meeting with the staff with expertise on the topic	None	1 day	<i>Director</i>
	1.3 Prepare communication of acceptance to the requesting party	None		<i>Administrative staff</i> CPAF-CISC
	1.4 Preparation of presentation materials	None	2 days	<i>Administrative staff</i> CPAF-CISC
TOTAL		None	3 days 5 minutes	



**COLLEGE OF PUBLIC AFFAIRS AND
DEVELOPMENT
COMMUNITY INNOVATIONS STUDIES CENTER
INTERNAL SERVICES**



CPAF-CISC.3. READING ROOM SERVICES

Issuance of books and reading materials as reference materials of students and researchers

Office or Division	Community Innovations Studies Center
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may Avail	UPLB employees/staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification card	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any valid ID to the Staff-In-Charge		None	3 minutes	<i>Applicant</i>
2. Student/Visitor to search for the book/reference materials assisted by the staff in charge	2.1 Assistance from the staff in charge	None	3 minutes	<i>Administrative Staff CPAF-CISC</i>
3. Student/Visitor to sign in the logbook stating the title of the book used, the author and date and time borrowed or returned	3.1 Staff in charge to check details of the book/s borrowed and date it should be returned	None	5 minutes	<i>Applicant/ Staff-in-charge</i>
TOTAL		None	11 minutes	



**COLLEGE OF PUBLIC AFFAIRS AND
DEVELOPMENT
CENTER FOR STRATEGIC PLANNING AND
POLICY STUDIES
EXTERNAL SERVICES**

CPAF-CSPPS.1. REQUEST FOR TECHNICAL ASSISTANCE (RESOURCE PERSON, FACILITATOR)

A formal request seeking the support of a qualified individual to serve as a resource person or facilitator for a training, seminar, or related activity.

Office or Division	Center for Strategic Planning and Policy Studies - College of Public Affairs and Development
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Local and National agencies, private institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the institution/company	Applicant- government/private institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/request from the institution/company	1.1 Receive letter request, forward to the Director and Dean for approval	None	5 minutes	<i>Applicant</i>
	1.2 Conduct consultation meeting with the staff with expertise on the topic	None	2 days	<i>Director</i>
	1.3 Prepare communication of acceptance to the requesting party	None	3 days	<i>Administrative Officer or University Researcher CPAF-CSSPS</i>
	1.4 Preparation of presentation materials	None	7 days	<i>Administrative Officer or University Researcher CPAF-CSSPS</i>
TOTAL		None	12 days and 5 minutes	

CPAF-CSPPS.2. REQUEST FOR COPY OF RESEARCH REPORTS (POLICY PAPERS, WORKING PAPERS, OTHER PUBLICATIONS)

A request to obtain copies of policy papers, working papers, or other research outputs and publications for reference or institutional use.

Office or Division	Center for Strategic Planning and Policy Studies - College of Public Affairs and Development
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	Other government/private agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the institution/company	Applicant- government/private institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter/request from the institution/company	1.1 Receive letter request, check the purpose and use of requested documents, forward the request to the Director for approval	None	5 minutes	Administrative Assistant and Director CPAF-CSSPS
	1,2 Check if the requested documents are available	None	1 day	Administrative Assistant CPAF-CSSPS
2.0 Receive the documents	2.1 Release the requested documents	None	1 day	Administrative Assistant CPAF-CSSPS
	2.2 Record the outgoing documents	None	1 day	Administrative Assistant CPAF-CSSPS
TOTAL		None	3 days 5 minutes	

CPAF-CSPPS.3. REQUEST FOR CERTIFICATION TO FORMER PROJECT CONTRACT OF SERVICE

A Certification is an official document that confirms an individual's engagement under a Contract of Service or Job Order

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Former COS and JO staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Certification	
1. Letter Request transmitted through email/hand carried letter	Requesting Party
2. Copy of contract with the details of their employment	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via email/hand carried letter	1.1 Receive document, retrieve if sent online and refer to appropriate staff.	None	5 Minutes	<i>Administrative staff and Dean CPAF-CSSPS</i>
Receive signed certification.	2. Transmit a copy of the signed document to the client through email or hard copy	None	1 day	<i>Dean CPAF-CSSPS</i>
TOTAL		None	1 day and 5 minutes	

CPAF-CSPPS.4. REQUEST FOR DIPLAB SERVICES

A request to avail of the technical services provided by the Development Innovations and Policy Laboratory (DIPLab).

Office or Division	Center for Strategic Planning and Policy Studies - College of Public Affairs and Development
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may Avail	other government and private agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter from the institution/company	Applicant- government/private institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 . Submit letter/request from the company	1.1 Receive letter request, forward to the Director for approval	None	5 minutes	<i>Applicant</i> CPAF-CSSPS
	1.2 Conduct consultation meeting with the staff with expertise on the topic	None	2 days	<i>Director</i> CPAF-CSSPS
2. Receive the approval of the request.	1.3 Prepare communication of acceptance to the requesting party	None	2 days	<i>Administrative Officer or University Researcher</i> CPAF-CSSPS
	1.4 Preparation of presentation materials, etc	None	5 days	<i>Administrative Officer or University Researcher</i> CPAF-CSSPS
TOTAL		None	9 days and 5 minutes	

CPAF-CSPPS.5. REQUEST FOR DIPLAB ROOM AND EQUIPMENT

Request for the use of the CSPPS facilities, including the available equipment

Office or Division	CSPPS, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Other organizations, private institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Request form	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request for the use of facilities and equipment (date of activities, number of people, purpose of the activity)	1.1 Receive and retrieve online request, check the completeness of information for approval of the Director	See table of approved University rates*	5 minutes	Administrative staff and Administrative Officer CPAF-CSSPS
	1.2 Check the schedule of facilities to confirm the request	Note: DIP Lab can be rented from 8AM to 5PM only	5 minutes	Administrative staff CPAF-CSSPS
2. Received the approved request with complete and required attachments	2.1 Release the approved request to the concerned units/client along with the estimated billing statement."		2 days	Administrative officer and administrative Staff CPAF-CSSPS
TOTAL		Rates is depends on applicable University rates See table of fees*	2 days and 10 minutes	

RENTAL FEES			
Category	Seating Capacity	UP Rate/Hour (Php)	Non UP Rate/hour
Multi-Purpose Hall	51-80	500	800
Classroom (303-304)	30-40	400	600
Classrooms (203-205)	15-30	400	600

OTHER SERVICES			
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*
Multi-Purpose Hall	Audio Package 1 2. 1 unit amplifier 6/4 channel 3. Mixer Equalizer 4. 1 Pair 650W Speaker 5. 2 Microphone	30% discount for UP users	P3,000 for the 3 hours (additional P500/hour or a fraction thereof in excess of 3 hours) Including interactive panel (limited to ppt and other presentation)
Classroom (303-304)	Audio Package 1 6. 1 unit amplifier 6/4 channel 7. Mixer Equalizer 8. 1 Pair 650W Speaker 9. 2 Microphone	30% discount for UP users	P1,500 for the 3 hours (additional P300/hour or a fraction thereof more than 3 hours)
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*



**COLLEGE OF PUBLIC AFFAIRS AND
DEVELOPMENT
INSTITUTE FOR GOVERNANCE AND RURAL
DEVELOPMENT
EXTERNAL SERVICES**

CPAF-IGRD.1. ADMISSION. APPLICANT EVALUATION

Evaluation of submitted admission documents.

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Student Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished application form	Graduate School Admission Portal.
2. Recommendation Letter	Adviser/ Supervisor
3. Transcript of Records	Client
4. Certificate or Diploma	Client
5. Application Fee	Cashiers Office / Landbank

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Download the Application Form from the GS website 1.2. Submit the Application documents to GS, then IGRD		None	5 minutes	<i>Client</i>
	2. Check the completeness of requirements	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
	3. Forward the application requirements to the Admission Committee for evaluation	None	1 hour	<i>Admission Committee Chair</i>
TOTAL		None	1 hour and 15 minutes	

CPAF-IGRD.2. REGISTRATION OF NEW STUDENTS

Enrollment of newly admitted students

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Admitted Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Admission Notice	Graduate School
2. Medical Clearance	Health service
3. Registration form	Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Graduate School	1. Receives the documents from the GS	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
	2. Assign responsible offices or staff for enrollment coordination	None	15 minutes	<i>IGRD Director</i>
	3. Notify admitted students and provide clear registration instructions	None	10 minutes	<i>Graduate School/ IGRD</i>
	4. Verify submitted documents and maintain accurate student records	None	30 minutes	<i>Graduate School/ IGRD</i>
	5. Conduct orientation sessions for new students and guide program services	None	1 hour	<i>Faculty/ Staff and IGRD Director</i>
	6. Track enrollment data and report to admissions for planning	None	30 minutes	<i>Administrative Staff CPAF-IGRD</i>
TOTAL		None	2 hours and 35 minutes	

CPAF-IGRD.3.CONTINUING STUDENTS

Enrollment of currently enrolled students

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Admitted Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved study plan	Graduate School
2. Proof of payment	Cashiers Office/ Landbank

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Graduate School	1. Receives the document from GS	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
	2. Establish policies and procedures for academic progression and registration	None	30 minutes	<i>Graduate School</i>
	2 . Facilitate course enrollment and guide requirements and fees	None	15 minutes	<i>Graduate School/ IGRD</i>
	3. Monitor student performance and address at-risk cases	None		<i>Graduate School/ IGRD</i>
	4. Provide counselling, tutoring, and access to student support services	None	1 hour	<i>Program Adviser</i>
	5. Maintain records and generate reports for admission and planning	None	1 hour	<i>Administrative Staff CPAF-IGRD</i>
TOTAL		None	2 hours and 55 minutes	

CPAF-IGRD.4. INSTITUTIONAL COHORTS (OFF-CAMPUS)

Registration of students under special or off-campus cohorts.

Office or Division	Institute for Governance and Rural Development
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum of Agreement	CPAf, GS, Partner Institution
2. Class List	Partner Institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Establish policies and procedures for off-campus registrations	None	30 minutes	<i>Graduate School/ IGRD</i>
	2. Facilitate registration and verify student eligibility and documents	None	2 days	<i>Graduate School/ IGRD</i>
	3. Assign coordinators to manage and support off-campus cohorts	None	30 minutes	<i>Off-Campus Coordinator</i>
	4. Communicate procedure, schedules, and available support to students	None	15 minutes	<i>Off-Campus Coordinator</i>
	5. Track enrollment, progression, and maintain records for reporting	None	1 day	<i>Off-Campus Coordinator/ IGRD Administrative Staff</i>
TOTAL		None	3 days, 1 hour and 15 minutes	

CPAF-IGRD.5. STUDENT PROGRESS PROGRAM OF STUDY (POS)/STUDENT COMMITTEE

Approval of POS and formation of the student advisory committee

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CPAf Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. POS form	Graduate School
2. Faculty endorsement	IGRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Download the form from the GS Website and fill out the form. 1.2 The student have his/her assigned adviser sign the form 1.3 Submit the Accomplished form to the IGRD Staff	1.1 Receive Plan of Study (POS) 1.2. Checks and evaluates the completeness of the form	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
	1.3 Log to CPAf Documents Flow for documentation	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
	1.4 IGRD Director signs the form	None	4 hrs	IGRD Director
2. Student receives the signed form and submits the form to the GS via ODSS	2.1 Files the document	None	10 minutes	<i>Administrative Staff CPAF-IGRD</i>
TOTAL		None	4 hrs and 30 minutes	



CPAF-IGRD .6. NOMINATION OF COMMITTEE AND PLAN OF COURSEWORK

Issued to registered students requiring submission of Committee Members and Plan of Course Work

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Nomination of Committee and Plan of Coursework Form	Graduate School
2. Complete Signatures of Nominated Committee	College

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS website		None		client
2. Submit the Accomplished form to IGRD	2.1. Receive document 2.2. Check completeness of signature 2.3 Log to CPAf Documents Flow	None	2 hours	<i>Administrative Staff CPAF-IGRD</i>
	3. Route to the IGRD Director for signature	None	10 minutes	IGRD Director
TOTAL		None	2 hours and 10 minutes	

CPAF-IGRD.7. CHANGE OF MEMBER/ADVISER IN ADVISORY / GUIDANCE COMMITTEE FORM

Issued to registered students requiring submission of Committee Members and Plan of Course Work

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Change of Member/Adviser in Advisory/Guidance Committee Form	Download from the GS website
2. Complete Signatures of the Nominated Committee	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS Website		None		Client
2. Submit the completed form to the IGRD Staff		None		Client
	3.1 Received the document 3.2. Check the completeness of the signature 3.3 Log to IGRD Documents Flow Tracking System	None	2 hours	<i>Administrative Staff CPAF-IGRD</i>
	4. Route to the IGRD Director for signature	None	10 minutes	IGRD Director
TOTAL		None	2 hours and 10 minutes	

CPAF-IGRD.8. REVISION OF PLAN OF STUDY

Issued to registered students requiring submission of the Revision of Plan of Study

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Revision of Plan of Study Form	Download from the GS website
2. Complete Signature	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS website		None		<i>Client</i>
2. Submit the completed form to the IGRD Staff		None		<i>Client</i>
	2.1 Received the document 2.2. Check the completeness of the signature 2.3 Log to IGRD Documents Flow Tracking System	None	2 hours	<i>IGRD Administrative Staff CPAF-IGRD</i>
	3. Route to the IGRD Director for signature	None	10 minutes	<i>IGRD Director</i>
TOTAL		None	2 hours and 10 minutes	

CPAF-IGRD.9. LEAVE OF ABSENCE (LOA) FORM

Issued to students who wish to file a Leave of Absence

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Download the form from the GS website	Download from the GS website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS website		None		<i>Client</i>
2. Submit the completed form to the IGRD Staff		None		<i>Client</i>
	2.1 Received the document 2.2. Check the completeness of the signature 2.3 Log to IGRD Documents Flow Tracking System	None	2 hours	<i>Administrative Staff</i> CPAF-IGRD
	3. Route to the IGRD Director for signature	None	10 minutes	<i>IGRD Director</i>
TOTAL		None	2 hours and 10 minutes	

CPAF-IGRD.10. CONSENT OF INSTRUCTOR (COI)

Issued to registered students with subjects requiring the COI Form as a prerequisite

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Consent of Instructor (COI) form	Download from the GS website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to IGRD		None		<i>Client</i>
2. Go to the instructor		None		<i>Client</i>
	2.1 Sign the consent of the instructor	None	10 minutes	<i>Faculty in Charge</i>
3. Submit the complete form to IGRD Staff	3.1 Receive document	None	2 hours	<i>Administrative Staff CPAF-IGRD</i>
	3.2 Check completeness of signature	None		<i>Administrative Staff CPAF-IGRD</i>
	4. Route to the IGRD Director for signature	None	10 minutes	<i>IGRD Director</i>
TOTAL		None	2 hours and 20 minutes	

CPAF-IGRD.11. REQUEST FOR LOCAL FIELD TRIP/ FIELD WORK

Issued to faculty/ students requesting a field trip outside of the campus

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Enrolled / Registered Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UPLB Field Trip Form	Download from the GS website
2. Medical Certificate	University Health Service
3. Insurance	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS website		None		Client
2. Submit the completed form to the IGRD Staff		None		Client
	2.1 Received the document 2.2. Check the completeness of the signature 2.3 Log to IGRD Documents Flow Tracking System	None	2 hours	<i>Administrative Staff</i> CPAF-IGRD
3. Route to the IGRD Director for signature			10 minutes	IGRD Director
TOTAL		None	2 hours and 10 minutes	

CPAF-IGRD.12. STUDENT EXAMINATIONS

Includes Comprehensive Examination, General Examination, and Final Examination

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Clients
Who may Avail	Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Exam application form	Graduate School
2. Approved POS	
3. Examination Permit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 The student secures a permit. 1.2 Submit the document to the adviser and the committee members for signature.	1. Receives the document and checks completeness	None	30 minutes	Client
	2. Route to the IGRD Director for signature	None	4 hrs	<i>Administrative Staff</i> CPAF-IGRD
TOTAL		None	4 hrs and 30 minutes	

CPAF-IGRD.13. FILLING OF LOA/ CLEARANCE FROM AWOL

Processing of Leave of Absence (LOA) or clearance from AWOL status

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Students Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LOA form or re-admission letter and other supporting documents	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the form from the GS Website		None		<i>Client</i>
2. Submit the Accomplished form to the IGRD Staff	2.1 Received the document 2.2. Check the completeness of the signature 2.3 Log to IGRD Documents Flow Tracking System	None	2 hours	<i>Administrative Staff CPAF-IGRD</i>
	3. Submit the form to the IGRD director for signature	None	10 minutes	<i>IGRD Director</i>
TOTAL		None	2 hours and 10 minutes	

CPAf-IGRD.14. GRADUATION-COLLEGE CLEARANCE

Verification of academic and financial obligations.

Office or Division	Institute for Governance and Rural Development
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clearance form	IGRD
2. Sablay picture	Requesting party
3. CPAf Alumni Association Form	IGRD
4. FS/Thesis/Dissertation with a completely signed approval page.	Requesting Party
5. Exit Survey Form	IGRD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Student fills out the CPAf Student Clearance, CPAf Alumni Association Form, and the exit survey form		None		<i>Graduating student</i>
2. Submit the soft copies of the requirements below to IGRD via email: cpafigrd.uplb@up.edu.ph With	2.1 IGRD staff checks the completeness of the submitted requirements and verifies with the College librarian for any unreturned library resources, and for signature. 2.2 The IGRD Director signs the clearance after all requirements are complied with. 2.3 The IGRD Director forwards the clearance to	None	2 hours	<i>Administrative Staff</i> <i>IGRD Director</i> <i>CPAf Dean</i> <i>CPAf-IGRD</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Dean for signature. 2.4.The Dean forwards the signed clearance to IGRD. 2.5. The IGRD staff sends the signed clearance to the student through email.			
3. The student submits the CPAf clearance to the Graduate School for issuance of Certification of Completion.			10 minutes	<i>Requesting party</i>
TOTAL		None	2 hours and 10 minutes	



**COLLEGE OF PUBLIC AFFAIRS AND
DEVELOPMENT
KNOWLEDGE MANAGEMENT OFFICE
EXTERNAL SERVICES**



CPAF-KMO.1. ID VALIDATION & USER MONITORING SYSTEM (UMS) REGISTRATION

A validated ID should have a sticker with the current semester issued by the library. It also serves as proof that the student is currently registered. This validated ID is also the pass for the use of the library by scanning it using the User Monitoring System.

Office or Division	Knowledge Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	CPAf Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID, Form 5, SAIS e-copy	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID with FORM 5 or SAIS screenshot of registration.	1.1. Staff checks student's status if New Freshman, Transferees or Old Student 1.2. Checks the name of the student at the Delinquent List and in the iLib system for verification purposes	None	2 minutes	College Librarian I or Administrative Assistant II CPAF-KMO
2. Registers at the excel log sheet with Name, Student Number, College and Course.	3.1. At the Form 5 copy, the staff stamps the date opposite and initials. Put stickers on the student's ID; Returns the ID together with the Form 5 to the student 3.2. For UMS Registration: Scans the ID photo; Encodes	None	7 minutes	College Librarian I or Administrative Assistant II CPAF-KMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Name, Student Number, Classification, College, and Course.			
TOTAL		None	9 minutes	

CPAF-KMO.2. CHARGING AND DISCHARGING OF THE SPECIAL COLLECTIONS AND JOURNALS

For charging and discharging special collections (e.g., field studies, theses and dissertations; room use only) and printed journals (room use only)

Office or Division	Knowledge Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Student's ID, Employee's ID	Office of the University Registrar, CPAf Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes request for use of the Special collections	1.1 For first time users, orient the client on how to search the library collection through the use of the iLib (Online Public Access Catalog)	None	2 minutes	<i>College Librarian I</i> CPAF-KMO
2. Presents student/employee ID and fill-up the request form	2.1 Receives the request form and the ID and retrieves the requested material/s 2.2. Files the request form 2.3 Hands the requested material to the client 2.4 Communicates with the staff on-duty to obtain the book from the shelf. Sends bibliographic details to retrieve and prepare the	None	2 minutes	<i>College Librarian I</i> CPAF-KMO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requested book for pick-up			
3. Receives the requested material	3.1 Scans barcode of book and check-out under the borrower's account	None	5 minutes	<i>College Librarian I</i> CPAF-KMO
TOTAL		None	9 minutes	



CPAF-KMO.3. ONLINE LIBRARY SERVICE-REFERENCE QUERY (EMAIL/ONLINE CHAT) SERVICE

An online request for article(s) may or may not be available in any database subscribed by the University Library Service A virtual reference/query service either in real time (chat through Messenger) or email

Office or Division	Knowledge Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Data: Name, Student Number, College/Institution, User Classification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Introduces himself/herself	1.1. Responds to the client's introduction	None	5 minutes	College Librarian I CPAF-KMO
2. Sends query thru e-mail/web mail, chat	2.1. Answers/responds academically/library related queries or, 2.2. Refers the client to concerned individual/ office/ authority	None	15 minutes	
TOTAL		None	20 minutes	

CPAF-KMO.4. ONLINE RESOURCES REQUEST SERVICE

An online search assistance request for related literature on a given topic searched in all available databases subscribed by the University Library. This online service provides references in full text sent thru email

Office or Division	Knowledge Management Office
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through this link https://bit.ly/CPAFLibServices	1.1.Checks email and verifies if sender is UP constituents or non-UP	See applicable rates*	1 minute	<i>College Librarian I</i> CPAF-KMO
	1.2. Searches the requested article in the database		5 minutes	
	1.3. If document/article is available in the database: Staff downloads the full-text of the article		5 minutes	
	1.4. If document/article is NOT available: Staff requests the article to UPD/De La Salle/IRRI and other library partners		5 minutes	
	1.5. If the document is available in PRINT:		1 mins /page	
	1.5.1. Locates the material			
	1.5.2. Staff scans the article			
	1.6. If the client is Non UP:		5 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6.1. Locates the material 1.6.2.Sends bill of payment 1.6.3.Waits for the proof of payment 1.6.4. Staff scans the article		2 minutes/ article	
2. Clients receives the requested article thru email	Sends the full-text to the client thru e-mail	P0.00	10 minutes	<i>College Librarian I</i> CPAF-KMO
TOTAL		Rates depend on the applicable hourly rates* See Table of Fees	5 days and 28 minutes	

TABLE OF FEES	
Article/Documents (available online)	Free
Article/Documents	₱5.00 per page + ₱50.00 processing fee \$1.00 per page + US\$5.00 processing fee (scanning for print materials)

CPAF-KMO.5. REQUEST TO USE KMO COMPUTER LABORATORY AND EQUIPMENT

To be accomplished by CPAf faculty members, REPS, administrative staff, and students who wish to avail KMO facilities and borrow equipment

Office or Division	Knowledge Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	UPLB Undergraduate/Graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online request form	CPAf Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the online request form	1.1 Checks availability of facility/equipment 1.2 Acknowledges request via KMO email	None	2 minutes 1 minute	<i>Administrative Assistant</i> CPAF-KMO
2. Receives acknowledgement of the request	2.1 Approves/disapproves request	None	2 minutes	<i>KMO Head</i> CPAF-KMO
TOTAL		None	5 minutes	

CPAF-KMO.6. REQUEST FOR POSTING TO CPAF PLATFORMS AND WEBSITE

For clients requesting data and information on CPAf

Office or Division	Knowledge Management Office
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may Avail	non-UP clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter addressed to CPAf Dean/Message posted on social media	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. Writes/emails query to CPAf Dean or	1.1a Forwards letter to KMO	None	2 minutes	DO Administrative Officer
1b. Posts query to CPAf Facebook page	1.1b Acknowledges receipt of query		5 minutes	University Researcher (UR) or
	1.2 Provides needed data/information or forwards inquiry to focal person, if necessary		1 minute	University Extension Specialist (UES)
	1.3 Sends link to online evaluation form			UR, UES CPAF-KMO
2. Fills out evaluation form	2.1 Files accomplished form	None	2 minutes	Administrative Assistant CPAF-KMO
TOTAL		None	10 minutes	



**COLLEGE OF PUBLIC AFFAIRS AND
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CPAF-DO1. REQUEST FOR CERTIFICATION TO FORMER COS AND JO STAFF

A Certification is an official document that confirms an individual's engagement under a Contract of Service or Job Order

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	Government to Citizen
Who may Avail	Former COS and JO staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Certification	
1. Letter Request transmitted through email/hand carried letter	Requesting Party
2. Copy of contract with the details of their employment	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter via email/hand carried letter	1.1 Receive document, retrieve if sent online and refer to appropriate staff.	None	5 Minutes	<i>Administrative staff and Dean CPAF-DO</i>
1. Receive signed certification.	2. Transmit a copy of the signed document to the client through email or hard copy	None	5 Minutes	<i>Dean CPAF-DO</i>
TOTAL		None	10 Minutes	

CPAF-DO.2. REQUEST FOR SIGNATURE/ENDORSEMENT OF THE DEAN

An official letter request for Dean's endorsement and Signature

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	Former COS and JO staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Signature/Endorsement of Dean	
1. Documents transmitted through email/hand carried	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit a letter/endorsement via the email/hand carried letter	1.1 Receive document, retrieve if sent online and refer to appropriate staff.	None	5 minutes	<i>Administrative staff</i> CPAF-DO
2. Receive signed endorsement	2.1 Transmit a copy of the signed document to the client through email/ provide signed hard copy	None	5 minutes	<i>Administrative staff</i> CPAF-DO
TOTAL		None	10 minutes within the day	

CPAF-DO.3. REQUEST FOR ID CARD FOR CONTRACTUAL EMPLOYEES

The office ensures that the contractual employees receive an identification card with their name and a photo of themselves displayed.

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail	CPAf Individual Contract of Services (Research and Admin)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for ID 2. Online request form 3. Copy oof Contract 4. Picture	Requesting Individual

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up online request and details of personal information	1.1 Receive, and retrieve document, check the completeness of information for Dean's Signature	None	5 minutes	<i>Administrative staff and Dean CPAF-DO</i>
2. Release hard copy documents to concerned unit/staff	2.1 Record the documents and Issue the ID to the client	None	10 minutes	<i>Administrative staff CPAF-DO</i>
TOTAL		None	10 minutes	

CPAF-DO.4. REQUEST FOR TRANSPORTATION SERVICES

Request of vehicle including driver to transport staff/visitor of the College

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	Visitors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Trip Ticket and 6. Gasoline withdrawal slip	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request for the use of vehicle	1.1 Receive, check the completeness of information for signature of the College AO	None	5 minutes	<i>Administrative Office</i> CPAF-DO
2. Submit request to the office/person in charge	2.1 Record the documents and check the availability of the vehicle	None	5 minutes	<i>Administrative staff</i> CPAF-DO
3. Receive documents	3.1 Release documents to concerned units/client	None	10 minutes	<i>Administrative Staff</i> CPAF-DO
TOTAL		None	20 minutes	



CPAF-DO.5.REQUEST FOR THE USE OF CPAF FACILITIES AND EQUIPMENT

Request for the use of the CPAF facilities, including the available equipment

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may Avail	Private Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Online Request form	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request for the use of facilities and equipment (date of activities, number of people, purpose of the activity)	1.1 Receive and retrieve online request, check the completeness of information for signature of the College AO	See applicable rates*	5 minutes	Administrative staff or Administrative Officer CPAF-DO
	1.2 Check the schedule of facilities to confirm the request	Note: DP Lab can be rented from 8AM to 5PM only	5 minutes	Administrative staff CPAF-DO
2. Received the approved request with complete and required attachments	2.1 Release the approved request to the concerned units/client along with the estimated billing statement."		10 minutes	Administrative officer or administrative Staff CPAF-DO
TOTAL		Rates is depends on applicable University rates	20 minutes within the day	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		See table of fees*		

RENTAL FEES			
Category	Seating Capacity	UP Rate/Hour (Php)	Non UP Rate/hour
Multi-Purpose Hall	51-80	500	800
Classroom (303-304)	30-40	400	600
Classrooms (203-205)	15-30	400	600

OTHER SERVICES			
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*
Multi-Purpose Hall	Audio Package 1 1. 1 unit amplifier 6/4 channel 2. Mixer Equalizer 3. 1 Pair 650W Speaker 4. 2 Microphone	30% discount for UP users	P3,000 for the 3 hours (additional P500/hour or a fraction thereof in excess of 3 hours) Including interactive panel (limited to ppt and other presentation)
Classroom (303-304)	Audio Package 1 1. 1 unit amplifier 6/4 channel 2. Mixer Equalizer 3. 1 Pair 650W Speaker 4. 2 Microphone	30% discount for UP users	P1,500 for the 3 hours (additional P300/hour or a fraction thereof more than 3 hours)
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*



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CPAF-DO.6. REQUEST FOR TRANSPORTATION SERVICES

Request of vehicle including driver to transport staff/visitor of the College

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may Avail	CPAF units, UPLB employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Trip Ticket and 9. Gasoline withdrawal slip	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request for the use of vehicle	1.1 Receive, check the completeness of information for signature of the College AO	None	5 minutes	<i>Administrative Officer</i> CPAF-DO
2. Submit request to the office/person in charge	2.1 Record the documents and check the availability of the vehicle	None	5 minutes	<i>Administrative staff</i> CPAF-DO
3. Receive documents	3.1 Release documents to concerned units/client	None	10 minutes	<i>Administrative Staff</i> CPAF-DO
TOTAL		None	20 minutes within the day	

CPAF-DO.7. REQUEST FOR THE USE OF CPAF FACILITIES AND EQUIPMENT

Request for the use of the CPAF facilities, including the available equipment

Office or Division	Office of the Dean, College of Public Affairs and Development
Classification	Simple
Type of Transaction	G2G-Government to Government
Who may Avail	UPLB units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. Online Request form	College/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request for the use of facilities and equipment (date of activities, number of people, purpose of the activity)	1.1 Receive and retrieve online request, check the completeness of information for signature of the College AO	See applicable rates*	5 minutes	<i>Administrative staff or Administrative Officer CPAF-DO</i>
	1.2 Check the schedule of facilities to confirm the request	Note: DP Lab can be rented from 8AM to 5PM only	5 minutes	<i>Administrative staff CPAF-DO</i>
2. Received the approved request with complete and required attachments	2.1 Release the approved request to the concerned units/client along with the estimated billing statement."		10 minutes	<i>Administrative officer or administrative Staff CPAF-DO</i>
TOTAL		Rates is depends on applicable University rates	20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		See table of fees*		

RENTAL FEES			
Category	Seating Capacity	UP Rate/Hour (Php)	Non UP Rate/hour
Multi-Purpose Hall	51-80	500	800
Classroom (303-304)	30-40	400	600
Classrooms (203-205)	15-30	400	600

OTHER SERVICES			
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*
Multi-Purpose Hall	Audio Package 1 1. 1 unit amplifier 6/4 channel 2. Mixer Equalizer 3. 1 Pair 650W Speaker 4. 2 Microphone	30% discount for UP users	P3,000 for the 3 hours (additional P500/hour or a fraction thereof in excess of 3 hours) Including interactive panel (limited to ppt and other presentation)
Classroom (303-304)	Audio Package 1 1. 1 unit amplifier 6/4 channel 2. Mixer Equalizer 3. 1 Pair 650W Speaker 4. 2 Microphone	30% discount for UP users	P1,500 for the 3 hours (additional P300/hour or a fraction thereof more than 3 hours)
Category	Sound System (based on room size)	UP Rate/Hour (Php)	Non UP Rate/hour*



GRADUATE SCHOOL EXTERNAL SERVICES



GS.1. NOMINATION OF GUIDANCE COMMITTEE AND PLAN OF COURSE WORK

Required to be submitted by Masters Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the student's Guidance Committee, Coursework and timetable. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 Faculty Appointment Verifier receives the document 1.4 Faculty Appointment Verifier checks Faculty Appointment and Forwards to PIC	None	2 minutes	Administrative Assistant / Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 PIC receives the document 1.6 PIC checks the completeness and correctness of the document	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.7 PIC checks the students BS Transcript of Record to ensure no courses are retaken 1.8 PIC checks the coursework for compliance to the approved curriculum	None	25 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.9 PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.10 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Form 2.2 Digitally files the document at GST 2.3 Notifies student 2.4 Encodes Committee Members	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Forwards the Form to Encoder			
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	Office Assistant GS
	3.4 Encoder receives the document and encodes the contents 3.5 Forwards the document to Records Management Team (RMT)	None	10 minutes	Office Assistant / Administrative Assistant GS
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	Office Assistant / Administrative Aide GS
TOTAL		None	60 minutes	

GS.2. NOMINATION OF ADVISORY COMMITTEE FOR PHD

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the Student's Advisory Committee. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 Faculty Appointment Verifier receives the document 1.4 Faculty Appointment Verifier checks Faculty Appointment and Recommends Approval	None	15 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 Graduate School Secretary	None	5 minutes	Secretary / Assistant Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signs the Document			GS
	1.6 Graduate School Dean Signs the Document	None	5 minutes	Dean / Associate Dean GS
2. Student receives the Approved Document in her/his UP Mail	2.1 Faculty Appointment Verifier receives the approved Document 2.2 Digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder for recording	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	Office Assistant GS
	3.4 Encoder receives the document and encodes the contents 3.5 forwards the document to	None	15 minutes	Administrative Assistant / Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records Management Team (RMT)			
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	Office Assistant / Administrative Aide GS
TOTAL		None	54 minutes	

GS.3. PLAN OF STUDY FOR PHD

Required to be submitted by PHD Students at the First Term of Enrollment with Regular Admission. This Document becomes the legal basis of the student's Coursework and Timetable. This document is processed by batch, documents submitted after the deadline may be deferred to the next processing cycle

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students on their First Term of Enrollment with Regular Admission, Students who have not yet complied

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Complete Signatures of Approved Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC checks the students BS and MS Transcript of Record to ensure no courses are retaken	None	20 minutes	Administrative Assistant / Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 PIC checks the coursework for compliance to the approved curriculum			
	1.7 PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator GS</i>
	1.8 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary GS</i>
	1.9 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean GS</i>
2. Student receives the approved document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator GS</i>
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Releases the Document			
	3.4 Encoder receives the document and encodes the contents 3.5 forwards the document to Records Management Team (RMT)	None	10 minutes	Office Assistant / Administrative Assistant GS
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	Office Assistant / Administrative Aide GS
TOTAL		None	58 minutes	



GS.4. APPLICATION FOR REVISION IN PLAN OF COURSE WORK

Students can revise their approved Plan of Course Work using this form

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students with approved plan of coursework

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.2 PIC receives the document 1.3 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.4 PIC checks the students BS (and MS) Transcript of Record to ensure no courses are retaken	None	20 minutes	Administrative Assistant / Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 PIC checks the coursework for compliance to the approved curriculum			
	1.6 PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator GS</i>
	1.7 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary GS</i>
	1.8 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean GS</i>
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator GS</i>
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 prints a copy from GST and stamps Certified True Copy and	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Authenticates the document 3.2 Releases the Document			
	3.3 Encoder receives the document and encodes the contents 3.4 forwards the document to Records Management Team (RMT)	None	10 minutes	<i>Administrative Assistant / Office Assistant</i> GS
	3.5 RMT Receives the document 3.6 Indexes and files the document in the student's clearbook, 3.7 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	58 minutes	



GS.5. APPLICATION FOR REVISION IN GUIDANCE/ADVISORY COMMITTEE

Students can revise their approved Committee using this form

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students with approved Guidance/Advisory Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Complete Signatures of Nominated Committee and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document based on the approved committee 1.5 PIC forwards the document to Faculty Appointment Verifier	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 Faculty Appointment	None	15 minutes	Administrative Assistant /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Verifier receives the document 1.7 Faculty Appointment Verifier checks Faculty Appointment and Recommends Approval, forward back to PIC			<i>Student Records Evaluator</i> GS
	1.8 PIC Receives and Endorses for Approval	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.9 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.10 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean</i> GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization	None	2 minutes	<i>Office Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document			
	3.4 Encoder receives the document and encodes the contents 3.5 Forwards the document to Records Management Team (RMT)	None	10 minutes	<i>Administrative Assistant / Office Assistant</i> GS
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	61 minutes	



GS.6. APPLICATION FOR REVISION IN COURSE TIMETABLE

Students can revise their approved timetable using this form

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students with approved plan of coursework

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. Signature of Adviser and Unit Head	Home unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC compares the form to the approved timetable and ensures compliance to the program	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 PIC endorses and forwards the document for Approval of the Graduate School	None	2 minutes	Administrative Assistant / Student Records Evaluator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secretary and Dean			GS
	1.7 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.8 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean</i> GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	<i>Office Assistant</i> GS
	3.4 Encoder receives the document and encodes the contents	None	10 minutes	<i>Office Assistant / Administrative Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 forwards the document to Records Management Team (RMT)			
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	48 minutes	

GS.7. APPROVAL OF THESIS/DISSERTATION OUTLINE

Submitted towards the end of semester upon enrolling the first thesis/dissertation units

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who enrolled the first unit of thesis/dissertation and students who haven't complied yet

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website
2. If applicable - Certification of Scientific Name	Museum of Natural History
3. If applicable - Graduate Work in absentia	Graduate School Website
4. If applicable - MOU for Graduate Work in absentia	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.2 PIC receives the document 1.3 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.4 PIC evaluates the outline, checks Scientific Name in Title and Place of Study	None	5 minutes	Administrative Assistant / Student Records Evaluator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				GS
	1.5 PIC endorses and forwards the document for Approval of the Graduate School Secretary and Dean	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.6 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.7 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean</i> GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 Digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	<i>Office Assistant / Office Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Encoder receives the document and encodes the contents 3.5 forwards the document to Records Management Team (RMT)	None	10 minutes	Office Assistant / Administrative Assistant GS
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook, 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	Office Assistant / Administrative Aide GS
TOTAL		None	43 minutes	



GS.8. APPLICATION FOR GRADUATE WORK IN ABSENTIA

Attachment to the Approval of Thesis/Dissertation if the student will conduct the study outside UPLB

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Graduate School Website
2. If applicable - MOU between UPLB and Cooperating Institution	Graduate School Website
3. If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution	Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC endorses and forwards the document for Approval of the Graduate School	None	2 minutes	Administrative Assistant / Student Records Evaluator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Secretary and Dean			GS
	1.6 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.7 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean</i> GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 Digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Records Management Team (RMT)	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. (Optional) Student claims a hard copy	3.11 Releasing Officer checks the client's I.D. and/or Authorization 3.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	<i>Office Assistant</i> GS
	3.4 RMT Receives the document 3.5 Indexes and files the document in the student's clearbook, 3.6 Logs the document in GST as	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	"Filed" then "Finished"			
TOTAL		None	28 minutes	

GS.9. MEMORANDUM OF UNDERSTANDING (MOU) FOR GRADUATE WORK IN ABSENTIA

Attachment to the Approval of Thesis/Dissertation outline for Student who will be conducting study outside UPLB with a cooperating institution.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Student applying for approval of thesis/dissertation outline who will be conducting study outside UPLB with a cooperating institution

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished MOU Form	Graduate School Website
2. Signed by cooperating institution	Cooperating Institution
3. If applicable - Letter of the Adviser to the Unit Head Requesting a qualified staff from the cooperating institution	Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC endorses and forwards the document for	None	2 minutes	Administrative Assistant / Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Approval of the Graduate School Secretary and Dean			<i>Records Evaluator</i> GS
	1.6 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.7 Graduate School Dean Signs the Document	None	5 minutes	<i>Dean / Associate Dean</i> GS
2. Student downloads the document	2.1 PIC receives the approved Document 2.2 Digitally files the document at GST 2.3 Notifies student	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	2.4 PIC marks the transaction as Returned to Student	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. Student brings the Form to the Office of the Chancellor for Signature		None	-	<i>Chancellor's Office</i>
4. Student Claims back the form and have it Notarized		None	-	<i>Student</i>
5. Student re-submits notarized Form at GS Online	5.1 Receiving officer receives and logs the form in the GS Tracking (GST) system;	None	2 minutes	<i>Office Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document Submission System (https://www.odss.uplbgraduateschool.org/)	forwards the Form to the PIC. May also be directly received by the PIC.			
	5.2 PIC receives the notarized Document 5.3 Forwards the Document to Records Management Team (RMT)	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	5.4 RMT Receives the document 5.5 Indexes and files the document in the student's clearbook, 5.6 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	35 minutes	



GS.10. APPLICATION FOR WAIVER OF REQUIREMENTS

Form used to waive Graduate School Requirements

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who cannot comply with GS requirements on the specified time

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC evaluates the reason and checks the student records		5 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 PIC endorses and forwards the document for Approval of the	None	2 minutes	Secretary / Assistant Secretary GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Graduate School Secretary			
	1.7 Graduate School Secretary Signs the Document	None	5 minutes	Secretary GS
2. Student receives the Approved Document in her/his UP Mail	2.1 PIC receives the approved Document 2.2 digitally files the document at GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
3. (Optional) Student claims a hard copy	3.1 Releasing Officer checks the client's I.D. and/or Authorization 3.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document 3.3 Releases the Document	None	2 minutes	Office Assistant / Office Assistant GS
	3.4 Encoder receives the document and encodes the contents 3.5 Forwards the document to Records	None	5 minutes	Administrative Assistant / Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Management Team (RMT)			
	3.6 RMT Receives the document 3.7 Indexes and files the document in the student's clearbook 3.8 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	33 minutes	

GS.11. TRUE COPY OF GRADES

Complete listing of Courses and Grades of a Student

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have not yet graduated or lapsed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Request form	Graduate School Website
2. Validated Receipt	Landbank e-payment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)	1.1 Received the request from the google form.	₱50 per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	2 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks and verify the student's grades and records.	None	10 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge encode the plan of study and revision/s.	None	5 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge generate the true copy of grades with GWA from the system.	None	2 minutes	<i>Office Assistant GS</i>
	2.5 For Authentication and Certified True Copy: The Person-	₱20 Per Copy	5 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	In-Charge upload the generated true copy of grades to the Tracking System			
	2.6 The Person-In-Charge send the soft copy of the True Copy of Grade and Carbon Copy (CC) the SRE through email.	None	3 minutes	<i>Office Assistant</i> GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 Releasing Officer check/verify the identity or Authorization then Releases the Document	None		<i>Office Assistant</i> GS
TOTAL		₱70 minimum	29 minutes	

GS.12. TRUE COPY OF GRADES WITH GENERAL WEIGHTED AVERAGE

Complete listing of Courses and Grades of a Student based on the approved plan of coursework/plan of study with General Weighted Average.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have not yet graduated and within the maximum residency requirement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document Request form	Graduate School Website
2. Validated Receipt	Landbank e-payment

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)	1.1 Received the request from the google form.	₱50 per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	2 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks and verify the student's grades and records.	None	10 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge encode the plan of study and revision/s.	None	5 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge generate the true copy of grades from the system.	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 For Authentication and Certified True Copy: The Person-In-Charge upload the generated true copy of grades to the Tracking System	₱20 Per Copy	5 minutes	Office Assistant GS
	2.6 The Person-In-Charge send the soft copy of the True Copy of Grade and Carbon Copy (CC) the SRE through email.	None	3 minutes	Office Assistant GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 Releasing Officer check/verify the identity or Authorization then Releases the Document	None		Office Assistant GS
TOTAL		₱70 minimum	29 minutes	

GS.13. REQUEST FOR LOCAL FIELD TRIP/WORK

Form accomplished 1 month before the intended date of Field Trip/Work to ensure students are physically fit to participate and covered with accident insurance.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate Faculty Handling Graduate Courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Graduate School Website
2. PDF of Medical Certificates	Participating Students
3. PDF of Proof of Accident Insurance Coverage	Participating Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits Accomplished Form and all attachments (continuous single pdf file) at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives and logs the document in the GS Tracking (GST) system 1.3 Issues the Claim Slip with the Tracking Code and Claim Date to client	None	2 minutes	Office Assistant GS
	1.4 PIC receives the document 1.5 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 PIC checks the completeness and validity of the attachments	None	10 minutes	Administrative Assistant / Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.8 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
2. Faculty received the approved document via UP Mail.	2.1 PIC receives the approved Document 2.2- PIC encodes, upload the approved file, and Logs transaction as finished 2.3 PIC Notifies the Client 2.4 PIC Forwards the Document to Releasing	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
TOTAL		None	31 minutes	



GS.14. APPLICATION FOR WAIVER OF COURSE PREREQUISITES

Form used to take the prerequisite simultaneously with the higher course

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Student who will take a course with a prerequisite that he/she have not yet satisfied.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	1 minute	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC checks the request for compliance to the curriculum	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 PIC endorses and forwards the document for Approval of the Dean	None	2 minutes	Administrative Assistant / Student Records Evaluator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				GS
	1.7 Graduate School Dean Signs the Document	None	2 minutes	Dean / Associate Dean GS
2. Student receives the Approved Document in their UP Mail	2.1 PIC receives the approved Document 2.2 Uploads the e-copy to the GST 2.3- Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
	2.5 Encoder receives the document and encodes the contents 2.6 forwards the document to Records Management Team (RMT)	None	10 minutes	Office Assistant / Administrative Assistant GS
	2.7 RMT Receives the document 2.8 Indexes and files the document in the student's clearbook, 2.9 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	Office Assistant / Administrative Aide GS
TOTAL		None	32 minutes	



GS.15. CERTIFICATION OF SATISFACTION OF PREREQUISITES

Form used to certify that students have adequate background and need not take the prerequisite

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Student who will take a course with a prerequisite that he/she has not yet satisfied but has already taken other similar/equivalent course/s.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	1 minute	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC checks the request for compliance to the curriculum	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
	1.6 PIC endorses and forwards the document for	None	2 minutes	Administrative Assistant / Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signature of the Graduate School Secretary			<i>Records Evaluator</i> GS
	1.7 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 PIC receives the approved Document 2.2 Uploads the ecopy to the GST 2.3 Notifies student 2.4 Forwards the Document to Encoder	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	2.5 Encoder receives the document and encodes the contents 2.6 Forwards the document to Records Management Team (RMT)	None	10 minutes	<i>Office Assistant / Administrative Assistant</i> GS
	2.7 RMT Receives the document 2.8 Indexes and files the document in the student's clearbook, 2.9 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	35 minutes	



GS.16. REQUEST FOR LATE ENROLLMENT

Letter request filed by Students who cannot/did not comply with the specified time for enrollment

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who are not able to enroll on-time

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from student endorsed by the Adviser	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the document 1.4 PIC checks the completeness and correctness of the document	None	2 minutes	Office Assistant, / Student Records Evaluator GS
	1.5 PIC checks relevant student records and evaluates the document	None	5 minutes	Office Assistant, / Student Records Evaluator GS
	1.6 PIC endorses and forwards the Form for Approval	None	2 minutes	Office Assistant, / Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of the Graduate School Dean			<i>Records Evaluator</i> GS
	1.7 Graduate School Dean Signs the form	None	2 minutes	<i>Dean / Associate Dean</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 PIC receives the approved Document 2.2 Uploads the ecopy to the GST 2.3 Notifies student 2.4 forwards the document to Records Management Team (RMT)	None	5 minutes	<i>Office Assistant, / Student Records Evaluator</i> GS
	2.5 RMT Receives the document 2.6 Indexes and files the document in the student's clearbook, 2.7 Logs the document in GST as "Filed" then "Finished"	None	5 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		None	23 minutes	



GS.17. REQUEST FOR INTERNATIONAL FIELD TRIP/WORK

Form accomplished 1 month before the intended date of Field Trip/Work to ensure students are physically fit to participate and covered with accident insurance.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate Faculty Handling Graduate Courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document X (# of copies needed per type of copy)	Agency/Office - Specific Office/Division/Desk
2. PDF of Medical Certificates (Fit for International Travel)	Participating Students
3. PDF of Proof of Accident Insurance Coverage (International Travel Coverage)	Participating Students
4. PDF of Notarized Consent of Parent/Guardian/Spouse/Next of Kin	Participating Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits Accomplished Form at GS Office	1.1 Receiving officer preliminary checks for completeness 1.2 Receives and logs the document in the GS Tracking (GST) system 1.3 Issues the Claim Slip with the Tracking Code and Claim Date to client	None	2 minutes	Office Assistant / Office Assistant GS
	1.4 PIC receives the document 1.5 PIC checks the completeness and correctness of the document	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	1.5 PIC checks the completeness and	None	10 minutes	Administrative Assistant /

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	validity of the attachments			<i>Student Records Evaluator</i> GS
	1.6 PIC endorses and forwards the Form for Approval of the Graduate School Secretary by the authority of the Dean.	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.7 Graduate School Secretary Signs the Document	None	5 minutes	<i>Secretary / Assistant Secretary</i> GS
2. Faculty received the approved document via UP Mail.	2.1 PIC receives the approved Document 2.2 PIC uploads the ecopy to the GST, Logs transaction as finished 2.3 PIC Notifies the Client 2.4 PIC Forwards the Document to Releasing	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
TOTAL		None	31 minutes	

GS.18. ENROLLMENT OF RESIDENCY

Residency is enrolled when there is no more courses to enroll or when an incomplete course is to be completed or a grade of 4 will be removed

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Active Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished form for Residency	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish form for Residency		None		
2. Submit the form to the Graduate School Enlistor	2.1 Enlistor check the students records in SAIS	None	5 minutes	Office Assistant / Student Records Evaluator GS
	2.2 Enlistor encodes the enrollment via SAIS and shows the student the enrollment details and fees	None	5 minutes	Office Assistant / Student Records Evaluator GS
3. Student acknowledges and pays the fee at payment centers		None		
4. Student Obtains Form 5 from the Cashier's Office or OUR		None		
TOTAL		None	10 minutes	



GS.19. REQUEST FOR RE-ENROLLMENT FROM ABSENCE WITHOUT OFFICIAL LEAVE

Letter request filed by Students who wants to re-enroll after absence without official leave

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who want to re-enroll after absence without official leave

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from student endorsed by the Adviser and Unit Head	Graduate School Website
2. Official Receipt (Pink Copy upon approval)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		₱500 AWOL Fee		<i>Student</i>
2. Student submits Letter Request for re-enrollment and proof of payment of AWOL Fee at GS Online Document Submission System (https://www.ods.uplbgraduateschool.org/)	2.1 Receiving officer preliminary checks for completeness 2.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	<i>Office Assistant GS</i>
	2.3 PIC receives the document 2.4 PIC checks the completeness and	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	correctness of the document			GS
	2.5 PIC checks relevant student records and evaluates the document	None	5 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	2.6 PIC endorses and forwards the Form for Approval of the Graduate School Dean	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	2.7 Graduate School Dean Signs the form	None	2 minutes	<i>Dean / Associate Dean</i> GS
3. Student receives the Approved Document in their UP Mail	3.1 PIC receives the approved Form, upload the ecopy to the GST and notifies student, forwards the Log to RMT	None	5 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	3.2 RMT Receives the ecopy, indexes and files the document in the student's clearbook, logs the document in GST as filed	None	2 minutes	<i>Office Assistant / Administrative Aide</i> GS
TOTAL		₱500	20 minutes	



GS.20. PROCESSING OF AD BUSTRILLOS LOAN APPLICATION

This is a fund donated to UPLB wherein any graduate student currently enrolled and with good standing can avail.

Office or Division	Graduate School Dean's Office - Administrative Services Section
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate students in need of financial support.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. AD Bustrillos Loan Application Form	Graduate School
2. Form 5	OUR
3. Guarantor (Regular UPLB employee)	Applicant
4. Landbank account	Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student will get loan application form at GS office.	1.1 Instruct the student to find a guarantor. 1.2 Let one of the committee member sign at the loan form. 1.3 Advise the student to have a Landbank account for the purpose of depositing the proceeds to the given account.	None	2 minutes	<i>Administrative Officer</i> GS
2. Student will submit the accomplished loan application form.	2.1 Receive the loan form. 2.2 Check if it is correctly filled out, with signature of the student and with complete attachments. 2.3 Endorse the loan form to the	None	15 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	college secretary for approval. 2.4 Prepares disbursement voucher payable to the student thru UIS. 2.5 Let the college secretary and the dean sign at the disbursement voucher. 2.6 Forward the disbursement voucher with the loan application together with the attachments at the accounting office.			
3. Accounting Office		None		
4. Cashiers Office		None		
5. Landbank of the Philippines		None		
6. Student		None		
TOTAL		None	17 minutes	

GS.21. PROCESSING OF PAYMENT TO A PRIVATE SUPPLIER

Preparation of documents for payment to an item purchased or a service rendered.

Office or Division	Graduate School Dean's Office - Administrative Services Section
Classification	Highly Technical
Type of Transaction	G2B - Government to Business
Who may Avail	Business entity with Philgeps accreditation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Statement/Sales Invoice	Supplier
2. Delivery Receipt	Supplier
3. Warranty	Supplier
4. Accomplishment Report (for services rendered)	Supplier
5. Pakyaw Labor or Contract of Service (for services rendered)	Graduate School
6. Property Acknowledgement Receipt (for equipment amounting to 20,000 & above).	Graduate School
7. Inventory Custodian Slip (for equipment amounting to 20,000 & below)	Graduate School
8. Inspection and Acceptance Report with signature of the TWG	Graduate School
9. Landbank account	Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier delivers the item purchased or services rendered.	1.1 Receive the item purchased. 1.2 Inspect the item according to the correct specifications needed. 1.3 Check the completeness of the number of units delivered. 1.4 Prepares Property Acknowledgement Receipt/Inventory Custodian Slip and	None	30 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	let the end user received the item. 1.5 Let the end user sign at the received by and the dean at the concurrence by, then forward to SPMO for numbering.			
2. SPMO	2.1 Indicates PAR/ICS number.			
3. The SPMO will return the PAR/ICS form with number.	3.1 Receive the PAR/ICS form from SPMO. 3.2 Prepares disbursement voucher payable to the supplier thru UIS and Budget Utilization Request if charged to Revolving/General Fund. 2.3 Let the college secretary and the dean sign at the disbursement voucher. 2.4 Forward the processed disbursement voucher with the complete attached checklist of requirements including the processed approved purchase request and purchase order at the Accounting office.	None	30 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Accounting Office				
5. Budget Office				
6. Cashiers Office				
7. Landbank of the Philippines				
8. Supplier				
TOTAL		None	60 minutes	

GS.22. PROCESSING OF PAYMENT TO A GOVERNMENT AGENCY

Preparation of documents for payment to an item purchased or services rendered.

Office or Division	Graduate School Dean's Office - Administrative Services Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Government agency with Philgeps accreditation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing statement/Sales Invoice	Supplier
2. Delivery Receipt	Supplier
3. Warranty	Supplier
4. Accomplishment Report (for services rendered)	Supplier
5. Pakyaw Labor or Contract of Service	Graduate School
6. Property Acknowledgement Receipt (for equipment amounting to 20,000 & above).	Graduate School
7. Inventory Custodian Slip (for equipment amounting to 20,000 & below)	Graduate School
8. Inspection and Acceptance Report with signature of the TWG	Graduate School
9. Landbank account	Landbank of the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier delivers the item purchased or services rendered.	1.1 Receive the item purchased. 1.2 Inspect the item according to the correct specifications needed. 1.3 Check the completeness of the number of units delivered. 1.4 Prepares Property Acknowledgement Receipt/Inventory Custodian Slip and	None	30 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	let the end user received the item. .5 Let the end user sign at the received by and the dean at the concurrence by, then forward to SPMO for numbering.			
2. SPMO	2.1 Indicates PAR/ICS number.			
3. The SPMO will return the PAR/ICS form with number.	3.1 Receive the PAR/ICS form from SPMO. 3.2 Prepares disbursement voucher payable to the supplier thru UIS and Budget Utilization Request if charged to Revolving/General Fund. 3.3 Let the college secretary and the dean sign at the disbursement voucher. 3.4 Forward the processed disbursement voucher with the complete attached checklist of requirements including the processed approved purchase request at the Accounting office.	None	30 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Accounting Office				
5. Budget Office				
6. Cashiers Office				
7. Landbank of the Philippines				
8. Supplier				
TOTAL		None	60 minutes	

GS.23. PREPARATION OF PURCHASE REQUEST

Purchasing an item, render services, hold an event/training with complete service package.

Office or Division	Graduate School Dean's Office - Administrative Services Section
Classification	Complex
Type of Transaction	G2B - Government to Business
Who may Avail	Business entity with Philgeps accreditation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Quotation (RFQ) to be accomplished by 3 different suppliers	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The supplier will offer a complete specification of the item requested of services to be rendered.	1.1 Receive the RFQ. 1.2 Present to the TWG for checking of the specifications and amount offered. 1.3 Once approved by the TWG, we can prepare the purchase request. 1.4 Prepare purchase request indicating the specs approved by the TWG and let it sign by the dean then forward to the BAC.	None	30 minutes	<i>Administrative Officer</i> GS
2. BAC	2.1 For BAC action.			
3. The BAC will return the purchase request with	3.1 Receive the Purchase Request with BAC action.	None	30 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the approved BAC action.	3.2 If the BAC action is shopping, we will canvass to 3 different suppliers. 3.3 If the BAC action is Public bidding, it will be posted and will wait for the BAC to processed the bidding procedure. 3.4 If the BAC action is Small Value Procurement we can proceed in purchasing where the item is available.			
4. Three different suppliers will return the accomplished RFQ.	4.1 Prepares Abstract of Quotation to be signed by the dean, supplier who offers the lowest bid will be the winning bidder and we can proceed to the preparation of the purchase order to be forwarded at the accounting office.	None	15 minutes	<i>Administrative Officer</i> GS
5. Accounting Officer				
6. SPMO				
7. OVCA will return the approved	7.1 The supplier will be notified that they can proceed	None	10 minutes	<i>Administrative Officer</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Purchase Order.	to the delivery of the item.			
8. The supplier will deliver the item.	8.1 Follow the step in processing of payment to supplier.	None		<i>Administrative Officer</i> GS
TOTAL		None	85 minutes	



GS.24. PROCESSING OF FACULTY HONORARIUM FOR SERVING IN A STUDENT'S GUIDANCE/ADVISORY COMMITTEE

Issued to Faculty upon finishing MS/PhD Degree of their advisees

Office or Division	Graduate School Dean's Office
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Faculty who's nominated to be a student's member/chair

	WHERE TO SECURE
1.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Check scanned exam permit of the student in our tracking (per faculty)	None	2 minutes	<i>Administrative Officer</i> GS
	1.2 Compute honorarium of faculty included in their committee. (per faculty)	None	3 minutes	<i>Administrative Officer</i> GS
	1.3 Graduate School Secretary Signs the payroll	None	2 minutes	<i>Secretary / Assistant Secretary</i> GS
	1.4 Graduate School Dean Signs the payroll	None	2 minutes	<i>Dean / Associate Dean</i> GS
TOTAL		None	9 minutes	

GS.25. CERTIFICATE OF CANDIDACY

Certification issued to PhD students who already passed the Oral Comprehensive Examination signifying that they are already a candidate for graduation.

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have passed the Oral General/Comprehensive Examination

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	Landbank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)	1.1 Received the request from the google form.	₱50 Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Office Assistant / Student Records Evaluator GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for	None	2 minutes	<i>Office Assistant / Student Records Evaluator GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Signature of the GS Executive/s.			
	2.5 The Person-In-Charge notify the students and send the tracking number.	None	2 minutes	Office Assistant / Student Records Evaluator GS
	2.6 The GS Executive Signs the Certificate.	None	3 minutes	GS Executives
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	Office Assistant GS
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	Office Assistant / Student Records Evaluator GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	Office Assistant GS
TOTAL		₱50	28 minutes	



GS.26. CERTIFICATE OF UNITS EARNED

Certification issued to students to reflect the number of Units earned in a particular program

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have not yet lapsed and newly graduated students only.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)		50 Pesos Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	<i>Office Assistant GS</i>
	2.5 The Person-In-Charge notify the	None	2 minutes	<i>Office Assistant</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	students and send the tracking number.			GS
	2.6 The GS Executive Signs the Certificate.	None	3 minutes	GS Executives
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	Office Assistant GS
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	Office Assistant GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	Office Assistant GS
TOTAL		₱50	28 minutes	

GS.27. CERTIFICATE OF GOOD MORAL CHARACTER

Certification issued to students to certify that the student doesn't have any derogatory records on file

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have not yet lapsed and newly graduated students only.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)		₱50 Per Copy	2 minutes	Student
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	Office Assistant GS
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	Office Assistant GS
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	Office Assistant GS
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	Office Assistant GS
	2.5 The Person-In-Charge notify the	None	2 minutes	Office Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	students and send the tracking number.			GS
	2.6The GS Executive Signs the Certificate .	None	3 minutes	GS Executives
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	Office Assistant GS
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	Office Assistant GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	Office Assistant GS
TOTAL		₱50	28 minutes	

GS.28. CERTIFICATE OF ENROLLMENT

Certification issued to students to certify that the student is officially enrolled

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have not yet lapsed and newly graduated students only.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplish google Request Form (Enrolled students)	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)		50 Pesos Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	<i>Office Assistant GS</i>
	2.5 The Person-In-Charge notify the students and send	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the tracking number.			
	2.6 The GS Executive Signs the Certificate .	None	3 minutes	<i>GS Executives</i>
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	<i>Office Assistant GS</i>
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	<i>Office Assistant GS</i>
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	<i>Office Assistant GS</i>
TOTAL		₱50	28 minutes	

GS.29. CERTIFICATE OF COMPLETION

Certification issued to students who have completed all academic requirements of a program

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students who have completed all academic requirements of a program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)		₱50 Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Junior Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Junior Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Junior Office Assistant / Student Records Evaluator GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	<i>Student Records Evaluator GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 The Person-In-Charge notify the students and send the tracking number.	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.6 The GS Executive Signs the Certificate.	None	3 minutes	<i>GS Executives</i>
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	<i>Junior Office Assistant</i> GS
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	<i>Junior Office Assistant</i> GS
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	<i>Junior Office Assistant</i> GS
TOTAL		₱50	28 minutes	

GS.30. CERTIFICATE OF ENGLISH AS MEDIUM OF INSTRUCTION

Certification issued to students stating that English is the medium of instruction used by the UPLB Graduate School

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	All students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)	1.1 Received the request from the google form.	₱50 Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	<i>Office Assistant GS</i>
	2.5 The Person-In-Charge notify the students and send	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the tracking number.			
	2.6 The GS Executive Signs the Certificate.	None	3 minutes	<i>GS Executives</i>
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	<i>Office Assistant GS</i>
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	<i>Office Assistant GS</i>
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	<i>Office Assistant GS</i>
TOTAL		₱50	28 minutes	

GS.31. CERTIFICATION OF GENERAL WEIGHTED AVERAGE (GWA)

Certification issued to students stating the General Weighted Average based on approved plan of study and revision/s.

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	All students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Document Request Form	Graduate School Website
2. Validated Receipt	LandBank e-payment https://www.lbp-eservices.com/egps/portal/Merchants.jsp
3. Student ID or Any Government ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students fill in the request google form and upload the payment. (https://tinyurl.com/pp2d26ar .)	1.1 Received the request from the google form.	₱50 Per Copy	2 minutes	<i>Student</i>
2. Submit Request	2.1 The Person-In-Charge check the response sheet.	None	3 minutes	<i>Office Assistant GS</i>
	2.2 The Person-In-Charge checks the student's records.	None	5 minutes	<i>Office Assistant GS</i>
	2.3 The Person-In-Charge prepares certificate.	None	4 minutes	<i>Office Assistant GS</i>
	2.4 The Person-In-Charge endorses and forwards the Certificate for Signature of the GS Executive/s.	None	2 minutes	<i>Office Assistant GS</i>
	2.5 The Person-In-Charge notify the students and send	None	2 minutes	<i>Office Assistant GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the tracking number.			
	2.6 The GS Executive Signs the Certificate.	None	3 minutes	<i>GS Executives</i>
	2.7 The signed certificate is received by the person in charge and upload to the tracking system	None	2 minutes	<i>Office Assistant GS</i>
	2.8 The Person-In-Charge send the soft copy of signed certificate through email.	None	2 minutes	<i>Office Assistant GS</i>
3. Students present the tracking number to claim the hardcopy of the certificate from the Graduate School	3.1 The Person-In-Charge check the tracking number and print the certificate/s.	None	3 minutes	<i>Office Assistant GS</i>
TOTAL		₱50	28 minutes	

GS.32. LEAVE OF ABSENCE (LOA) OF STUDENTS WHO ARE NOT CURRENTLY ENROLLED

Filed by students who will not enroll in a particular term in order to have an official documentation of leave of absence

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Active Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Graduate School Website
2. Proof of Payment	Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		₱300 LOA Fee		<i>Student</i>
2. Student submits Accomplished Form with Proof of Payment at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	2.1 Receiving officer preliminary checks for completeness 2.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	<i>Office Assistant GS</i>
	2.3 PIC accepts the request, Checks student's record	None	10 minutes	<i>Administrative Assistant / Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Records Evaluator</i> GS
	2.4 PIC endorses and forwards the Form for Signature of GS Executive/s	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	2.5 GS Executive Signs the Form	None	5 minutes	<i>GS Executives</i>
3. Student receives the Approved Document in her/his UP Mail	3.1 PIC receives the approved Form, upload the ecopy to the GST, and notifies student.	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
4. (Optional) Student claims a hard copy	4.1 Releasing Officer checks the client's I.D. and/or Authorization 4.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document 4.3 Releases the Document	None	2 minutes	<i>Office Assistant</i> GS
	4.4 PIC marks the transaction as Finished and forwards the document to RMT	None	5 minutes	<i>Administrative Assistant / Office Assistant</i> GS
	4.5 RMT Receives checks the logs, indexes and files the document in the student's clearbook, logs the	None	2 minutes	<i>Office Assistant / Administrative Aide</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document in GST as filed			
TOTAL		₱300	31 minutes	

GS.33. LEAVE OF ABSENCE (LOA) FOR ENROLLED STUDENTS

Filed by students who enrolled in the current term and will file official documentation of leave of absence

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Active Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Leave of Absence Form	Graduate School Website
2. Accomplished Clearance for Leave of Absence Form	Graduate School Website
3. Proof of Payment	Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		₱300 LOA Fee		<i>Student</i>
2. Student submits Accomplished Form with Proof of Payment at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	2.1 Receiving officer preliminary checks for completeness 2.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	<i>Office Assistant GS</i>
	2.3 PIC accepts the request,	None	10 minutes	<i>Administrative Assistant / Student</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Checks student's record			<i>Records Evaluator</i> GS
	2.4 PIC endorses and forwards the Form for Signature of GS Executive/s	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	2.5 GS Executive Signs the Form	None	5 minutes	<i>GS Executives</i>
3. Student receives the Approved Document in her/his UP Mail	3.1 PIC receives the approved Form, upload the ecopy to the GST, and notifies student.	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
4. (Optional) Student claims a hard copy	4.1 Releasing Officer checks the client's I.D. and/or Authorization 4.2 Prints a copy from GST and stamps Certified True Copy and Authenticates the document 4.3 Releases the Document	None	2 minutes	<i>Office Assistant</i> GS
	4.4 PIC marks the transaction as Finished and forwards the document to RMT	None	5 minutes	<i>Administrative Assistant / Office Assistant</i> GS
	4.5 RMT Receives checks the logs, indexes and files the document in the student's clearbook, logs the	None	2 minutes	<i>Office Assistant / Administrative Aide</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	document in GST as filed			
TOTAL		₱300	33 minutes	



GS.34. CROSS ENROLLING TO OTHER U.P. CAMPUS

A process for taking courses of other UP Campuses

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Active students who want to enroll in other U.P. Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form 5B (Cross-enrollment form)	Agency/Office - Specific Office/Division/Desk
2. Form 5	
3. Approved Plan of Coursework or Justification from Adviser and Unit Head that such course is required to be taken by the student	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form and attachments at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 PIC receives the Form and Evaluates the Form and its attachments	None	5 minutes	Student Records Evaluator GS
	1.4 PIC endorses and forwards the Form for Approval of the Graduate School Secretary	None	2 minutes	Student Records Evaluator GS
	1.5 Graduate School Secretary Signs the form	None	5 minutes	Secretary GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student receives the Approved Document in their UP Mail	2.1 PIC receives the approved Form and uploads the ecopy to the GST and notifies student. Logs transaction as Finished	None	5 minutes	<i>Student Records Evaluator</i> GS
TOTAL		None	19 minutes	

GS.35. PROCESSING OF REMOVAL PERMIT

A process for removing a grade of 4.0 or completing a grade of INC

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Active Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Removal Permit form	GS Website Downloads
2. Form 5	
3. Proof of Payment	Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		₱10 per unit		<i>Student</i>
2. Student submits Accomplished Form and attachments at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	2.1 Receiving officer preliminary checks for completeness 2.2 Receives / forwards the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	<i>Office Assistant</i> GS
	2.3 Person-In-Charge (PIC) accepts the request, Checks attachment and student's record	None	10 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.5 Graduate School Secretary Signs the Form	None	5 minutes	<i>GS Executives</i>
3. Student receives the Approved Document in their UP Mail	3.1 PIC receives the approved Form 3.2 Uploads the ecopy to the GST 3.3 Notifies the Student	None	5 minutes	<i>Student Records Evaluator</i> GS
TOTAL		₱10 per unit	22 minutes	

GS.36. DROPPING A COURSE

Students are given a specified time in the academic calendar when they can still drop a course

Office or Division	Graduate School Secretary's Office
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Enrolled Student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Dropping form	GS Website Downloads
2. Proof of Payment	Landbank LinkBiz

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student pays at https://www.lbp-eservices.com/egps/portal/Merchants.jsp University of the Philippines Los Banos, GS Fees		₱10 per unit		<i>Student</i>
2. Student submits Accomplished Form and attachments at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	2.1 Receiving officer preliminary checks for completeness 2.2 Receives / forwards the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	<i>Office Assistant GS</i>
	2.3 Person-In-Charge (PIC) accepts the request, Checks attachment and student's record	None	10 minutes	<i>Student Records Evaluator GS</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Person-In-Charge endorses and forwards the Form for Signature of Graduate School Secretary	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.5 Graduate School Secretary Signs the Form	None	5 minutes	<i>GS Executives</i>
3. Student receives the Approved Document in their UP Mail	3.1 PIC receives the approved Form, upload the ecopy to the GST, email a copy to OUR / SAIS and notifies student, forwards the Log to RMT	None	5 minutes	<i>Student Records Evaluator</i> GS
	3.2 Indexes and files the document in the student's clearbook, logs the document in GST as filed	None		<i>Student Records Evaluator</i> GS
TOTAL		₱10 per unit	12 minutes	

GS.37. INTERNAL DATA REQUEST

Data request from other UP units

Office or Division	Graduate School Secretary's Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Other UP Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives / forwards the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.2 PIC receives the request and endorses the request for approval of a GS Executive	None	2 minutes	Office Assistant GS
	1.3 GS Executive approves the request, indicating the scope of what data to prepare or withhold	None	5 minutes	GS Executives
	1.4 PIC receives the approved request and prepares the data making sure that only relevant data are prepared.	None	4 hours	Person-In-Charge of Data

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Personal and Sensitive data is not prepared unless covered by the approved letter request.			
	1.5 Forward the data to GS Executives for Approval	None	5 minutes	<i>Person-In-Charge of Data</i>
	1.6 GS Executives approves the release of data and forwards to PIC	None	5 minutes	<i>GS Executives</i>
2. Client receives the Data in their UP Mail	2.1 PIC receives the approved Document 2.2 PIC Notifies the Client 2.3 PIC Marks the transaction as finished	None	10 minutes	<i>Person-In-Charge of Data</i>
TOTAL		None	4 hours and 29 minutes	



GS.38. EXTERNAL DATA REQUEST

Data request from Government Agencies and the General Public

Office or Division	Graduate School Secretary's Office
Classification	Highly Technical
Type of Transaction	G2G - Government to Client
Who may Avail	Other Government Agencies and the General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter	1.1 Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code. Forward to FOI representative (FOI rep)	None	2 minutes	Office Assistant GS
	1.2 FOI rep receives the request, reviews the scope of what data to prepare or withhold, and endorses the request for approval of a GS Executive	None	10 minutes	FOI Representative
	1.3 GS Executive approves the request and forwards to FOI Rep	None	5 minutes	GS Executives
	1.4 FOI rep receives the approved request and forwards the request to the	None	5 minutes	FOI Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	person in charge of the data asked.			
	1.5 PIC receives the approved request and prepares the data making sure that only relevant data are prepared. Personal and Sensitive data is not prepared unless covered by the approved letter request. Forwards to FOI rep	None	4 hours	<i>Officer-in-Charge of the Data</i>
	1.6 FOI Rep receives, checks and forward the data to releasing	None	5 minutes	<i>FOI Rep</i>
	1.7 Releasing Officer Receives the document 1.8 Sorts and store in the releasing storage	None	2 minutes	<i>Office Assistant GS</i>
2. Client returns on the Date indicated in the claim slip	2.1 Releasing Officer checks the client's I.D. and/or Authorization 2.2 Releases the Document	None	2 minutes	<i>Office Assistant GS</i>
TOTAL		None	4 hours and 31 minutes	



GS.39. APPLICATION FOR QUALIFYING EXAMINATION (FOR PHD STUDENTS)

Qualifying examination shall be conducted by the advisory committee before registration for the second semester of residence. The result of the examination will be the basis for evaluating the student's ability to pursue doctoral study and for determining a suitable program of course work. The application for the qualifying examination shall be submitted to the Graduate School not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Currently enrolled Ph.D. students with regular admission status, and with an approved Nomination of Advisory Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form through the GS ODSS (Online Document	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission System) https://www.odss.uplbgraduateschool.org/	GS Tracking (GST) system to release tracking code. May also be directly received by PIC.			
	1.3 SRE receives the application for the qualifying examination	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.5 SRE requests for the students' clearbook/student's folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	None	30 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.7 SRE endorses the examination permit to the GS Secretary for approval/signature	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.8 GS Secretary signs the examination permit	None	2 minutes	<i>Secretary</i> GS
2. Student receives the signed examination	2.1 SRE receives the approved examination permit, notifies and releases the	None	10 minutes	<i>Student Records Evaluator /</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
permit via email.	examination permit to the adviser/committee members/student via email			<i>Administrative Assistant</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	62 minutes	

GS.40. APPLICATION FOR WRITTEN COMPREHENSIVE EXAMINATION (FOR PHD STUDENTS)

A Written Comprehensive Examination is taken after completing satisfactorily all the courses prescribed by the student's committee and the foreign language requirement (if any), after passing the qualifying examination, and upon the recommendation of the student's advisory committee. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	PhD student who passed the qualifying examination. All courses prescribed by committee in the approved plan of study under the major and minor fields should have been taken with a general weighted average grade of "2.00" or better, and obtained "passing grades" in all courses enrolled.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website
4. Approved Plan of Study	Student's copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished	1.1 Receiving officer preliminary	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form through the GS ODSS (Online Document Submission System) https://www.odss.uplbgraduateschool.org/	checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.			
	1.3 SRE receives the application for the written comprehensive examination	None	1 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE requests for the students' clearbook/student's folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student/examinee	None	10 minutes	<i>Office Assistant / Junior Office Assistant</i> GS
	1.7 SRE evaluates student progress in compliance with the GS policies, rules and regulations; and processes the examination permit	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.8 SRE endorses the examination permit to the GS Secretary for approval/signature	None	2 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies /releases the examination permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook/folder	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	



GS.41. APPLICATION FOR ORAL COMPREHENSIVE EXAMINATION (FOR PHD STUDENTS)

An integrative oral examination shall be given after passing the written examination. The details of the examination shall be left to the discretion of the advisory committee. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	PhD student who passed the qualifying and written comprehensive examinations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.o)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
dss.uplbgraduateschool.org/)	also be directly received by PIC.			
	1.3 SRE receives the application for the oral comprehensive examination	None	1 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student / examinee	None	10 minutes	<i>Office Assistant / Junior Office Assistant</i> GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes the examination permit	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.8 SRE endorses the examination permit to the GS Secretary for approval/signature	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies /releases the	None	2 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	examination permit to the adviser/committee members / student via email			
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook /folder	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	



GS.42. APPLICATION FOR FINAL EXAMINATION (FOR PHD STUDENT)

The final examination has two purposes: to test the candidate's ability to defend his/her dissertation and to provide the advisory committee the opportunity to suggest modifications in the dissertation. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	PhD student who passed the qualifying, written and oral comprehensive examinations, and with an approved dissertation outline.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website
4. (4) Final Draft of the Manuscript with the inclusion of the Research Integrity Declaration Form (2nd page) . Submit the final draft of the manuscript, ensuring it is complete and ready for the final defense.	Student's copy
5. Promotional Material. Prepare promotional material regarding the announcement of the final examination.	Graduate School Website (for the template)

6. External Examiner Nomination Form [https://www.uplbgraduateschool.org/img/resources/UPLB_GS_External_Examiner_Nomination_Form.pdf] = to be submitted by the Adviser through the GS ODSS no later than 1 month before the date or actual conduct of the examination.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 SRE receives the application for the final examination	None	1 minutes	Student Records Evaluator GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	Student Records Evaluator GS
	1.5 SRE requests for the student clearbook / folder	None	10 minutes	Administrative Aide GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student / examinee	None	10 minutes	Office Assistant / Junior Office Assistant GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules	None	30 minutes	Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and regulations; and processes the examination permit			
	1.8 SRE endorses the examination permit to the GS Secretary for approval/signature	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies/releases the examination permit to the adviser/committee members/ student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	71 minutes	



GS.43. APPLICATION FOR SEMINAR PRESENTATION (FOR PHD BY RESEARCH)

Students under the PhD by Research degree program has three (3) seminar presentations. The student shall discuss with his/her advisory committee for the approval of portions of the dissertation, which are ready for presentation in a seminar, and to be written and submitted for publication. The student may apply for the 2nd seminar presentation after passing the 1st seminar presentation. The student may apply for the 3rd seminar presentation after passing the 1st and 2nd seminar presentations. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of the seminar presentation.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	PhD by Research student with an approved Nomination of Advisory Committee and an approved Plan of Study

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website
4. Promotional Material. Prepare promotional material regarding the announcement of the final examination.	Graduate School Website (for the template)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 SRE receives the application for the seminar presentation	None	1 minutes	Student Records Evaluator GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	Student Records Evaluator GS
	1.5 SRE requests for the student clearbook/folder	None	10 minutes	Administrative Aide GS
	1.6 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes seminar presentation permit	None	30 minutes	Student Records Evaluator GS
	1.7 SRE endorses to the GS Secretary the seminar presentation permit for approval/signature.	None	2 minutes	Student Records Evaluator GS
	1.8 GS Secretary signs the seminar presentation permit	None	5 minutes	Secretary GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved seminar presentation permit, notifies/releases the seminar presentation permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	10 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	

GS.44. APPLICATION FOR FINAL EXAMINATION OF A PHD BY RESEARCH STUDENT

The Final Examination panel shall be composed of the student's advisory committee and two (2) external reviewers to be appointed by the Dean of the Graduate School from among three (3) nominees of the department/institute. The process of external review shall be consistent with Chap. 10, Sec. 15, Art. 2-9 of the UPLB Policies, Rules and Regulation. The candidate shall be given, by his/her Final Examination (Dissertation Defense) panel, an oral examination which will be open to the public. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	PhD by Research student who passed the seminar presentations 1,2 and 3

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkDOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website
4. Final Draft of the Manuscript with the inclusion of the Research Integrity Declaration Form (2nd page). Submit the final draft of the manuscript, ensuring it is complete and ready for the final defense.	Student's copy
5. Promotional Material. Prepare promotional material regarding the	Graduate School Website (for the template)

announcement of the final examination.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 SRE receives the application for the final examination	None	1 minutes	Student Records Evaluator GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	Student Records Evaluator GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	Administrative Aide GS
	1.6 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	None	30 minutes	Student Records Evaluator GS
	1.7 SRE endorses to the GS Secretary the final examination permit for approval/signature.	None	2 minutes	Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	61 minutes	

GS.45. APPLICATION FOR WRITTEN GENERAL EXAMINATION OF A MASTER'S DEGREE (WITH THESIS) STUDENT

This examination, which is to be given by the guidance committee, shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Master degree (with thesis) student with regular admission status, approved Plan of Study, and with a GWA of 2.00 or better

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST)	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(https://www.odss.uplbgraduateschool.org/)	system to release tracking code. May also be directly received by PIC.			
	1.3 SRE receives the application for the written general examination	None	1 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student/examinee	None	10 minutes	<i>Office Assistant / Junior Office Assistant</i> GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.8 SRE endorses to the GS Secretary the written general examination permit for approval/ signature.	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	



GS.46. APPLICATION FOR ORAL GENERAL EXAMINATION OF A MASTER'S DEGREE (WITH THESIS) STUDENT

This examination, which is to be given by the guidance committee, in oral form shall test the student's competence in integrating knowledge in his/her major and minor fields and shall be based on all courses prescribed for the student. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Master degree (with thesis) student with regular admission status, approved Plan of Study and with a GWA of 2.00 or better, and passed the written general examination (if a written examination is required in the degree program)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document	1.1 Receiving officer preliminary checks for completeness	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission System (https://www.oddss.uplbgraduateschool.org/)	1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.			
	1.3 SRE receives the application for the oral general examination	None	1 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student/examinee	None	10 minutes	<i>Office Assistant / Junior Office Assistant</i> GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.8 SRE endorses to the GS Secretary the oral general examination permit for approval / signature.	None	2 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	

GS.47. APPLICATION FOR FINAL EXAMINATION OF A MASTER'S DEGREE (WITH THESIS) STUDENT

The student may apply for the Final Examination when his/her thesis is complete and in a form acceptable to his/her major professor, who indicates his/her favorable judgment by recommending the approval of the application for Final Examination. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Master degree (with thesis) student who passed the written and oral general examination .

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website
4. Final Draft of the Manuscript with the inclusion of the Research Integrity Declaration Form (2nd page) Submit the final draft of the manuscript, ensuring it is complete and ready for the final defense.	Student's copy
5. Promotional Material. Prepare promotional material regarding the announcement of the final examination.	Graduate School Website (for the template)
6. External Examiner Nomination Form	Graduate School Website

[https://www.uplbgraduateschool.org/img/resources/UPLB_GS_External_Examiner_Nomination_Form.pdf] = to be submitted by the Adviser through the GS ODSS no later than 1 month before the date or actual conduct of the examination.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May also be directly received by PIC.	None	2 minutes	Office Assistant GS
	1.3 SRE receives the application for the final examination	None	1 v	Student Records Evaluator GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	Student Records Evaluator GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	Administrative Aide GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student/examinee	None	10 minutes	Office Assistant / Junior Office Assistant GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules and regulations;	None	30 minutes	Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and processes examination permit			
	1.8 SRE endorses to the GS Secretary the final examination permit for approval/signature.	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE receives the approved examination permit, notifies and releases the examination permit to the adviser/committee members/student via email	None	2 minutes	<i>Student Records Evaluator</i> GS
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	



GS.48. APPLICATION FOR FINAL EXAMINATION OF A MASTER'S DEGREE (WITHOUT THESIS) STUDENT

A student must obtain a weighted average grade of "2.00" or better in all the courses prescribed by his/her committee under the major and minor fields. As part of the qualification for taking the Final Examination, he/she must also obtain passing marks in all courses, which he/she had been enrolled in. The application for the examination shall be submitted to the Graduate School through the GS ODSS not later than 1 month before the actual conduct of examination.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Master degree (without thesis) student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for the examination [https://www.uplbgraduateschool.org/generateapp4exam] with the e-signatures of the committee and the GPMC Chair	Graduate School Website
2. Form 5. A student must be officially registered during the semester in which the examination is scheduled.	Student's copy
3. Graduate Student Progress Tracking Report. Fill out the Graduate Student Progress Tracking Report using this link: [https://docs.google.com/forms/d/e/1FAIpQLSdhSq4oxV_i0iOiODDN8cCEQPySjVkdOSxMLzHG3bfmJYhveQ/viewform]. To confirm the successful completion of the form, provide a screenshot as proof of submission.	Graduate School Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.o	1.1 Receiving officer preliminary checks for completeness 1.2 Receives the document in the GS Tracking (GST) system to release tracking code. May	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
dss.uplbgraduateschool.org/)	also be directly received by PIC.			
	1.3 SRE receives the application for the final examination	None	1 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE checks the completeness of application documents	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE requests for the student clearbook/folder	None	5 minutes	<i>Administrative Aide</i> GS
	1.6 SRE requests for the True Copy of Grades with GWA of the student/ examinee	None	10 minutes	<i>Office Assistant / Junior Office Assistant</i> GS
	1.7 SRE evaluates student progress in compliance to the GS policies, rules and regulations; and processes examination permit	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.8 SRE endorses to the GS Secretary the final examination permit for approval/signature.	None	2 minutes	<i>Student Records Evaluator</i> GS
	1.9 GS Secretary signs the examination permit	None	5 minutes	<i>Secretary</i> GS
2. Student receives the Approved	2.1 SRE receives the approved examination permit, notifies and releases the	None	2 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Document in their UP Mail	examination permit to the adviser/committee members/student via email			
	2.2 SRE marks the transaction as "Finished" and returns the student's clearbook to the Records Management Team (RMT)	None	5 minutes	<i>Student Records Evaluator</i> GS
	2.3 RMT Receives the hard copy, indexes and files the document in the student's clearbook	None	2 minutes	<i>Administrative Aide</i> GS
TOTAL		None	66 minutes	

GS.49. REQUEST FOR CHANGE OF THESIS/DISSERTATION TITLE

To be accomplished by the student if there is a revision in the thesis/dissertation title in the approved thesis/dissertation title.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate Student with a revision in the approved thesis/dissertation title

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished e-Form to be submitted to the Graduate School for approval	Graduate School Website
2. The request should have complete signatures of the advisory/guidance committee, and Unit Head	Degree granting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits Accomplished Form at GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Receiving officer preliminary checks for completeness; receives and logs the form in the GS Tracking (GST) system; gives the Tracking Code and claim slip to client	None	2 minutes	Office Assistant GS
	1.2 SRE receives the Form	None	1 minute	Student Records Evaluator GS
	1.3 SRE checks if the application is properly accomplished	None	2 minutes	Student Records Evaluator GS
	1.4 SRE forwards the request to the dean of Graduate School for approval/signature	None	2 minutes	Student Records Evaluator GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Graduate School Dean signs the request	None	5 minutes	<i>Dean</i> GS
2. Student receives the Approved Document in their UP Mail	2.1 SRE notifies the student and marks the transaction as "FINISHED".	None	5 minutes	<i>Student Records Evaluator</i> GS
TOTAL		None	17 minutes	



GS.50. LIST OF CANDIDATES FOR GRADUATION

A week after the registration, graduating students must accomplish the online application for graduation.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	1. Candidates for the PhD degree who completed their course work including dissertation, pass the qualifying examination, written and oral comprehensive examination, and final examination (dissertation defense) based on their dissertation; 2. Candidates for the PhD by Research degree who passed seminar presentation 1, 2, 3 and the final exam (dissertation defense), 3. Candidates for the Master's degree who completed their course work including their thesis, pass the written/oral general examination, and final examination (thesis defense) based on their thesis.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. E-copy of signed manuscript	Student's copy
2. Numerical grade in 295/298/300/400	SAIS
3. Proof of payment for the Graduation fee	Graduate School website
4. Certification of Publishable Quality	Graduate School website
5. Journal Article (MS=1; PhD=2)	Student's copy
6. Actions Taken on the Report of the External Examiner	Graduate School Website
7. Final Exam Result	c/o the Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Student accomplishes the online application for graduation.	1.1 SRE places a "check mark" in the application for graduation to indicate that the application has been received by the Graduate School	None	5 minutes	<i>Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 SRE encodes the application in the list of prospective candidates for graduation	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.3 SRE conducts initial checking/ verification of information given by the student in the online application for graduation	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.4 SRE conducts final screening/ evaluation of prospective candidates for graduation	None	30 minutes	<i>Student Records Evaluator</i> GS
	1.5 SRE prepares the list of prospective candidates for graduation for submission to the GS Secretary for the GAAC meeting	None	8 hours	<i>Student Records Evaluator</i> GS
	1.6 SRE prepares the final list of candidates for graduation for the Graduate Faculty Meeting	None	8 hours	<i>Student Records Evaluator</i> GS
	1.7 SRE submits the final list of candidates for graduation to the Office of the University Registrar for the EXECOM and	None	60 minutes	<i>Student Records Evaluator</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	University Council Meeting through email.			
TOTAL		None	18 hours and 35 minutes	

GS.51. APPLICATION FOR GRADUATION

Requirements for graduation include the completion of all academic as well as non-academic requirements, in accordance with set deadlines.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate Student who completed all academic and non-academic requirements in accordance with set deadlines

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online application for graduation	GS Website [https://www.uplbgraduateschool.org/applicationforgraduation/]
2. Official Receipt as proof of required payment (i.e. Graduation fee and binding fee)	Cash Division, UPLB
3. Submission of requirements for graduating students	GS Website [https://www.uplbgraduateschool.org/applicationforgraduation/]

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplishes on-line application for graduation	1.1 Acknowledges receipt of online application for graduation	None	5 minutes	<i>Administrative Assistant</i> GS
2. Student submits proof of payment for graduation fee	2.1 Receiving officer receives the proof of payment, logs the manuscript in the GS Tracking (GST) system and gives the Tracking Code to client	₱300 (with a different fee for international students handled by OUR)	5 minutes	<i>Cash Division, UPLB or Graduate School</i> GS
3. Student submits to Graduate School 3 unbound hard	3.1 Receiving officer preliminary checks for completeness; receives and logs	None	2 minutes	<i>Office Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
copies of manuscript with 2 extra copies of approval page, abstract page and IPR page	the manuscript in the GS Tracking (GST) system; gives the Tracking Code to client			
	3.2 Receiving officer forwards the manuscript to the PIC	None	2 minutes	Office Assistant GS
	3.3 PIC acknowledges receipt of the 3 unbound hard copies of manuscript with 2 extra copies of approval page, abstract page and IPR page	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
4. Graduating student uploads to through the Graduate School website all the requirements of graduating students	4.1 Verifies requirements for graduating students	None	30 minutes	Student Records Evaluator / Administrative Assistant GS
	4.2 SRE evaluates student progress and completeness of graduation requirements	None	30 minutes	Student Records Evaluator / Administrative Assistant GS
TOTAL		₱300	89 minutes	

GS.52. RECOMMENDATION FOR APPOINTMENT TO THE GRADUATE FACULTY (REGULAR MEMBER)

Regular members are staff members of UPLB who are issued appointments to teach graduate courses and/or serve as guidance/advisory committee chair or member. If they are assigned to be involved in graduate programs offered by units other than the unit to which they have their basic appointment, they are given affiliate appointments.

Office or Division	Graduate School Secretary's Office - Faculty and Committee Appointments Team (in transition)
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Academic and non-academic of UPLB with permanent or temporary basic appointment in their home unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished GS Recommendation Form B (yellow form)	Graduate School
2. Copy of approved basic appointment in the home unit	Home unit
3. Latest Curriculum Vitae (CV) with list of publications	Recommendee
4. Justification from the unit head/department chair/ institute director for the need of services and endorsed by the dean of college	Home unit
5. Student Evaluation for Teachers (SET) in at least one 100-level course for the last 2 semesters	Home unit
6. List of graduate courses to teach (if recommended to teach graduate courses)	Home unit
7. List of advisees (if recommended for membership to advisory and/or guidance committee)	Home unit
8. Copy of latest appointment to the graduate faculty	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Home/requesting unit submits recommendation for appointment as regular member of the	1.1 Receiving officer receives and logs the recommendation in the GS Tracking (GST) system;	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
graduate faculty signed by the department chair/institute director and endorsed by the dean of the academic unit to the dean of Graduate School.	gives the Tracking Code to client			
2. Home/requesting unit receives the Tracking Code	2.1 Receiving officer forwards the recommendation to the Student Records Evaluator (SRE)	None	2 minutes	Office Assistant GS
	2.2 In-Charge receives the recommendation	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	2.3 Administrative Assistant preliminary checks for completeness of attachments	None		Administrative Assistant / Student Records Evaluator GS
	2.4 SRE verifies recommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	None	30 minutes	Student Records Evaluator / Administrative Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 SRE endorses the recommendation for recommending approval of the Graduate School Secretary, and dean of Graduate School	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	2.6 Graduate School Secretary signs the recommendation	None	2 minutes	<i>Secretary</i> GS
	2.7 Graduate School Dean signs the recommendation	None	2 minutes	<i>Dean</i> GS
	2.8 Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
3. HRDO returns approved recommendation to Graduate School	3.1 Receiving officer receives and logs the approved recommendation in the GS Tracking (GST) system and forwards to Administrative Assistant	None	5 minutes	<i>Office Assistant</i> GS
	3.2 Administrative Assistant drafts Notice of Appointment and forwards to SRE	None	2 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 SRE verifies, checks and countersigns Notice of Appointment for signature of the dean	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	3.4 Graduate School Dean signs the Notice of Appointment	None	2 minutes	<i>Dean</i> GS
	3.5 Administrative Assistant digitizes and releases Notice of Appointment to requesting unit, and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
TOTAL		None	73 minutes	

GS.53. RECOMMENDATION FOR APPOINTMENT TO THE GRADUATE FACULTY (NON-REGULAR MEMBER)

Non-regular members are faculty member of another academic unit/institution, recognized experts of other government agencies and institutions who are likewise issued appointments to the Graduate Faculty.

Office or Division	Graduate School Secretary's Office - Faculty and Committee Appointments Team (in transition)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Faculty member of another academic unit/institution, recognized experts of other government agencies and institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished GS Recommendation Form B (yellow form)	Graduate School
2. Notification of Approval of Appointment in the requesting unit	Requesting unit
3. Latest Curriculum Vitae (CV) with list of publications	Recommendee
4. Justification from the unit head/department chair/ institute director for the need of services and endorsed by the dean of college	Requesting unit
5. Student Evaluation for Teachers (SET) in at least one 100-level course for the last 2 semesters	Home unit
6. List of graduate courses to teach (if recommended to teach graduate courses)	Requesting unit
7. List of advisees (if recommended for membership to advisory and/or guidance committee)	Requesting unit
8. Copy of latest appointment to the graduate faculty	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Home/requesting unit submits recommendation for appointment as regular member of the	1.1 Receiving officer receives and logs the recommendation in the GS Tracking (GST) system;	None	2 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
graduate faculty signed by the department chair/institute director and endorsed by the dean of the academic unit to the dean of Graduate School.	gives the Tracking Code to client			
2. Home/requesting unit receives the Tracking Code	2.1 Receiving officer forwards the recommendation to the Administrative Assistant	None	2 minutes	Office Assistant GS
	2.2 Administrative Assistant receives the recommendation	None	2 minutes	Administrative Assistant GS
	2.3 SRE verifies recommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	None	30 minutes	Student Records Evaluator / Administrative Assistant GS
	2.4 SRE endorses the recommendation for recommending approval of the Graduate School Secretary, and dean of Graduate School	None	2 minutes	Student Records Evaluator / Administrative Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Graduate School Secretary signs the recommendation	None	2 minutes	Secretary GS
	2.6 Graduate School Dean signs the recommendation	None	2 minutes	Dean GS
	2.7 Administrative Assistant receives the signed recommendation, digitizes, and forwards to messenger for routing to HRDO and/or OVCAA	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
3. HRDO returns approved recommendation to Graduate School	3.1 Receiving officer receives and logs the approved recommendation in the GS Tracking (GST) system and forwards to Administrative Assistant	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
	3.2 Administrative Assistant drafts Notice of Appointment and forwards to SRE	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	3.3 SRE verifies, checks and countersigns Notice of Appointment for signature of the dean	None	2 minutes	Student Records Evaluator / Administrative Assistant GS
	3.4 Graduate School Dean signs	None	2 minutes	Dean

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Notice of Appointment			GS
	3.5 Administrative Assistant digitizes and releases Notice of Appointment to requesting unit, and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
TOTAL		None	73 minutes	

GS.54. CHECKLIST OF GRADUATING STUDENTS

Required by the Office of the University Registrar in connection with the issuance of Transcript of Records that indicates degree program, major and cognate/minor field, first semester of enrolment, country of origin, previous institutions attended, all courses in the approved Plan of Study with corresponding grades and examinations taken with corresponding examination results.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	Government to Government
Who may Avail	Office of the University Registrar

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Plan of Study with grades	Graduate School
2. Examination Permit with Result	Adviser/degree granting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the University Registrar	1.1 Administrative Assistant requests for student's clearbook	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.2 Prepares checklist of graduating students and forwards to SRE	None	10 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.3 SRE verifies , countersigns the checklist, and forwards to the Graduate School Secretary for signature	None	10 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.4 Graduate School Secretary signs the Checklist	None	5 minutes	<i>Secretary</i> GS
2. Office of the University Registrar	2.1 Administrative Assistant digitizes, and submits to the Office of the	None	10 minutes	<i>Administrative Assistant / Student</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receives the Checklist	University Registrar			<i>Records Evaluator</i> GS
TOTAL		None	45 minutes	



GS.55. APPLICATION FOR DOST-ASTHRDP SCHOLARSHIP

Application for DOST-ASTHRDP Scholarship for Graduate Students

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest ASTHRDP Application Form	GS website, DOST-SEI website
2. Birth Certificate (Photocopy)	Student
3. Certified True Copy of the Official Transcript of Records	Student
4. Recommendation from two former professors in college for MS applicants or from two former professors in the MS program for the Ph.D. applicants	GS website
5. Career Plans (Form A)	Student
6. Research Plans (Form B)	Student
7. Medical Certificate stating that the applicant is of good health condition and fit to study from a licensed physician with his/her PRC license number indicated (Form C)	Student
8. Valid NBI Clearance	Student
9. Letter of Admission from Graduate School	Student
If Employed:	
10. Recommendation letter from Head of Agency	Student
11. Permission to take a leave of absence (LOA) while on scholarship or proof of resignation or termination of the contract	Student
If a former DOST scholar under RA10612:	
12. Certificate of return service completion	Student
Additional Requirements for Lateral Applicants	
13. Approved Program of Study	Student
14. True Copy of Grades	Student
15. Application letter addressed to Dean Jomar F. Rabajante endorsed by your program adviser	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit soft copies of documentary requirements to the Google Form	1.1 Receive documents	None	5 minutes	<i>Project Technical Assistant</i> GS
	1.2 Check if application form is properly filled up and all the requirements are complete.	None	15 minutes	<i>Project Technical Assistant</i> GS
	1.3 Compute Grades.	None	10 minutes	<i>Project Technical Assistant</i> GS
	1.4 Prepare master list of applicants.	None	60 v	<i>Project Technical Assistant</i> GS
	1.5 Evaluate and interview the applicants	None	120 minutes	<i>Assistant School Secretary / Dean</i> GS
2. Submit original hard copies of documentary requirements to UPLB Graduate School	2.1 Prepare Registry of Potential Qualifiers to be endorsed to DOST-SEI	None	60 minutes	<i>Project Technical Assistant</i> GS
	2.2 Sign Registry of Potential Qualifiers	None	1 working day	<i>Dean</i> GS
	2.3 Send Registry to DOST-SEI	None	Within 1 day	<i>Project Technical Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Transmit the original hard copies of the Registry and the applicants' documentary requirements to DOST-SEI	None	1 working day	<i>Project Technical Assistant</i> GS
TOTAL		None	270 minutes	

GS.56. REGISTRATION OF ON-GOING DOST ASTHRDP SCHOLARS

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out tagging form	Tagging link to be provided by DOST Staff thru email and FB Group every start of the semester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Google Form for tagging	1.1 Verify scholar's enrolled subjects and grades	None	15 minutes	<i>Project Technical Assistant</i> GS
	1.2 Tag tuition fee for enrolled subjects of scholar thru SAIS	None	10 minutes	<i>Project Technical Assistant</i> GS
	1.3 Release form 5 to scholar	None	10 minutes	<i>Project Technical Assistant</i> GS
2. Return signed Form 5		None		
TOTAL		None	35 minutes	

GS.57. APPLICATION FOR SRSF AND DISSEMINATION GRANT

Request for additional fund

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Student
2. Application Form	GS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Application Form	1.1 Receive documents	None	2 minutes	<i>Project Technical Specialist</i> GS
	1.2 Check if application form is properly filled up and all requirements are complete.	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.3 Check liquidation of Outright thesis grant	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.4 Prepare evaluation sheet	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.5 Secure Dean Approval	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.6 Prepare approval letter	None	5 minutes	<i>Project Technical Specialist</i> GS
TOTAL		None	47 minutes	

GS.58. APPLICATION FOR THESIS GRANT

<Service Description>

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Student
2. Copy of thesis approval	Graduate School
3. Ghannt Chart	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished Letter Request	1.1 Receive request letter for the release of outright and other supporting documents	None	5 minutes	<i>Project Technical Specialist</i> GS
	1.2 Check if all requirements are complete.	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.3 Secure dean approval	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.4 Prepare evaluation sheet	None	5 minutes	<i>Project Technical Specialist</i> GS
	1.5 Graduate School Secretary evaluate the application for the amount to be release to the scholar	None	10 minutes	<i>Secretary</i> GS
	1.6 Prepare Certification and Voucher	None	10 minutes	<i>Project Technical Specialist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				GS
	1.7 Signs Certification / Voucher	None	10 minutes	<i>Secretary</i> GS
	1.8 Prepare Voucher	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.9 Signs and approves the disbursement vouchers	None	10 minutes	<i>Dean</i> GS
	1.10 Digitize Voucher and supporting Documents	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.11 Transmits the original DV documents to the Accounting Office	None	5 minutes	<i>Messenger</i>
TOTAL		None	95 minutes	

GS.59. PROCESSING OF REIMBURSEMENT AND PAYMENT TO SUPPLIER

<Service Description>

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Highly Technical
Type of Transaction	G2G - Government to Business
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved PPMP & PPMP	Student
2. Sales invoice / billing statement/official receipt	Supplier
3. Request for quotation	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished APP & PPMP	1.1 Received APP & PPMP	None	5 minutes	<i>Project Technical Specialist</i> GS
	1.2 Check if all requirements are complete.	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.3 Prepare Purchase Request	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.4 Signs Purchase Request	None	10 minutes	<i>Dean</i> GS
	1.5 Prepare Abstract of Quotation	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.6 Prepare Purchase Order thru UIS	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.7 Signs Purchase Order	None	10 minutes	<i>Secretary / Dean</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Transmit Purchase Order at Accounting Office	None	5 minutes	<i>Messenger</i> GS
	1.9 Received approved PO	None	5 minutes	<i>Project Technical Specialist</i> GS
	1.10 Prepare IAR	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.11 Prepare Voucher	None	10 minutes	<i>Project Technical Specialist</i> GS
	1.12 Signs Voucher	None	10 minutes	<i>Secretary / Dean</i> GS
	1.13 Transmit Voucher at Accounting Office	None	5 minutes	<i>Messenger</i>
TOTAL		None	110 minutes	

GS.60. RELEASE OF SCHOLARS' BENEFITS (MONTHLY STIPEND AND LEARNING MATERIAL AND CONNECTIVITY ALLOWANCE)

Preparation and disbursement of the scholarship funds.

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST-ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Landbank payroll account	Landbank
2. Signed Copy of the Current Certificate of Registration (Form 5)	Student
3. Copy of previous semester's grades	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Copy of the Current Registration Form 1.2 Submits copy of previous semester's grade 1.3 Provides Landbank account number	1.1 Review of scholar's data: deficiencies in grades, Form 5, LOA, loans 1.2 Verification of grades thru SAIS 1.3 Evaluation of academic performance of scholar	None	10 working days	<i>Project Technical Assistant</i> GS
	2.1 Computation for scholar's stipend based on their academic performance 2.2 Preparation certifications and payroll of eligible scholars 2.3 Prepares of DVs for stipend and learning materials and connectivity	None	Done in parallel with step 1	<i>Project Technical Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	allowance of eligible scholars			
	3.1 Sign the certification 3.2 Sign the general payroll	None	1 working day	<i>Project Technical Assistant / Secretary GS</i>
	4. Sign the disbursement vouchers	None	1-2 working days	<i>Secretary / Dean GS</i>
	5. Transmits the original DVs to the Accounting Office	None	Within 1 day	<i>Messenger</i>
	6. DVs sent to Accounting Office for review, signing	None	5 working days	<i>Accounting Office</i>
	7. DVs sent to OVCAA/OC for review signing	None	5 working days	<i>OVCAA/OC</i>
2. Waits for the notification from Cashier's Office thru SMS	8. DVs sent to Cashier's Office	None	2 working days	<i>Cashier's Office</i>
3. Claims the stipend thru Landbank ATM	9. Cashier to Landbank	None	1 working day	<i>Cashier's Office/Landbank</i>
TOTAL		None	27 working days	

*This service is currently under revision.

GS.61. APPEAL FOR RELEASE OF WITHHELD STIPEND DUE TO INCOMPLETE OR FAILING GRADE/S

Preparation and disbursement of the withheld stipend due to incomplete or failing grade/s

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST-ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter endorsed by the program adviser & addressed to the Dean indicating the following details: a. semester and academic year appealing for b. reason for your appeal	Student
2. True Copy of Grades (TCG)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and TCG via ODSS	1. Review of scholar's appeal.	None	1 working day	<i>Project Technical Assistant</i> GS
	2. Preparation of reply letter and Financial Assistance Breakdown for appeal	None	Can be done in parallel with step 1	<i>Project Technical Assistant</i> GS
	3. Sign the FAB	None	1 working day	<i>Project Technical Assistant / Assistant Secretary</i> GS
	4. Sign the reply letter	None	1 working day	<i>Dean</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Send the reply letter to the scholar via ODSS	None	Within 1 day	<i>Technical Assistant</i> GS
	6. Prepares of DVs for release of withheld stipend	None	5 working days	<i>Project Technical Specialist</i> GS
	7. Sign the disbursement vouchers	None	1-2 working days	<i>Secretary / Dean</i> GS
	6. DVs sent to Accounting Office for review, signing	None	5 working days	<i>Accounting Office</i>
	7. DVs sent to OVCAA/OC for review signing	None	5 working days	<i>OVCAA/OC</i>
2. Waits for the notification from Cashier's Office thru SMS	8. DVs sent to Cashier's Office	None	2 working days	<i>Cashier's Office</i>
3. Claims the stipend thru Landbank ATM	9. Cashier to Landbank	None	1 working day	<i>Cashier's Office/Landbank</i>
TOTAL			24 working days	

*This service is currently under revision.

GS.62. APPEAL FOR FULL FINANCIAL ASSISTANCE DESPITE UNDERLOAD

Preparation and disbursement voucher for financial assistance despite underload

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST-ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter endorsed by the program adviser & addressed to the Dean indicating the following details: a. semester and academic year appealing for b. reason for your appeal	Student
2. Plan of Study	Student
3. Revised Plan of Study	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter, approved POS, and revision of POS via ODSS.	1.1 Review of scholar's appeal.	None	1 working day	<i>Project Technical Assistant</i> GS
	1.2 Preparation of reply letter and Financial Assistance Breakdown for appeal	None	Done in parallel with step 1	<i>Project Technical Assistant</i> GS
	1.3 Sign the FAB	None	1 working day	<i>Project Technical Assistant / Assistant Secretary</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Sign the reply letter	None	1 working day	Dean GS
	1.5 Send the reply letter to the scholar via ODSS	None	Within 1 day	Project Technical Assistant GS
	1.6 Prepares of DVs for release of withheld stipend	None	5 working days	Project Technical Specialist GS
	1.7 Sign the disbursement vouchers	None	1-2 working days	Secretary / Dean GS
	1.8 DVs sent to Accounting Office for review, signing	None	5 working days	Accounting Office
	1.9 DVs sent to OVCAA/OC for review signing	None	5 working days	OVCAA/OC
2. Waits for the notification from Cashier's Office thru SMS	2.1 DVs sent to Cashier's Office	None	2 working days	Cashier's Office
3. Claims the stipend thru Landbank ATM	3.1 Cashier to Landbank	None	1 working day	Cashier's Office / Landbank
TOTAL		None	23 working days	

*This service is currently under revision.

GS.63. DROPPING OF SUBJECT/COURSEWORK

<Service Description>

Office or Division	Graduate School Secretary's Office - Scholarships and Other Student Services Team
Classification	Complex
Type of Transaction	G2C - Government to Citizens
Who may Avail	DOST-ASTHRDP Scholars

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter endorsed by the program adviser & addressed to the Dean indicating reason for dropping the subject/coursework	Student
2. Dropping slip	GS Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter to ODSS	1.1 Review of scholar's request	None	30 minutes	<i>Project Technical Assistant</i> GS
	1.2 Preparation of reply letter	None	60 minutes	<i>Project Technical Assistant</i> GS
	1.3 Sign the reply letter	None	1-2 working days	<i>Dean</i> GS
	1.4 Send the signed reply letter to the scholar via ODSS	None	10 minutes	<i>Project Technical Assistant</i> GS
2. Receive the signed letter from Dean		None		
3. If approved, fill out dropping slip and submit to the ODSS	3.1 GS Staff to process dropping slip	None	1 working day	<i>GS Staff</i>
4. Pay for dropping fee	4.1 For signature of GS Secretary	₱20 per unit	1-2 working days	<i>Secretary</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱20 minimum	5 working days, 1 hour and 30 minutes	



GS.64. PROCESSING OF CHECKLIST FOR GRADUATING STUDENTS

Required by OUR for the processing of Transcript of Records

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Office of the University Registrar

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Nomination and Plan of Study, Revision of Coursework, Exam Results (Written, Oral, Final) PhD & MS	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 Administrative Assistant verifies/checks POS, Revisions and Exams	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.2 Administrative Assistant processes and generates checklist from http://www.olgsdb.uplbgraduateschool.org/student_records	None	13 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
	1.3 SRE verifies and signs the checklist	None	5 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS
	1.4 SRE forwards the checklist to the College Secretary of the Graduate School	None	2 minutes	<i>Student Records Evaluator / Administrative Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Graduate School college secretary signs the checklist	None	5 minutes	Secretary GS
	1.6 Administrative Assistant digitizes and releases checklist to OUR with attachments (POS, Revision and Final Exam Result), digitally filed and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
TOTAL		None	40 minutes	



GS.65. CLEARANCE FOR GS GRADUATED STUDENTS

Required by the University to ensure students have no accountabilities and deficiencies before issuing Certificate of Clearance.

Office or Division	Graduate School Secretary's Office - Programs, Student Progress and Graduations Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Should complete the graduation requirements online and 3 unbound copies and student records deficiencies	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student applies for clearance through uplbosa.org	1.1 Online application should be approved by other offices in order for the application to appear in the GS clearance administrator's view	None	2 minutes	<i>Administrative Assistant</i> GS
	1.2 Once online, Staff in charge will check for completed graduation requirements and checklist	None	15 minutes	<i>Administrative Assistant</i> GS
	1.3 Staff in charge will coordinate with GS Records for other deficiencies	None	10 minutes	<i>Administrative Assistant / Administrative Aide</i> GS
	1.4 Once completed, Staff in charge will approve the clearance and	None	3 minutes	<i>Administrative Assistant / Administrative Aide</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	will be forwarded to OUR			
2. Student receives email notification that the clearance has been approved by GS and is forwarded to the OUR	2.1 OSAM Clearance system will notify student once forwarded to the OUR	None		<i>OSAM System</i>
TOTAL		None	30 minutes	

GS.66. RECOMMENDATION FOR APPOINTMENT FROM ANOTHER UP CAMPUS - ORIGINAL, RENEWAL, AND RE-APPOINTMENT

Non-regular members are staff members of other UP Campus who are issued appointments to teach graduate courses and/or serve as guidance/advisory committee chair or member. If they are assigned to be involved in graduate programs offered by units other than the unit to which they have their basic appointment, they are given affiliate appointments.

Office or Division	Graduate School Secretary's Office - Faculty and Committee Appointments Team (in transition)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may Avail	Academic and non-academic of UPLB with permanent or temporary basic appointment in their home unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished REQUEST FOR THE APPOINTMENT OF FACULTY FROM ANOTHER U.P CAMPUS TO THE GRADUATE SCHOOL	Graduate School
2. Letter - Chancellor to Chancellor	Home unit
3. Latest Curriculum Vitae (CV) with list of publications	Recommendee
4. Justification from the unit head/department chair/ institute director for the need of services and endorsed by the dean of college	Home unit
5. List of graduate courses to teach (if recommended to teach graduate courses)	Home unit
6. List of advisees (if recommended for membership to advisory and/or guidance committee)	Home unit
7. Copy of latest appointment to the graduate faculty	Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit submits recommendation for appointment as regular member of the graduate faculty signed	1.1 Receiving officer receives and logs the recommendation in the GS Tracking (GST) system; gives the Tracking Code to client	None	3 minutes	Office Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
by the department chair/institute director and endorsed by the dean of the academic unit to the dean of Graduate School.				
2. Home/requesting unit receives the Tracking Code	2.1 Receiving officer forwards the recommendation to the Administrative Assistant	None	2 minutes	Office Assistant GS
	2.2 Administrative Assistant receives the recommendation	None	1 minute	Administrative Assistant / Student Records Evaluator GS
	2.3 Administrative Assistant evaluates recommendation as to completeness/ appropriateness of required documents and if minimum qualifications for membership to the graduate faculty are satisfied	None	5 minutes	Administrative Assistant / Student Records Evaluator GS
	2.4 Evaluator / SRE double checks and endorses the recommendation for recommending approval of the dean of Graduate School		5 minutes	Student Records Evaluator / Administrative Assistant GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Graduate School Dean signs the Recommendation	None	5 minutes	Dean GS
	2.6 Staff in charge receives the signed recommendation, digitizes, and forwards to messenger for routing to the Requesting Unit (Doctrax)	None	10 minutes	Administrative Assistant / Student Records Evaluator GS
3. RMO returns approved recommendation to Graduate School	3.1 Receiving officer receives and logs the approved recommendation in the GS Tracking (GST) system and forwards to Administrative Assistant	None	3 minutes	Office Assistant GS
	3.2 Staff in charge drafts Notice of Appointment and forwards to evaluator / SRE	None	2 minutes	Administrative Assistant / Student Records Evaluator GS
	3.3 SRE verifies, checks and countersigns Notice of Appointment for signature of the dean	None	2 minutes	Student Records Evaluator / Administrative Assistant GS
	3.4 Graduate School Dean signs the Notice of Appointment	None	2 minutes	Dean GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Staff in charge digitizes and releases Notice of Appointment to requesting unit, and marks the transaction as "FINISHED" in the GS Tracking (GST) system.	None	5 minutes	<i>Administrative Assistant / Student Records Evaluator</i> GS
TOTAL		None	45 minutes	



GS.67. APPLICATION FOR LEAVE OF ABSENCE FROM SCHOLARSHIP

Required to be submitted by both PhD/Master's Graduate Student and on-going Scholars who will be applying for a Leave of Absence from Graduate School. This Document becomes legal basis of the ASTHRDP Graduate School Section to identify the scholar's status and provide necessary actions with regard to his/her privileges. This document is processed per submission.

Office or Division	Graduate School - ASTHRDP
Classification	Simple
Type of Transaction	G2C - Government to Citizens
Who may Avail	Graduate Students Scholars who are planning to avail LOA within their scholarship duration

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved University LOA /Clearance for LOA	Graduate School Website
2. Approved Plan of Study/Coursework	Graduate School
3. Request Letter endorsed by the adviser and addressed to the Project Leader	Student
4. True Copy of Grades	Graduate School Website
5. DOST LOA Form	ASTHRDP Graduate School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Once Scholar obtained approved LOA from the Graduate School, He/she can request a DOST LOA Form through email from the ASTHRDP Staff	1.1 Staff will provide the requested form through email and additional information for the request	None	2 minutes	<i>Project Technical Assistant</i> GS
2. Scholar fills out the form after receiving. Submit requirements	2.1 Staff verifies submitted documents and prepares for the signatory of the Project Leader (signatory will	None	1 working day	<i>Project Technical Assistant</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through ODSS or email	depends on the availability)			
	2.2 Project Leader signs the document	None	2 minutes	<i>Project Leader</i>
	2.3 Staff generates a letter of approval for the student and submit to the Project Leader for signature	None	5 minutes	<i>Project Technical Assistant GS</i>
	2.4 Project Leader signs the document	None	1 working day	<i>Project Leader</i>
	2.5 Staff sends an email to student for notice	None	2 minutes	<i>Project Technical Assistant GS</i>
3. (Optional) Student claims a hard copy	3.1 Staff prints a copy and provides to the student	None	2 minutes	<i>Project Technical Assistant GS</i>
TOTAL		None	2 working days and 13 minutes	

GS.68. REQUEST FOR TEMPORARY TRAVEL CLEARANCE

Required to be submitted by scholars who will travel abroad and have not been able to settle their final clearance or completed their return service. This document will serve as a legal basis to track the scholar's status with regard to the compliance of their contract and return service.

Office or Division	Graduate School - ASTHRDP
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Students on their travel outside the country

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter of approval addressed to the Director of the DOST SEI	Student
2. Notarized Deed of Undertaking with a co-maker	ASTHRDP Graduate School
3. A copy of the Co-maker's Valid ID	Student
4. Latest COE with compensation (Current) or ITR (2021 or 2022) of the Co-Maker	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholar must request a copy of Deed of Undertaking from the ASTHRDP Staff	1.1 staff provide the document with additional information about the request	None	2 minutes	<i>Project Technical Assistant</i> GS
2. Scholar completes all requirements and submits through email or ODSS	2.1 staff receives and verifies documents for signatory of the Project Leader	None	5 minutes	<i>Project Technical Assistant</i> GS
	2.2 Project Leader Signs the Document	None	2 minutes	<i>Project Leader</i>
	2.3 staff transmit the Document to the DOST SEI and wait for approval	None	10 working days	<i>Project Technical Assistant / DOST SEI</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Student receives the Approved Document in her/his UP Mail	3.1 staff receive the approved Document 3.2 digitally files the document 3.3 notifies scholar	None	5 minutes	<i>Project Technical Assistant</i> GS
4. (Optional) Student claims a hard copy	4.1 staff check the client's I.D. and/or Authorization 4.2 prints a copy and Releases the Document	None	2 minutes	<i>Project Technical Assistant</i> GS
TOTAL		None	10 working days and 16 minutes	

GS.69. REQUEST FOR FINAL CLEARANCE

Required to be submitted by scholars after they completed their render of service. This document becomes the legal basis of the scholar's standing in compliance to their render of service after the completion of their program.

Office or Division	Graduate School - ASTHRDP
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Scholars who completed their program and has been able to render their service equivalent to their scholarship duration.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Employment	student
2. Diploma	Office of the University Registrar
3. Transcript of records	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits requirements through email or GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	1.1 Staff verifies requirements for transmittal to the DOST SEI	None	2 minutes	<i>Project Technical Assistant</i> GS
	1.2 SEI releases a certification of approval for clearance	None	10 working days	<i>Project Technical Assistant / DOST SEI</i> GS
	1.3 Staff transmits the document to the student	None	2 minutes	<i>Project Technical Assistant</i> GS
2. Scholar will receive the requested document through email	2.1 staff scans document for records and update student standing	None	2 minutes	<i>Project Technical Assistant</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		None	10 working days and 6 minutes	



GS.70. APPLICATION FOR MENTORS' FEE

Advisers can submit for the release of Mentor's fee as payment for their services rendered as Research Adviser/Mentor to scholars ensuring completion of their program on time.

Office or Division	Graduate School - ASTHRDP
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Advisers/Mentors who have scholars as advisee's that graduated on time.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Adviser's Contract of Service	ASTHRDP Graduate School
2. Adviser's Information Sheet	ASTHRDP Graduate School
3. Scholar's Diploma/Certificate of Graduation	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scholar receives email if adviser is eligible for Mentor's Fee with list of documents and requirements to comply	1.1 Staff monitors and identifies scholars who will graduate on time 1.2 Staff sends email to inform scholar with list of requirements needed	None	2 minutes	<i>Project Technical Assistant / Project Technical Assistant GS</i>
2. Scholar submits requirements through email or GS Online Document Submission System (https://www.odss.uplbgraduateschool.org/)	2.1 Staff verifies requirements and prepares a letter to transmit to the DOST SEI for approval of the release 2.2 Forwards the letter to the Project Leader for signature	None	2 minutes	<i>Project Technical Assistant GS</i>
	2.3 Project Leader signs the document	None	2 minutes	<i>Project Leader</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Staff transmits the letter to the DOST SEI for approval	None	10 working days	<i>Project Technical Assistant</i> GS
	2.5 Staff processes notarization for the contract as part of requirements	None	1 working day	<i>Project Technical Assistant</i> GS
	2.6 Staff receives the letter and processes the release of payment	None	5 minutes	<i>Project Technical Assistant</i> GS
3. Student/adviser receives notice once payment will be approved for deposit	3.1 Staff sends email as notice and scan document for records	None	10 working days	<i>Project Technical Assistant</i> GS
TOTAL		None	21 working days and 11 minutes	

*This service is currently under revision.

GS.71. APPLICATION FOR RESEARCH ENRICHMENT PROGRAM

Scholars who need to outsource facilities and data outside the country to complete their thesis can submit and apply for this program.

Office or Division	Graduate School - ASTHRDP
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizens
Who may Avail	Scholars who are already completing their thesis and will need to outsource data/ equipment or laboratory facilities unavailable to the country.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Proposal	Student
2. Notice of Acceptance from host scientist/university	Student
3. Letter addressed to the Director of SEI with endorsement from Research Adviser and Project Leader	Student
4. Approved Proposal by the Graduate Evaluation Committee	Graduate School Office
5. True Copy of Grades	Office of the University Registrar
6. Proposed Budgetary Requirements (Line Item Budget)	Student
7. Plan of activities during the program	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits complete requirements through email or ODSS (https://www.odss.uplbgraduateschool.org/)	1.1 Staff verifies requirements and forward to the Office of the Project Leader for recommending approval	None	2 minutes	<i>Project Technical Assistant GS</i>
	1.2 Project Leader signs documents for recommending approval	None	1 working day	<i>Project Leader</i>
	1.3 Staff transmits document to the DOST SEI for	None	20 working days	<i>Project Technical Assistant / DOST SEI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	perusal and approval			GS
2. Student receives notice for approval of request through email	2.1 Staff will scan notice and sent email to the scholar	None	2 minutes	<i>Project Technical Assistant</i> GS
TOTAL		None	21 working days and 4 minutes	

GS.72. APPLICATION FOR ADMISSION

The admission process of the UPLB Graduate School is a structured process that begins with applicants completing the online application form and submitting all required documents through the Graduate School Admission Portal. The Student Records Evaluator reviews and verifies the completeness of submissions before preparing an endorsement, signed by the Graduate School Secretary, for the Graduate Program Management Committee (GPMC). The GPMC evaluates the applicant's academic records, recommendations, and supporting documents to determine eligibility. Based on this evaluation, a Notice of Admission or Denial is prepared, signed by the Graduate School Dean, and released to the applicant.

For those admitted, the final step involves submitting the original hardcopy of the Transcript of Records, which is scanned, summarized, and uploaded to the UPLB GS Virtual Logbook. The original copy of the Transcript of Records is then forwarded to the Office of the University Registrar for official record-keeping.

Office or Division	Graduate School Secretary's Office - Admissions Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Anyone with a relevant bachelor's degree, strong academic credentials, and complete supporting documents may apply. The specific requirements vary depending on whether you're applying for a Master's or PhD program, and on the rules of the particular graduate program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form via Online Admissions Portal	Graduate School Website (gs.uplb.edu.ph)
2. Scanned copy of Transcript of Records from all tertiary schools previously attended	Applicant
3. Scanned copy of Diploma	Applicant
4. Certification of General Weighted Average	Applicant
5. Proof of payment (₱750 admission fee)	Applicant via Landbank Linkbiz/UPLB Cashier's Office
6. Recommendation forms	Graduate School Website (gs.uplb.edu.ph)
7. Other additional attachments	Graduate School Website (gs.uplb.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills out the application form via the	1.1 Receive application requirements and issue the	₱750	1 day	<i>Student Records Evaluator</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Portal and submits requirements	accomplished automated application form			GS
	1.2 Review and verify completeness of submitted requirements	None	30 days	<i>Student Records Evaluator</i> GS
	1.3 Prepare endorsement letter and compile application documents for evaluation of the Graduate Program Management Committee (GPMC)	None	10 days	<i>Student Records Evaluator</i> GS
	1.4 The GS Secretary sign the endorsement letter	None	2 days	<i>Secretary</i> GS
	1.5 Endorse the applications to the Graduate Program Management Committee (GPMC) for evaluation	None	3 days	<i>Student Records Evaluator</i> GS
	1.6 Conduct evaluation of application documents	None	20 days	<i>Graduate Program Management Committee</i> GS
	1.7 Draft and prepare Notice of Admission/Denial	None	7 days	<i>Student Records Evaluator</i> GS
	1.8 The GS Dean sign the Notice of Admission/Denial	None	3 days	<i>Dean</i> GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Release and send Notice of Admission/Denial to applicant	None	1 day	<i>Student Records Evaluator</i> GS
2. Applicant submits original hardcopy of Transcript of Records (for copy of UPLB) and photocopy of diploma once admitted	2.1 Receive and scan Transcript of Records and diploma	None	1 day	<i>Student Records Evaluator</i> GS
	2.2 Prepare summary of scanned Transcript of Records for submission to the Office of the University Registrar	None	1 day	<i>Student Records Evaluator</i> GS
	2.3 Upload scanned copy of Transcript of Records to UPLB GS Virtual Logbook	None	1 day	<i>Student Records Evaluator</i> GS
TOTAL		₱750	80 working days	

GS.73. APPLICATION FOR A CHANGE IN DEGREE PROGRAM

Application for a Change in Degree Program refers to the formal request submitted by a continuing student who wishes to transfer from their current graduate program to another.

Office or Division	Graduate School Secretary's Office - Admissions Section
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Any continuing graduate students in good academic standing who wish to transfer to another program and can provide complete supporting documents as required by the Graduate School and the Graduate Program Management Committee (GPMC).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (Change of degree)	Graduate School Website (gs.uplb.edu.ph)
2. True Copy of Grades	Graduate School Website (gs.uplb.edu.ph)
3. Proof of payment (₱750 processing fee)	Applicant via Landbank Linkbiz/UPLB Cashier's Office
4. Other additional attachments	Graduate School Website (gs.uplb.edu.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills out the application form		₱750	1 day	
2. Applicant submits the accomplished form and required documents via the UPLB Graduate School Online Document Submission System (ODSS) - odss.uplbgraduateschool.org	2.1 Receive application documents and forward to the Student Records Evaluator for processing	None	1 day	Receiving Officer GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Review and verify completeness of submitted requirements	None	30 days	<i>Student Records Evaluator</i> GS
	2.3 Prepare endorsement letter and compile application documents for evaluation of the Graduate Program Management Committee (GPMC)	None	10 days	<i>Student Records Evaluator</i> GS
	2.4 The GS Secretary sign the endorsement letter	None	2 days	<i>Secretary</i> GS
	2.5 Endorse the applications to the Graduate Program Management Committee (GPMC) for evaluation	None	3 days	<i>Student Records Evaluator</i> GS
	2.6 Conduct evaluation of application documents	None	20 days	<i>Graduate Program Management Committee</i>
	2.7 Draft and prepare Notice of Admission/Denial	None	7 days	<i>Student Records Evaluator</i> GS
	2.8 The GS Dean sign the Notice of Admission/Denial	None	3 days	<i>Dean</i> GS
	2.9 Release and send Notice of Admission/Denial to applicant	None	1 day	<i>Student Records Evaluator</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	₱750	78 working days	

GS.74. REQUEST FOR DEFERMENT

The Request for Deferment is the formal process by which a student seeks temporary defer enrollment to the degree program. A student may request for deferment of enrollment for a maximum of one year.

Office or Division	Graduate School Secretary's Office - Admissions Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	Newly admitted graduate students who are unable to continue their enrollment for the current term due to valid reasons.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Deferment request form via Google Form	Admissions Section
2. Deferment fee of ₱200.00	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate student accomplishes the Deferment Request Form and submits proof of payment via Google Form	1.1 Check the completeness of the requirements for the deferment request	₱200.00	2 days	<i>Student Records Evaluator</i> GS
	1.2 Prepare the letter of deferment	None	1 day	<i>Student Records Evaluator</i> GS
	1.3 The GS Secretary sign the deferment letter	None	1 day	<i>Secretary</i> GS
	1.4 Track and send the signed deferment letter to the student via the GS Virtual Logbook	None	1 day	<i>Student Records Evaluator</i> GS
TOTAL		₱200	5 working days	

GS.75. REQUEST FOR CHANGE OF GRADES

The Request for Change of Grade is the process by which a Faculty member seeks to rectify the grade of the student after it has already been officially submitted in the Academic Management Information System (AMIS).

Office or Division	Graduate School Secretary's Office - Student Progress
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	A graduate faculty member who needs to request for rectification of student's grades

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the Graduate Faculty endorsed by their College Dean	Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate faculty submits the request letter for change of grade via ODSS	1.1 Receive request letter and forward to the Student Records Evaluator for processing	None	1 day	<i>Receiving Officer GS</i>
	1.2 Check completeness of required documents; request true copy of grades from the Records Section; evaluate records; present to the Graduate Academic Advisory Council (GAAC) meeting	None	2 days	<i>Student Records Evaluator / Records Officer GS</i>
	1.3 Graduate Academic Advisory Council deliberates and decides whether to endorse the request for	None	1 day	<i>Graduate Academic Advisory Council</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval by the Graduate Faculty			
	1.4 Graduate Faculty discusses and decides whether to approve the request	None	1 day	<i>Graduate Faculty</i>
	1.5 Prepare reports for the approved change of grade request	None	1 day	<i>Student Records Evaluator GS</i>
	1.6 The GS Secretary sign the reports	None	1 day	<i>Secretary GS</i>
	1.7 Track the signed approved request and forward to the Records Section via the GS Virtual Logbook	None	1 day	<i>Student Records Evaluator / Records Officer GS</i>
TOTAL		None	8 working days	



GS.76. REQUEST FOR EXTENSION OF PROBATIONARY STATUS

The Request for Extension of Probationary Status is a formal application submitted by a graduate student who has been placed under probationary status. Through this process, the student seeks additional time to fulfill the conditions set by the Graduate Program Management Committee (GPMC) during admission.

Office or Division	Graduate School Dean's Office - Admissions Section
Classification	Complex
Type of Transaction	G2C - Government to Citizen
Who may Avail	A graduate student who failed to comply with the conditions of probationary status.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with endorsement of the temporary adviser	Student
2. True Copy of Grades	Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate student submits the official request letter for extension of probationary status	1.1 Receive the request letter and forward to the Student Records Evaluator for processing	None	1 day	<i>Receiving Officer</i> GS
	1.2 Check completeness of required documents; request true copy of grades from the Records Section; evaluate records.	None	2 days	<i>Student Records Evaluator / Records Officer</i> GS
	1.3 Endorse request with summary of student records for the Dean's decision	None	1 day	<i>Student Records Evaluator</i> GS
	1.4 The GS Dean reviews and signs the request for	None	1 day	<i>Dean</i> GS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	extension of probationary status			
	1.5 Track and send the signed request to the student via the GS Virtual Logbook	None	1 day	<i>Student Records Evaluator</i> GS
TOTAL		None	6 working days	

GS.77. REQUEST FOR REINSTATEMENT

The Request for Reinstatement is the process by which a graduate student who has been on AWOL (Absent Without Official Leave) status for more than two years seeks approval to return to the Graduate School. This process requires the student to submit an appeal for reinstatement form, which is subject to evaluation and endorsement by the Graduate School, and must be formally approved by the University Registrar before the student can enroll again in his degree program.

Office or Division	Graduate School Dean's Office - Student Progress
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	Graduate student who has been on AWOL (Absent Without Official Leave) status for more than two years and wish to return to their degree program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appeal for Reinstatement form	Graduate School Website (gs.uplb.edu.ph)
2. True Copy of Grades	Records Section
3. Absence Without Official Leave fee of ₱500.00	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate student submits the official appeal for reinstatement form	1.1 Receive the request letter and forward to the Records Section for retrieval of the true copy of grades	₱500.00	2 days	Receiving Officer / Records Officer GS
	1.2 Check the completeness of the required documents and evaluate student's records	None	5 days	Student Records Evaluator GS
	1.3 Endorse request with recommendations and evaluation results for the initial review of the Graduate School Secretary	None	1 day	Secretary GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Endorse request for the final review and signature of the Graduate School Dean	None	1 day	<i>Dean GS</i>
	1.5 Forward request for evaluation to the Office of the University Registrar	None	5 days	<i>University Registrar</i>
	1.6 Track the signed approved/denied request for reinstatement via the GS Virtual Logbook	None	1 day	<i>Student Records Evaluator GS</i>
TOTAL		₱500	15 working days	

GS.78. APPEAL FOR EXTENSION OF RESIDENCY

The Appeal for Extension of Residency is a process by which a graduate student who has not completed all degree requirements within the maximum residency rule (MRR) may request to extend their residency to complete their degree program. To initiate this process, the student must submit a duly accomplished appeal for extension of residency form, which is subject to evaluation and endorsement by the Graduate School Dean and requires final approval from the Vice Chancellor for Academic Affairs. Only upon approval may the student continue enrollment and work toward the completion of the degree program.

Office or Division	Graduate School Dean's Office - Student Progress
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	A graduate student who was not able to complete the requirements for the degree program within the time limit (MRR)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appeal for Extension of Residency form	Graduate School Website (gs.uplb.edu.ph)
2. Absence Without Official Leave fee of ₱500.00 (*if no enrollment in the previous semester)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate student submits the official appeal for extension of residency	1.1 Receive the request letter and forward to the Records Section for retrieval of the true copy of grades	₱500.00*	2 days	Receiving Officer / Records Officer GS
	1.2 Check the completeness of the required documents and evaluate student's records	None	5 days	Student Records Evaluator GS
	1.3 Endorse request with recommendations and evaluation results for the initial review of the	None	1 day	Secretary GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Graduate School Secretary			
	1.4 Endorse request for the final review and signature of the Graduate School Dean	None	1 day	<i>Dean GS</i>
	1.5 Forward request for evaluation to the Office of the Vice Chancellor for Academic Affairs	None	5 days	<i>Vice Chancellor for Academic Affairs</i>
	1.6 Track the signed approved/denied request for reinstatement via the GS Virtual Logbook	None	1 day	<i>Student Records Evaluator GS</i>
TOTAL		None	15 working days	

GS.79. APPEAL FOR READMISSION

The Appeal for Readmission is a process by which a graduate student who has not completed all degree requirements within the maximum residency rule (MRR) including extension may request to extend their residency to complete their degree program subject to passing a written validation examination. To initiate this process, the student must submit a duly accomplished appeal for readmission form, which is subject to evaluation and endorsement by the Graduate School Dean and requires final approval from the Vice Chancellor for Academic Affairs. Only upon approval and passing of the validation exam may the student continue enrollment and work toward the completion of the degree program. Once readmitted, the MRR refreshes.

Office or Division	Graduate School Dean's Office - Student Progress
Classification	Highly Technical
Type of Transaction	G2C - Government to Citizen
Who may Avail	A student who was not able to complete the requirements for the degree within the time limit (including extension)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appeal for Readmission form	Graduate School Website (gs.uplb.edu.ph)
2. Absence Without Official Leave fee of ₱ 500.00 (*if no enrollment in the previous semester)	Student
3. Readmission fee of ₱ 750.00	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Graduate student submits the official appeal for readmission	1.1 Receive the request letter and forward to the Records Section for retrieval of the true copy of grades	₱500.00*	2 days	Receiving Officer / Records Officer GS
	1.2 Check the completeness of the required documents and evaluate student's records	None	5 days	Student Records Evaluator GS
	1.3 Endorse request with recommendations and evaluation results for the initial review of the	None	1 day	Secretary GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Graduate School Secretary			
	1.4 Endorse request for the final review and signature of the Graduate School Dean	None	1 day	Dean GS
	1.5 Forward request for evaluation to the Office of the Vice Chancellor for Academic Affairs	None	5 days	Vice Chancellor for Academic Affairs
	1.6 Track the signed approved/denied request for reinstatement via the GS Virtual Logbook	None	1 day	Student Records Evaluator GS
2. 3. Graduate student to fill-out the application form for Readmission and submit the required documents	2.1 Receive and verify the application form and documents submitted by the applicant	₱750.00	7 days	Student Records Evaluator GS
	2.2 Prepare endorsement letter and compile application documents for evaluation of the Graduate Program Management Committee (GPMC)	None	10 days	Student Records Evaluator GS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 The GS Secretary sign the endorsement letter	None	2 days	Secretary GS
	2.4 Endorse the application for readmission to the Graduate Program Management Committee (GPMC) for evaluation	None	3 days	Student Records Evaluator GS
	2.5 Conduct evaluation of application documents and written validation examinations	None	30 days	Graduate Program Management Committee
	2.6 Draft and prepare Notice of Admission/Denial	None	7 days	Student Records Evaluator GS
	2.7 The GS Dean sign the Notice of Admission/Denial	None	3 days	Dean GS
	2.8 Release and send Notice of Admission/Denial to applicant	None	1 day	Student Records Evaluator GS
TOTAL		₱1,250	78 working days	

FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism	
How to send feedback?	<i>For onsite clients:</i> Clients may answer the UPLB Client Satisfaction Measurement (CSM) Survey in the office front desk and drop it at the designated feedback and complaints drop box. <i>For remote clients:</i> UPLB CSM Survey can be accessed through this link. General Contact Information: UPLB Committee on Anti-Red Tap (UPLB CART) Secretariat Office of the Vice Chancellor for Administration Email: ovca.uplb@up.edu.ph Contact Number: +63-999-221-1489
How is feedback processed?	<i>For onsite clients:</i> The concerned unit's Officer-in-Charge (OIC) shall encode the accomplished UPLB CSM form responses into the online UPLB CSM platform, which is regularly accessed and monitored by the UPLB CART Secretariat. Feedback or complaints requiring a formal response shall be endorsed to the concerned office/unit or personnel, which shall provide a reply within three (3) working days from receipt of the endorsed feedback/complaint. <i>For remote clients:</i> The receiving officer shall verify the nature and completeness of the feedback/complaint and promptly endorse the matter, as appropriate, to the concerned office/unit or personnel and/or the UPLB CART Secretariat via email. Upon receipt of the official response from the concerned office/unit or personnel, the UPLB CART Secretariat shall communicate the feedback and/or resolution to the client through email or telephone call, as applicable. For inquiries and follows-ups, the UPLB CART may be contacted via the following channels: Email: ovca.uplb@up.edu.ph Contact Number: +63-999-221-1489
How to file complaints?	To file a complaint against the University, clients may

	lodge their concerns through any of the following channels: A. Via Email Send an email containing the following information and supporting documents, as applicable: • Full Name of the complainant • Contact information • Sex (Male/Female) • Narrative or Details of the Complaint (including date, time, location, and relevant circumstances) • Evidence/s (e.g., screenshots, photos, documents) • Name of the person/office/unit concerned B. Via UPLB Client Satisfaction Measurement (CSM) Accomplish the online UPLB CSM or fill out the printed UPLB CSM form. A detailed complaint may be: • written in the Comments/Suggestions section; and/or • prepared as a formal letter and uploaded through the online UPLB CSM or attached to the printed UPLB CSM form.
How are complaints processed?	All complaints filed against the University shall be received, reviewed, and evaluated by the UPLB CART. Upon receipt of a complaint, the UPLB CART shall ensure its prompt evaluation and coordinate with the concerned office/unit to facilitate the appropriate response and resolution. If needed, the UPLB CART shall conduct or cause the conduct of an investigation to establish the relevant facts and determine necessary corrective actions. Upon resolution of the concern and/or completion of the investigation, the UPLB CART shall prepare and submit an incident report to the Office of the Chancellor for appropriate action. The UPLB CART Secretariat shall provide timely feedback to the client/complainant through email and maintain the necessary documentation for monitoring and reporting purposes. For inquiries and follow-ups, UPLB CART may be reached via the following channels: Email: ovca.uplb@up.edu.ph Contact Number: +63-999-221-1489

Contact Information of ARTA, PCC, CCB	You may send all complaints against UPLB to 1. Anti-Red Tape Authority (ARTA) Email: complaints@arta.gov.ph Hotline: 1-ARTA (1-2782) ARTA Complaint Center 0928-690-4080 0969-257-7242 2. 8888 Citizens' Complaint Center (8888 CCC) Complaint Form Hotline: 8888 Via text: Send your Name (or Anonymous) / Concerned Agency / Complete details of the complaint then send it to 8888. 3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565 Email: email@contactcenterngbayan.gov.ph Website: www.contactcenterngbayan.gov.ph CSC Hotline: 8932-0111

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
OC	Internal Control Office	ico.uplb@up.edu.ph 536-2345
OC	Legal Office	legalOffice.uplb@up.edu.ph 536-3453
OC	Office of Alumni Relations	oar.uplb@up.edu.ph (049) 536-0844
OC	Office for Initiatives In Culture and the Arts	oica.uplb@up.edu.ph 536-3452
OC	Office of International Linkages	oil.uplb@up.edu.ph 536-2239
OC	Office of Public Relations	opr.uplb@up.edu.ph 536-2928; 536-3604
OC	Office of the Chancellor	oc.uplb@up.edu.ph 536-2567 536-2894
OC	UPLB Ugnayan Ng Pahinungod	pahinungod@up.edu.ph 536-0505
OVCAA	Department of Military Science and Tactics	dmst.uplb@up.edu.ph
OVCAA	Center for Advancement of Teaching and Learning	catl.uplb@up.edu.ph 536-8689
OVCAA	Learning Resource Center	lrc.uplb@up.edu.ph
OVCAA	Office of Student Affairs	memojica@up.edu.ph 536-2238
OVCAA	Office of the University Registrar	our.uplb@up.edu.ph 09564565721
OVCAA	Office of the Vice Chancellor for Academic Affairs	ovcaa.uplb@up.edu.ph 536-2306
OVCAA	University Library	universitylibrary.uplb@up.edu.ph 0998 537 2407
OVCA	Accounting Office	accounting.uplb@up.edu.ph 536-2296

OFFICE	ADDRESS	CONTACT INFORMATION
OVCA	Cashier's Office	cashiersOffice.uplb@up.edu.ph 536-3558
OVCA	Human Resources Development Office	hrdo.uplb@up.edu.ph '+63 998 571 8619 / +63 998 57 51071
OVCA	Office of the Vice Chancellor for Administration	ovca.uplb@up.edu.ph 536-2331; 536-3468
OVCA	Records Management Office	rmo.uplb@up.edu.ph 09624252981
OVCA	Supply and Property Management Office	spmo.uplb@up.edu.ph '+63 918 985 2293 +63 947 898 5494
OVCCA	Office of the Vice Chancellor for Community Affairs	ovcca.uplb@up.edu.ph 536-3358
OVCCA	UPLB Gender Center	gendercenter.uplb@up.edu.ph 501-0844
OVCCA	UPLB Housing Office	uho.uplb@up.edu.ph 0961 228 8539
OVCCA	University Health Service	uhs.uplb@up.edu.ph 049-536-3247 049-536-2470 049-56-6238
OVCCA	UPLB Security and Safety Office	sso.uplb@up.edu.ph 0921 890 1259
OVCIEM	Business Affairs Office	bao.uplb@up.edu.ph 536-2314 576-3713
OVCIEM	Office of the Vice Chancellor for Innovation and Enterprise Management	ovciem.uplb@up.edu.ph
OVCIEM	Land Grant Development Office	lgmo.uplb@up.edu.ph 536-3952
OVCIEM	UPLB Technology Transfer and Business Development Office	ttbdo.uplb@up.edu.ph 09985739091
OVCPD	Budget Management Office	budget.uplb@up.edu.ph

OFFICE	ADDRESS	CONTACT INFORMATION
		536-2464
OVC PD	Office of the Vice Chancellor for Planning and Development	ovcpd.uplb@up.edu.ph 536-3484 563-2748
OVC PD	UPLB Information Technology Center	itc.uplb@up.edu.ph 536-2886
OVC PD	University Planning and Maintenance Office	upmo.uplb@up.edu.ph 536-7085
OVC RE	Museum of Natural History	mnh.uplb@up.edu.ph 536-3669; 508-6256
OVCAA	National Institute of Molecular Biology and Biotechnology	biotech.uplb@up.edu.ph 536-1620
OVC RE	Office of the Vice Chancellor for Research and Extension	ovcre.uplb@up.edu.ph 536-5326 536-2354
OVC RE	University Publications Office	upo.uplb@up.edu.ph 536-3606
OVCSA	Office of Counseling and Guidance	mmroselada@up.edu.ph 536-2761
OVCSA	Office of Scholarship and Grants	osg.uplb@up.edu.ph +63 (49) 536-3209
OVCSA	Office of Student Activities	memojica@up.edu.ph
OVCSA	Office of Student Housing	osh.uplb@up.edu.ph 0999 221 1483
OVCSA	Office of the Vice Chancellor for Student Affairs	ovcsa.uplb@up.edu.ph; osado.uplb@up.edu.ph 0999 221 1484
OVCSA	International Student Relations	isr.uplb@up.edu.ph 0999 221 1484
OVCAA	Learning Resource Center	lrc.uplb@up.edu.ph 0995 386 1064
OVCSA	Student Disciplinary Tribunal	sdt.uplb@up.edu.ph 09992211484
OVCSA	Research, Communication, Information Technology	recommit.uplb@up.edu.ph recommit- it.uplb@up.edu.ph +63 (049) 536 2238

OFFICE	ADDRESS	CONTACT INFORMATION
		0999 221 1485
CAFS	Agricultural Systems Institute	asi.uplb@up.edu.ph 536-1111
CAFS	Central Experiment Station	caces.uplosbanos@up.edu.ph 0992 922 9927
CAFS	Dairy Training and Research Institute	dtri.uplb@up.edu.ph (049) 536 2205
CAFS	Institute of Animal Science	ias.uplb@up.edu.ph +63 49 536 3426 +63 49 536 2547
CAFS	Institute of Crop Science	icrops.uplb@up.edu.ph icrops_extension.uplb@up.edu.ph 536-2468 525-7499 536-2217
CAFS	Institute of Food Science and Technology	ifst.uplb@up.edu.ph +63 49 501 8932 +63 919 804 8528
CAFS	Institute of Plant Breeding	ipb.uplb@up.edu.ph +63 49 547 0654
CAFS	Institute of Weed Science, Entomology and Plant Pathology	iwep.uplb@up.edu.ph (049) 536 1315
CAFS	La Granja Research and Training Station	cafs-lgrts.uplb@up.edu.ph 0917 504 8770 +63 34 713 5298
CAFS	National Crop Protection Center	ncpc.uplb@up.edu.ph 09958933931 09310571496
CAFS	Office of the College Secretary	cafs_ocs.uplb@up.edu.ph 536-2329
CAFS	Office of the Dean	cado.uplb@up.edu.ph 536-3546 0918-9596-924
CAFS	Philippine Agricultural Scientist	pas.uplb@up.edu.ph 536-2379

OFFICE	ADDRESS	CONTACT INFORMATION
CAFS	Postharvest Horticulture Training and Research Center	phtrc.uplb@up.edu.ph 0917 164 6352
CAS	Department of Human Kinetics	dhk@uplb.edu.ph 536-2534
CAS	Department of Humanities	dhum.uplb@up.edu.ph (049) 536 9259
CAS	Department of Social Sciences	dss_cas.uplb@up.edu.ph 536-3446 536-2440
CAS	Institute of Biological Sciences	ibsdg.uplb@up.edu.ph 536-2893
CAS	Institute of Computer Science	ics.uplb@up.edu.ph 536-2313
CAS	Institute of Mathematical Sciences	imsp@uplb.edu.ph 536-6610
CAS	Institute of Physics	iopdirector.uplb@up.edu.ph
CAS	Institute of Statistics	instat.uplb@up.edu.ph 536-0818 536-2381
CAS	Institute of Chemistry	ichem.uplb@up.edu.ph 536-2241
CAS	Office of the College Secretary	cas_ocs.uplb@up.edu.ph 536-2345
CAS	Office of the Dean	casdo.uplb@up.edu.ph 536-5822 (049) 501-5822
CAS	UP Rural High School	uprhs.uplb@up.edu.ph 501-0389 573-0093
CDC	CDC Library	cdclibrary@devcom.edu.ph
CDC	Department of Development Broadcasting and Telecommunication	ddbt.uplb@devcom.edu.ph
CDC	Department of Development Journalism	javizcarra1@up.edu.ph
CDC	Department of Educational Communication	mbvillapando@up.edu.ph
CDC	Department of Science Communication	

OFFICE	ADDRESS	CONTACT INFORMATION
CDC	Office of the College Secretary	dpocampo@up.edu.ph 536-2429
CDC	Office of the Dean	cdc.uplb@up.edu.ph
CEM	CEM Library	cemlibrary.uplb@up.edu.ph 536-2716
CEM	Department of Agricultural and Applied Economics	09503968221 daae.uplb@up.edu.ph daaeundergrad.uplb@up.edu.ph
CEM	Department of Agribusiness Management and Entrepreneurship	dame.uplb@up.edu.ph 536-2846
CEM	Department of Economics	econ.uplb@up.edu.ph
CEM	No. 0976-340-4287 Email: icoped.uplb@up.edu.ph icopedtraining.uplb@up.edu.ph	icoped.uplb@up.edu.ph icopedtraining.uplb@up.edu.ph 0976-340-4287
CEM	Office of the College Secretary	cem_ocs.uplb@up.edu.ph 536-2716
CEM	Office of the Dean	cemdo.uplb@up.edu.ph 0968-630-3846
CEAT	Agricultural Machinery Testing and Evaluation Center	amtec.uplb@up.edu.ph 536-2527
CEAT	CEAT Library	ceatlibrary.uplb@up.edu.ph 09481482911
CEAT	Center for Agri-Fisheries and Biosystems Mechanization	biomech.uplb@up.edu.ph
CEAT	Department of Civil Engineering	dce.uplb@up.edu.ph 536-5614
CEAT	Department of Industrial Engineering	die@uplb.edu.ph 536-6625
CEAT	Department of Chemical Engineering	dche.uplb@up.edu.ph 536-2315

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CEAT	Department of Electrical Engineering	dee.ceat.uplb@up.edu.ph 536-7089 536-6031
CEAT	Department of Engineering Science	des.uplb@up.edu.ph 536-2874
CEAT	IAE Director's Office	iabe.ceat.uplb@up.edu.ph 536-8745
CEAT	IAE ABPROD	iabe.ceat.uplb@up.edu.ph 536-3291
CEAT	IAE AFSD	iabe.ceat.uplb@up.edu.ph 536-2941
CEAT	IAE AMD	iabe.ceat.uplb@up.edu.ph
CEAT	IAE LWRD	iabe.ceat.uplb@up.edu.ph
CEAT	Office of the College Secretary	ceat_ocs.uplb@up.edu.ph 536-7450
CEAT	Office of the Dean	ceatdo.uplb@up.edu.ph 536-0250 536-4728
CFNR	Administrative Services Office	efcabrido@up.edu.ph
CFNR	CFNR Library	cfnrlibrary.uplb@up.edu.ph 536-2266
CFNR	Department of Forest Biological Sciences	dfbscfnr.uplb@up.edu.ph 536-2773
CFNR	Department of Forest Products and Paper Science	dfpps@uplb.edu.ph
CFNR	Department of Social Forestry and Forest Governance	dsffg-cfnr.uplb@up.edu.ph
CFNR	Forestry Development Center	fdc.uplb@up.edu.ph
CFNR	Institute of Agroforestry	iaf@uplb.edu.ph 536-3809
CFNR	Institute of Renewable Natural Resources	irnrcfnr.uplb@up.edu.ph 09620642870
CFNR	Makiling Center For Mountain Ecosystems	mcme.uplb@up.edu.ph 536-2577 536-3572

OFFICE	ADDRESS	CONTACT INFORMATION
CFNR	Office of the College Secretary	cfnr_ocs.uplb@up.edu.ph 09460471726
CFNR	Office of the Coordinator for Research and Extension	ocrelcfnr.uplb@up.edu.ph 536-5305
CFNR	Office of the Dean	cfnrdo.uplb@up.edu.ph 536-3206 536-2342
CFNR	Training Center For Tropical Resources and Ecosystems Sustainability	trees.uplb@up.edu.ph trees.uplb@gmail.com 536-2736
CHE	Department of Community and Environmental Resource Planning	che_dcerp.uplb@up.edu.ph 536-3645
CHE	Department of Human and Family Development Studies	hfds@uplb.edu.ph 536-2480
CHE	Department of Social Development Services	dsdsche.uplb@up.edu.ph; 536-8409
CHE	IHNF - Barangay Integrated Development Approach For Nutrition Improvement (BIDANI) Network Program	bidaninetwork.uplb@up.edu.ph 536-3643
CHE	Institute of Human Nutrition and Food	ihnf-che@up.edu.ph
CHE	Office of the College Secretary	che_ocs.uplb@up.edu.ph 536-2682
CHE	Office of the Dean	che_do.uplb@up.edu.ph 536-2682
CVM	Administrative Services Office	cvm.uplb@up.edu.ph
CVM	CVM Library	cvmlibrary.uplb@up.edu.ph 530-3439
CVM	Department of Basic Veterinary Sciences	ddsheppard@up.edu.ph 536-7512
CVM	Department of Veterinary Clinical Sciences	dvcs.uplb@up.edu.ph 536-6901

OFFICE	ADDRESS	CONTACT INFORMATION
CVM	Department of Veterinary Paraclinical Sciences	dvps@uplb.edu.ph 536-2728
CVM	Office of the College Secretary	vetmedocs.uplb@up.edu.ph 536-2727
CVM	Office of the Dean	cvm.uplb@up.edu.ph 536-2730
CVM	Veterinary Teaching Hospital	vth@uplb.edu.ph 536-0863
CPAf	Center for Strategic Planning and Policy Studies	ltdelosreyes@up.edu.ph 536-3455 536-3637
CPAf	Community Innovations Studies Center	mcamara@up.edu.ph; alpunzalan1@up.edu.ph 536-2484 536-2453 536-3284
CPAf	Institute of Governance And Rural Development	mcamara@up.edu.ph; alpunzalan1@up.edu.ph 536-0407
CPAf	Knowledge Management Office	cpafkmo.uplb@up.edu.ph 536-3382
CPAf	Office of the Dean	cpaf.uplb@up.edu.ph 536-4267; 536-2730
G S	Graduate School	gs.uplb@up.edu.ph admin.gs.uplb@up.edu.ph 09399388458
SESAM	School of Environmental Science and Management	sesam.uplb@up.edu.ph (0945)8737242 (0945)8737243