



UNIVERSITY OF THE PHILIPPINES VISAYAS

CITIZEN'S CHARTER 2026 (1st Edition)



UNIVERSITY OF THE PHILIPPINES VISAYAS



1. Mandate

Perform its unique and distinctive leadership in higher education and development. Lead in setting academic standards and initiating innovation in teaching, research, and faculty development. Provide opportunities for training and learning in leadership. Serve as a graduate university providing advanced studies. Serve as a research university in various fields. Lead as a public service university for the government, the private sector, and civil society. Serve as regional and global university in the Asia-Pacific Region and around the world.

2. Vision

UPV envisions itself as a world class university at the forefront of fisheries and aquatic sciences education, research and development.

3. Mission

- Provide relevant quality education in fisheries and aquatic sciences
- Promote, preserve and nurture the Visayan cultural heritage
- Develop competitive and innovative management practices and technologies in education, research and public service; and
- Lead in and advocate for the sustainable development of the Visayas Region and of the nation within the changing world order.



4. Service Pledge

We, the Officials and Employees of U.P. Visayas pledge and commit to deliver quality service.

We will:

Uphold University rules and policies;

Perform our duties with dispatch;

Continue to seek professional and personal growth;

Observe transparency and be accountable for our actions;

Use university resources with prudence;

Respond to clients' concerns and complaints promptly;

Serve with integrity, courtesy and fairness;

Exude professionalism at all times.



LIST OF SERVICES

OFFICE OF THE CHANCELLOR.....	31
EXTERNAL SERVICES.....	32
1. Grant of approval to suspend classes or declare as an alternative class	32
2. Grant of approval to conduct student activities inside or outside the campus by Student Organizations	33
3. Grant of Readmission (Appeal of Students for Readmission).....	35
4. Grant of Extension of Enrollment	36
5. Grant of Student Loan.....	37
6. Grant of approval to conduct activities requiring budget (request of students or by offices/units).....	38
INTERNAL SERVICES.....	39
1. Issuance of Certificate of No Objection for Travel Abroad on Personal Business	39
2. Issuance of Authority to Travel Abroad on Official Business	42
3. Endorsement of Research Proposals or Activities/Conferences for Funding by External Agencies	44
4. Endorsement of Application for Study Abroad, Scholarship, or Attendance to Training Program	45
5. Issuance of appointment for composition of committees or appointment of Officers-in-Charge.....	46
6. Issuance of authority to hold cash advance (for the amount above P5,000).....	47
7. Provision of Legal Opinion/Advice.....	48
BUDGET OFFICE.....	49
EXTERNAL SERVICES.....	50
1. Payment of Telephone Bill	50
INTERNAL SERVICES.....	52
1. Approval for the Utilization of Tuition and Other School Fees (TOSF).....	52
2. Budget clearance for the purchase of Equipment.....	53
3. Budget clearance for the replacement/repair and maintenance of buildings, facilities and equipment.	55
4. Certifies availability of funds for the implementation of programs/projects under the Academic Program Improvement (API) and Research, Creative Work, Publication and Public Services (RCWPPS) Grants.....	58
5. Certifies availability of funds/earmarks funds for the procurement of supplies, materials, catering services, van rentals, cash advances, etc.	60



6. Issuance of Notice of Allotment to Colleges/Units/Offices	61
7. Identifies fund source as basis by the Chancellor in granting of authority to pay honoraria for Thesis Advising and Proctors/Members of the Comprehensive Examination Committee	63
8. Give/provide recommendation to the Chancellor as to availability (identify fund source) of funds for holding special activities of the University.	65
9. Give/provide recommendation to the Chancellor as to availability of funds (identify fund source) for the conduct of training, seminars, workshops, consultative meetings, and conferences	67
10. Give/provide recommendation/certifies availability of funds to attend trainings, seminars, workshops, conferences to cover registration fees and travel expenses.	69
11. Give/provide recommendations on fund availability from unit's share of income collected to be utilized for valid purposes.	71
12. Give/provide recommendation to the Chancellor as to availability of funds re: students' participation in trainings, seminars, competition (sports/literary/course related) to enhance/enrich their capabilities.	73
13. Provide recommendation for the request of supplemental budget	75
14. Provide recommendation/comments re: extension of project implementation. ..	77
15. Provide recommendation to the Chancellor on request for realignment of budget without additional funding.	79
16. Provides Senate and Congress Budget Proposal (BP) Forms and Other Reports prior to Budget Hearing.	80
17. Provides Budget Clearance/Obligation for All Payment Transactions.	83
18. Submission of documents in compliance with UP System/DBM Financial Accountability Reports.	85
19. Submission of Internal Operating Budget (IOB) to the UP System	86
20. UPV Budget Proposal Preparation and Submission to UP System	87
21. Updating of Personal Services Itemization & Plantilla of Personnel (PSIPOP) ..	91
INFORMATION AND PUBLICATIONS OFFICE	92
EXTERNAL SERVICE	94
1. Facilitation of Permit for Campus Photoshoot	94
2. Campus Tours	96
INTERNAL SERVICE	97
1. Documentation/Coverage of University Events	97



LEGAL OFFICE	98
INTERNAL SERVICES.....	99
1. Opinions / Advice / Assistance to the Chancellor and Other Officials	99
2. Judicial and Administrative Cases.....	101
3. Filing of Pleadings in Pending Cases	104
4. Contract Drafting and Review	106
5. Drafting and Mailing of Demand Letters	107
OFFICE OF INITIATIVES IN CULTURE AND THE ARTS.....	108
EXTERNAL SERVICE.....	109
1. Request for use of UPV Main Building facilities for events and other activities ..	109
2. Request for use of UPV Cinematheque for film screening or other activities	112
3. Request for group tour/visit of the Art Gallery, Museum, and Cinematheque	114
INTERNAL SERVICE	115
1. Request for Sponsorship/Partnership for Art and Culture Related Activities and Events.....	115
OFFICE OF ALUMNI RELATIONS	117
EXTERNAL SERVICES.....	118
1. Request for a Ceremonial Turn-over of Donation	118
2. Issuance of Deed of Donation and Acceptance.....	121
3. Processing of Application of UPV Alumni ID	125
4. Request for Assistance to Organize Reunion.....	127
5. Receiving of Incoming Documents	129
6. Response to Email Clarification/Inquiry	130
INTERNAL SERVICES.....	131
1. Issuance of List of Alumni	131
OFFICE OF STUDENT AFFAIRS.....	134
EXTERNAL SERVICES.....	135
1. Counseling Services	135
2. Application for Scholarship Programs (Government and Private).....	137
3. Renewal of Scholarships (Government and Private)	139
4. Application for Student Learning Assistance System (SLAS) Online	141
5. Appeal for Student Learning Assistance System (SLAS) Online	143
6. Application for Student and Graduate Assistantship (SAGA)	145



7. Application for SHARE Loan Program.....	147
8. Application for UP Student Insurance Claims	148
9. Application for Recognition of Student Organizations.....	149
10. Application for Initiation Rites of Student Organizations	151
11. Approval for Posting of Publicity Materials	153
12. Request of Student Organizations to Conduct On-Campus or Online Activities involving UPV Constituents only.....	154
13. Request of Student Organizations to Conduct Off-Campus Activities or On- Campus/Online Activities involving Non-UPV Participants	157
14. Request for Use of UPV Facilities, Equipment, and Vehicles by Student Organizations	161
15. Request for Alternative Class / Financial Assistance.....	164
16. Application and Admission to UPV Dormitories	166
17. Approval of Dormitory Permits (Late/Overnight/Weekend)	170
18. Request for Transient Accommodation	171
19. Approval of Student Loan Application	174
20. Issuance of OSA Certifications.....	176
21. Processing of OSA Clearance.....	178
INTERNAL SERVICES.....	179
1. Psychological Testing Services for UPV Employment.....	179
OFFICE OF ANTI-SEXUAL HARASSMENT	181
EXTERNAL SERVICE.....	182
1. Receive Sexual Harassment Report	182
2. Respond to Sexual Harassment Complaint (Informal Procedure)	184
3. Respond to Sexual Harassment Complaint (Formal Procedure)	186
INTERNAL SERVICE	189
1. Provision of Anti-Sexual Harassment Orientation upon the Request of UPV Student Organizations	189
UPV UGNAYAN NG PAHINUNGOD/OBLATION CORPS	190
EXTERNAL SERVICES.....	191
1. Processing of Tatak Pahinungod Application	191
2. Processing of Hiugyonay Application	193
3. Borrowing of Pahinungod Equipment (e.g., Speaker, Projector).....	195
4. Issuance of Volunteer Certificate	196
5. Recruitment of Gurong Pahinungod (GP) Volunteers.....	197
6. Recruitment of Teacher Development Program (TDP) Volunteers	198
7. Recruitment of Volunteers for Various Pahinungod and Non-Pahinungod	



Activities.....	200
8. Queries and Information Requests.....	202
9. Facilitating Incoming Communications/Requests	203
10. Promotional Posting/Press Release	204
INTERNAL SERVICES.....	205
1. Request for Supplies/Equipment.....	205
2. Request for Processing of Pahinungod Expenses (e.g., Petty Cash, Reimbursement of Expenses).....	207
 UPV DILIMAN LIAISON OFFICE	 209
INTERNAL SERVICE	210
1. Accommodation of UPV faculty, staff and students at UPV Guesthouse on official business in Luzon	210
2. Accommodation of UPV faculty at UPV Guesthouse Extension on study leave.....	211
3. Transport services to the Chancellor/UPV officials on official business in Luzon	212
4. Release of Check payments to suppliers	213
5. Shipment of donations, supplies, reading materials/publications to Iloilo.....	214
6. Secure VISA, Extension/Conversion, ACR, I-Card, Special Study Permit	215
7. Transmittal of documents from UPV to concerned offices in Diliman and other offices in Metro Manila	217
8. Transmittal of documents from UP System and other offices intended for UPV Miagao and Iloilo City Campus.	218
9. Secure check funding releases from government agencies (DOST, NHP, NCAA, CHED, PCARRD, OVP, DA, DA-BAR, UP System.....	219
10. Deliver/remit unexpended balances of UPV research projects to concerned funding agencies (CHED, DOST, PCARRD, DA, DA-BAR, NHP, OVP, NCCA)	221
11. Release check payment of honorariums to UPV resource persons	223
 OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS	 224
EXTERNAL SERVICES.....	225
1. Application for Readmission from Dismissed Status	225
2. Request for Waiver of Maximum Residency Rule	227
 INTERNAL SERVICES.....	 229
1. Computation of Overload Claims of Faculty	229
2. Issuance of Travel Orders for Local Official Trips.....	231



3. Request for grant of Research Load Credit (RLC) of not more than 6 units	233

UNIVERSITY LIBRARY..... 235

EXTERNAL SERVICES..... 236

1. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only).....	236
2. Document Delivery.....	238
3. Photocopying Services (Miagao Campus Only)	239
4. Reader's Advisory.....	240
5. Use of Library by Non-UPV	241
6. Virtual Reference Services (BISAY)	243

INTERNAL SERVICES..... 244

1. Borrowing/Lending of Book (For UPV Constituents) – Face-to-Face.....	244
2. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only).....	246
3. Document Delivery.....	248
4. Internet Services (Login)	249
5. Internet Services (Logout).....	250
6. Permit to Use Non-UPV Libraries.....	251
7. Photocopying Services (Miagao Campus Only)	253
8. Reader's Advisory	255
9. Receiving Request for Purchase of Library Materials from Faculty	256
10. Registration for Library Privileges	258
11. Request to Use Media Services	259
12. Returning of Borrowed Book (For UPV constituents) – (Face-to-Face)	260
13. Signing of University Clearance for Faculty and Staff.....	261
14. Virtual Reference Services (BISAY)	264

NATIONAL SERVICE TRAINING PROGRAM 265

EXTERNAL SERVICES..... 266

1. Attend / Reply to Inquiries	266
2. Issuance of NSTP Certificate of Completion with Serial Number.....	267
3. Request of ROTC Services	269

INTERNAL SERVICES..... 270

1. Request for NSTP Equipment.....	270



OFFICE OF THE UNIVERSITY REGISTRAR..... 272

EXTERNAL SERVICES..... 273

1. Admission of Incoming First-Year Students through Automatic Admission (High School Graduate Abroad and Iskolar ng Bayan)	273
2. Admission of Incoming First-Year Students through UPCAT.....	276
3. Admission of New Transfer/Second Degree/Non-Degree/Special Students	279
4. Appeals Regarding Student Admissions, Progress, and Graduation	282
5. Application for Admission of Filipino Students to UPV.....	285
6. Application For Admission of Non-Filipino Students to UPV.....	292
7. Application for Automatic Admission of Filipino and Non-Filipino High School Graduates from Abroad	299
8. Application for Paperless University Clearance	306
9. Issuance of Authenticated Document.....	308
10. Issuance of Certificate of Course Description (CD)	314
11. Issuance of Certificate of Non-Issuance of Honorable Dismissal (CNIHD) And Honorable Dismissal/Certificate of Transfer Credentials (HD/CTC).....	321
12. Issuance of Certificate of Weighted Average Grade (WAG)	328
13. Issuance of Certification (With Grades for Cross Registrants from other Schools/Universities other than UP).....	336
14. Issuance of Certification (with Grades) for CHED and other Scholarships.....	339
15. Issuance of Certification, Authentication and Verification (CAV).....	342
16. Issuance Of Certifications (English as a Medium of Instruction; Enrolment; Grade Equivalent; Graduation; Special Order Exemption; Philippine Law School Test (PHILSAT) and Units Earned	352
17. Issuance of Certified Diploma Text/English Translation Of Diploma	361
18. Issuance of CRSIS Login Credentials	368
19. Issuance of Diploma	369
20. Issuance of Letter of No Objection (LONO).....	374
21. Issuance of Official Transcript of Records (OTR)	382
22. Issuance of Re-Assessment Slip.....	398
23. Issuance of Student RFID	400
24. Process-Required Data Request with Accompanying Forms/Templates	403
25. Request for Academic Information and Relevant Information	405
26. Request for Change of Name.....	406
27. Student Records Verification.....	408

INTERNAL SERVICES..... 412

1. Confirmation of the List of Honorific Scholars.....	412
2. Evaluation of the List of Graduating Students	414
3. Issuance of Certificate of Attendance or Certified True Copy of Summary of Attendance to the University Council, Executive Council, Chancellor's Advisory Council, Curriculum Committee, Committee on Student's Admission, Progress, and Graduation Meetings, and Commencement Exercises.....	416



4. Release of Excerpt or Minutes of the University Council (UC), Executive Committee (EC), Chancellor's Advisory Council (CAC), and Curriculum Committee (CC) Proceedings	419

ANNEX

PAYMENT OPTIONS AND INSTRUCTIONS	
INSTRUCTIONS AFTER PAYMENT	

TEACHING AND LEARNING RESOURCE CENTER	424

INTERNAL SERVICES.....	425

1. Computer Use Services	425
2. Document Job Solutions (Lamination, Ring Binding, and Scanning)	426
3. Peer Tutorial Program Services	427
4. Printing and Photocopying	428
5. Request for Use of Facilities and Learning Spaces	429
6. Total Bigtime Access Card (TBAC)	430

ANNEX

TLRC Rates Matrix	

OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION.....	433

EXTERNAL SERVICES.....	434

1. Issuance of Permit for Passage of Delivery Trucks	434
2. Issuance of Permit for Entry/Access of Service Providers/Suppliers inside UPV premise.....	436

INTERNAL SERVICES.....	438

1. Inclusion of additional goods and services in the Project Procurement Management Plan (PPMP)	438
2. Issuance of appointment for composition of committees or appointment of Officers-in-Charge.....	440
3. Issuance of authority to hold Petty Cash Fund (PCF)/Cash Advance (CA) for the amount below P5,000	441
4. Pouch Transmittal from UPV Iloilo City Campus to UPV Miagao Campus send through shuttle	443
5. Pouch Transmittal from UPV Miagao Campus to UPV Iloilo City Campus send through shuttle	444



ACCOUNTING OFFICE.....	446
EXTERNAL SERVICES.....	447
1. Grant of Student Loan.....	447
2. Request of Financial Report of Funding Agencies.....	449
3. Issuance of Certificate of No pending Cash Advances	451
4. Issuance of Certificate of No Claim	452
INTERNAL SERVICES.....	453
1. Liquidation of Cash Advances.....	453
2. Payment of Claims - Externally Funded Projects	458
3. Payment of First Salary Adjustment	472
4. PR-JOR Obligation and or cancellation of Externally Funded Projects.....	475
AUXILIARY SERVICES OFFICE.....	484
EXTERNAL SERVICES.....	485
1. Use of UPV facilities, spaces, etc.....	485
INTERNAL SERVICES.....	489
1. Process requests to use UPV facilities and spaces	489
CASH OFFICE	493
EXTERNAL SERVICES.....	494
1. Collection of Fees (Walk-In).....	494
2. Collection of Fees Through Payment Gateways.....	495
3. Disbursement of Check/Cash On-site	497
4. Disbursement of Check/Cash through Over-the-Counter (OTC) Deposit	499
INTERNAL SERVICES.....	501
1. Bond Application to the Bureau of the Treasury	501
2. Check Issuance upon Execution of an Acknowledgement Receipt	504
3. Preparation of Checks.....	506
4. Disbursement of Check via Other U.P. Units.....	508
5. Issuance of Bus Pass and Ticket	510
6. Request Cancellation of Check and/ or Reissuance of Check.....	511
7. Release Of Pay Slips to UPV Employees	514
8. Request for Issuance of Letter of Introduction to Land Bank	516
9. Issuance Of UPV Car Sticker	517



10. Certification Of University Clearances, HDMF/PAG-IBIG Loan Application & CWT and ECWT Of Globe Telecom Taxes Withheld	518

CAMPUS DEVELOPMENT AND MAINTENANCE OFFICE..... 520

EXTERNAL SERVICES..... 521

1. Use of UPV Facilities in Miagao Campus (UPV Students and Alumni)	521
2. Use of UPV Facilities in Iloilo City Campus (UPV Students and Alumni)	524
3. Use of UPV Facilities in Iloilo City Campus (Non-UPV Clients)	527
4. Use of UPV Facilities in Miagao Campus (Non-UPV Clients)	530
5. Use of UPV Bus and Pooled Vehicles	533
6. Minor repairs of buildings and structures	536
7. Support Services during Activities	538
8. Payment for utilities expenses (telephone, water, and electricity)	541
9. Water Connection	543
10. Payment of Contractor's Billings for Maintenance Projects (First Billing)	548
11. Payment of Contractor's Billings for Maintenance Projects (Progress Billing) ..	552
12. Payment of Contractor's Billings for Maintenance Projects (15% Advance Payment)	555
13. Payment of Contractor's Billings for Maintenance Projects (Final Billing)	558

INTERNAL SERVICES..... 563

1. Use of UPV Facilities in Miagao Campus (UPV Employees, Units, and Offices) ..	563
2. Use of UPV Facilities in Iloilo City Campus (UPV Employees, Units, and Offices)	566
3. Use of UPV Bus and Pooled Vehicles	569
4. Minor repairs of buildings and structures	572
5. Support Services during Activities	574
6. Minor repairs of buildings and structures (UPV Staff Housing Units)	577
7. Technical specifications and cost estimates involving the expertise of engineers, etc.....	579
8. Check-up and minor repair of ACUs.....	582
9. Check-up and repair of UPV vehicles.....	584

DIGITAL INNOVATION CENTER..... 586

INTERNAL SERVICES..... 587

1. ICT Troubleshoot, Repair and Maintenance	587
2. ICT Equipment Installation and Set-up	589
3. Installation, Configuration, and Troubleshooting of WiFi and Network Equipment	590
4. ICT Technical Specifications	591



5. Technical Assistance During University Events.....	593
6. e-Procurement Concerns (New Unit or Project)	595
7. e-Procurement Concerns (User Account)	596
8. e-Procurement Concerns (Password Reset)	597
9. e-Procurement Concerns (Edit Entries in the Database)	598
10. UP e-mail – New Account for Employees.....	599
11. UP e-mail – New Account for Students	600
12. UP e-mail Reactivation of Account for Employees	601
13. UP e-mail - Reactivation of Account for Students	602
14. UP e-mail - Password Reset for Employees.....	603
15. UP e-mail - Password Reset for Students	604
HEALTH SERVICES UNIT	605
EXTERNAL SERVICES.....	606
1. Medical Consultation and Treatment.....	606
2. X-ray Services	607
3. Laboratory Services	610
4. Dental Consultation and Treatment.....	612
INTERNAL SERVICES.....	614
1. Annual Dental Examination	614
2. Annual Medical/Physical Examination	616
3. Dental Consultation and Treatment.....	618
4. Laboratory Services	620
5. X-ray Services	623
HUMAN RESOURCES AND DEVELOPMENT OFFICE.....	628
INTERNAL SERVICES.....	629
1. Issuance of University ID Card	629
2. Issuance of Retiree's ID Card	631
3. Replacement of University ID Card	633
4. Issuance of ARTA ID Card: First-Time Application.....	636
5. Issuance of Replacement for ARTA ID Card	638
6. Issuance of Certification of Performance Rating	640
7. Issuance of Certificate of Leave Credits Earned	642
8. Issuance of Certificate of Leave Without Pay	643
9. Issuance of Certificate of Employment (and compensation) for personal purposes (active personnel)	644
10. Issuance of Certificate of Employment (inactive personnel)	646
11. Issuance of Certificate of Employment (and compensation) for official	



travel/purposes (active personnel)	648
12. Application for Expanded Maternity Leave (105 days) under RA 11210	650
13. Confirmation of Certificate of Report for Duty after a long-term Sick Leave, Maternity Leave, Rehabilitation Leave	653
14. Confirmation of Certificate of Report for Duty after a long-term vacation leave, study leave, sabbatical, secondment, or special detail	655
15. Application for Ten-day Leave under R.A. 9262 (Anti-Violence Against Women and their Children Act of 2004)	657
16. Application for long-term Vacation Leave (15 calendar days but not exceeding 30)	660
17. Application for Sick Leave (15 calendar days but less than 30)	663
18. Application for Paternity Leave	666
19. Application for Special Leave (CSC and CNA)	669
20. Application for Short-Term Vacation/Mandatory Leave	671
21. Application for Academic Leave (University Registrar, Deans, Vice Chancellors)	673
22. Issuance of the Certificate of Clearance for Long-Term Leave/Retirement/Other Modes of Separation from Service)	676
23. Issuance of the Service Record (No Service Fee)	681
24. Issuance of the Service Record (With Service Fee through Over-the-Counter Payment)	684
25. Issuance of the Service Record (With Service Fee through Online payment) ..	687
 SECURITY SERVICE FORCE.....	 691
 EXTERNAL SERVICES.....	 692
1. Issuance of vehicle pass/sticker	692
2. Issuance of toll fee	694
3. Review of CCTV footage.....	696
4. Handling a Complaint.....	697
5. Emergency Response.....	698
 INTERNAL SERVICES.....	 700
1. Request for security during special event.....	700
 SUPPLY AND PROPERTY SERVICES OFFICE	 702
 EXTERNAL SERVICES.....	 703
1. Acceptance of delivery/ documents from external supplier	703
2. Processing of Refund of Performance Bond / Warranty Security	704
3. Sale of Bidding Documents	708
4. Issuance /Processing of Gate pass for transfer of property/ies outside the UPV campus	709



INTERNAL SERVICES..... 710

1. Assistance in the submission of PPMP and inclusion in the APP	710
2. Acceptance of documents from internal clients	711
3. Registration of new supplier/payee in the BULSA System	712
4. Facilitates documentary requirement for payment.....	713
5. Preparation of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS) for newly acquired properties	714
6. Preparation of Property Acknowledgement Receipt (PAR)/ Inventory Custodian Slip (ICS) for renewal/transfer of accountabilities	716
7. Pull-out of unserviceable properties to be returned to SPSO for proper disposal	718
8. Issuance /Processing of Gate pass for transfer of property/ies outside the UPV campus	720
9. Assistance in the queries regarding Procurement, Inventory and Admin procedurals	721
10. Issuance of Waste Material Report for repaired/rehabilitated defective UPV properties.....	722
11. Processing of University Clearance.....	724
12. Request for procurement of goods and services	726

OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT..... 732

INTERNAL SERVICES..... 733

1. Provision of UPV Master Plan/Land Use Plan and other planning-related information	733
2. Provision of UP System and UP Visayas Strategic Plans.....	736
3. Consolidation and submission of the Budget Preparation (BP) Reports, e.g., Agency Performance Measures (BP Form B), BP Form 201-D, and BP Form 202	738
4. Review of UPV OPCR Targets (Manual OPCR Target submission)	740
5. Preparation and submission of the Quarterly Physical Report of Operations (QPRO)	742
6. Review and consolidation of Equipment Outlay Proposals for GAA Funding	745
7. Process Flow and Procedure for Getting Endorsement from the UPV Chancellor for the Concept Design for Capital Outlay Proposals for GAA Funding	747

SITE ACQUISITION AND RESETTLEMENT PROJECT 751

EXTERNAL SERVICES..... 752

1. Issuance of Certification on the Status of Land Ownership	752



2. Request for Assistance in the Mediation of Disputes among Former Landowners and their Heirs and Residents of the Relocation Centers	756
3. Assistance to Walk-in Clients Inquiring about SARP Services.....	761
4. Payment of Lots for Acquisition	763
5. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses	770

INTERNAL SERVICES..... 773

1. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses	773
2. Provision of reports/data related to UPV land holdings	776
3. Initial Assessment of Requests on Utilization of UPV Landholdings	779
4. Assistance with Field Investigations related to Unauthorized Use of UPV Landholdings	782

SITE DEVELOPMENT AND REFORESTATION PROJECT 785

EXTERNAL SERVICES..... 786

1. Conduct of Tree Planting Activity in UPV Properties	786
2. Identification of Tree Species in UPV Properties	789
3. Issuance of Permit to Cut Bamboo Poles	792
4. Conduct of Orientation on Vermicomposting	794
5. Conduct of Trail Guide Orientation on UPV Nature Trail	796
6. Conduct Orientation on UPV-EDC Arboretum Area for Proper Tree Species Identification	798
7. Request to Borrow Potted Ornamental Plants for UPV various activities/events	800

INTERNAL SERVICES..... 802

1. Conduct of Tree Planting Activity in UPV Properties	802
2. Identification of Tree Species in UPV Properties	805
3. Issuance of Permit to Cut Bamboo Poles	807
4. Conduct of Orientation on Vermicomposting	809
5. Conduct of Trail Guide Orientation on UPV Nature Trail	811
6. Conduct Orientation on UPV-EDC Arboretum Area for Proper Tree Species Identification.....	813
7. Request to Borrow Potted Ornamental Plants for UPV various activities/events	815



OFFICE OF THE VICE CHANCELLOR FOR RESEARCH AND EXTENSION 817

EXTERNAL SERVICES.....	818
1. Application for Project Personnel ID	818
2. Ethical Clearance for Projects Involving Human Subjects	820
3. Grant of Funding Support for Small Budget In-house Research Grant (SBIRG)	824
4. Grant of Funding Support for Thesis and Dissertation Grant	828
5. Technical Assistance for paper submission to UPV journal (PJNS/PJSSH)	832
INTERNAL SERVICES.....	836
1. Application for Arts and Science Productivity System	837
2. Application for Other Research-related Activities (e.g. seminars, training, conferences, etc.)	839
3. Application for UPV Publication Support	841
4. Applications for Research, Creative Work, and Public Service Load Credit (RLC, CWLC, PSLC).....	843
5. Approval of Requests for Extension of Research, Creative Work and Public Service Charged from UPV-RCWPPS Funds	845
6. Delegation of Authority to Conduct Procurement under Direct Acquisition (Sec. 32 of IRR RA 12009)	847
7. Endorsement of Proposal for Externally Funded Projects	849
8. Endorsement of Reports (Progress, Semi-Annual, Annual, Terminal report) to External Funding Agencies (DOST, UP System, DA, etc.)	851
9. Endorsement of Request for Extension, Renewal, Realignment/Reprogramming of Externally Funded Projects	853
10. Ethical Clearance for Projects Involving Human Subjects	856
11. Grant of Funding Support for Public Service Activities	859
12. Grant of Funding Support for Regular Inhouse Research (RIR), Mentored Research (MR), Leverage Research (LR) and Creative Works (CW).....	861
13. Issuance of Certification for Report Submission (Progress, Semi-annual, Terminal/Annual report) of Research, Creative Work, Publication, and Public Service.....	864
14. Registration of Newly Implemented Projects	866
15. Technical Assistance for Application for Recognition or Awards Given by External Award Giving Body	868
16. Technical assistance for OVPAA's Enhanced Creative Work and Research Grant (ECWRG) and Emerging Inter-Disciplinary Research Grant (EIDRG).....	871
17. Technical Assistance for Application for OVPAA's Research Dissemination Grant	874
18. Technical Assistance for OVPAA's International Publication Award (IPA)	878
19. Technical assistance for Paper Submission to UPV Journals (PJNS and PJSSH)	881
20. UPV Research Dissemination Support (RDS).....	885



CENTER FOR WEST VISAYAN STUDIES (CWVS)	889
EXTERNAL SERVICES	890
1. Consultancy and Technical Assistance	890
2. Library Services	892
3. Request to Conduct Lecture, Seminar, and Conferences.....	894
4. Request to Conduct Training and Workshop.....	896
INTERNAL SERVICES	898
1. Library Services	898
 GENDER AND DEVELOPMENT PROGRAM (GDP)	 900
EXTERNAL SERVICES	900
1. Balay-balay Child Minding Center Operations: Enrollment of BBCMC Children	901
2. GDP Puluy-an Accommodation	903
3. Use of GDP Library	905
4. Use of Lactation Station and Nutrition Hub.....	908
INTERNAL SERVICES	910
1. Balay-balay Child Minding Center Operations: Enrollment of Children	911
2. GDP Puluy-an Accommodation.....	913
3. Use of Lactation Station and Nutrition Hub.....	915
4. Use of GDP Library	917
 NATIONAL INSTITUTE OF MOLECULAR BIOLOGY AND BIOTECHNOLOGY (NIMBB)	 920
EXTERNAL SERVICES	921
1. Internship/ On-the-Job Training (OJT)/ Immersion/Mentorship/ Apprenticeship	921
2. Laboratory Space and Equipment Use	925
3. Technical Advice.....	928
4. Training.....	930
INTERNAL SERVICES	933
1. Internship/ On-the-Job Training (OJT)/ Immersion/Mentorship/ Apprenticeship	934
2. Laboratory Space and Equipment Use	938
3. Technical Advice.....	941
4. Training.....	943



OFFICE OF CONTINUING EDUCATION AND PAHINUNGOD (OCEP) 946

EXTERNAL SERVICES..... 947

1. Reservation of GCEB Training Room..... 947
2. Training Programs for Government and Private Enterprise (upon request) 951

INTERNAL SERVICES..... 954

1. Application for Public Service Grant 955
2. Reservation of GCEB Training room 957

PHILIPPINE GENOME CENTER-VISAYAS (PGC-V) 960

EXTERNAL SERVICES..... 961

1. Bioinformatics Analysis Services..... 961
2. Bioinformatics Technical Advice 965
3. Bioinformatics Training 967
4. Capillary Sequencing 971
5. Consortium Membership 975
6. DNA/PCR Purification 977
7. Equipment Use 981
8. Library Preparation and Next Generation Sequencing 985
9. Nucleic Acid Extraction 990
10. Nucleic Acid Quantification 994
11. PCR/RT-PCR 998
12. Preparation of Agreements 1002
13. Retail Services 1004
14. Science Immersion Program 1008
15. Technical Advice..... 1010
16. Tours and Visits 1012
17. Training..... 1014
18. Undergraduate Internship 1018

REGIONAL RESEARCH CENTER (RRC) 1021

EXTERNAL SERVICES.....1022

1. Request for Tours and Benchmarking..... 1022
2. Sample Processing Services 1024
 - ✓ Absorbance Measurements (UV-Vis-NIR)
 - ✓ Absorbance Measurements (UV-Vis)
 - ✓ AFM Imaging
 - ✓ Differential Scanning Calorimetry
 - ✓ Fluorescence Analysis
 - ✓ Freeze Drying
 - ✓ FT-MidIR Analysis (No ID)



- ✓ *FT-NIR Analysis (No ID)*
- ✓ *FTIR-ATR Analysis (No ID)*
- ✓ *Lifetime Measurements*
- ✓ *Phosphorescence Analysis*
- ✓ *Raman Analysis (No ID)*
- ✓ *Reflectance Measurements*
- ✓ *Sample Processing*
- ✓ *SEM Imaging*
- ✓ *SEM Imaging -EDS Line Analysis*
- ✓ *SEM Imaging -EDS Mapping Analysis*
- ✓ *SEM Imaging -EDS Point Analysis*
- ✓ *Spin Coater*
- ✓ *Spray Drying*
- ✓ *Sputter Coater*
- ✓ *Surface Profilometry*
- ✓ *Surface Roughness*
- ✓ *Texture Analysis (Basic Compression)*
- ✓ *Texture Analysis (Basic Tensile)*
- ✓ *Thermogravimetric Analysis*
- ✓ *Topography*
- ✓ *Transmission Analysis*
- ✓ *Type 1 (Ultrapure) water (per L)*
- ✓ *Type 2 (Pure) water (per L)*
- ✓ *Water Bath (Microbiological)*

3. Training Services 1026

- ✓ *An Introduction to the Basic Principles of a*
- ✓ *High-Performance Liquid Chromatograph (HPLC)*
- ✓ *Basic and Routine Microscopy Using*
- ✓ *Compound Microscope and Stereomicroscope*
- ✓ *Basic Culture Media and Isolation Techniques*
- ✓ *Basic Principles and Operations of Atomic Force Microscopy*
- ✓ *Basic Principles and Operations of Fourier Transform Infrared Near Infrared Raman (FTIR NIR RAMAN) Spectrometer*
- ✓ *Basic Principles and Operations of Scanning Electron Microscope - Electron Dispersive Spectroscopy (SEM-EDS)*
- ✓ *Basic Principles and Operations of Simultaneous Thermal Analyzer (STA)*
- ✓ *Basic Principles and Operations of Ultraviolet-Visible Near IR Diffuse Reflectance Spectroscopy (UV-Vis NIR DRS)*
- ✓ *Basic Principles, Operations, and Hands-on Training of the Shimadzu High Performance Liquid*



Chromatograph (HPLC)

- ✓ *Fantastic Food Drying Techniques and How to Evaluate Them*
- ✓ *Introduction to the Basic Principles, Operations, and Troubleshooting of Freeze Dryer*
- ✓ *Introduction to the Basic Principles, Operations, and Troubleshooting of Rancidity Analyzer*
- ✓ *Introduction to the Basic Principles, Operations, and Troubleshooting of Spray Dryer B-290]*

4. Use of Equipment Services 1029

- ✓ *-70 C Ultra-low Freezer*
- ✓ *Analytical Balance*
- ✓ *Analytical Balance*
- ✓ *Analytical Balance*
- ✓ *Atomic Force Microscope (AFM)*
- ✓ *Autoclave*
- ✓ *Biochemical incubator*
- ✓ *Biosafety Cabinet*
- ✓ *Centrifuge*
- ✓ *Chamber Vacuum Sealer*
- ✓ *Chemical Fume Hood*
- ✓ *Colony Counter*
- ✓ *Compound Microscope*
- ✓ *Constant Climate Chamber*
- ✓ *Constant Temperature Drying Oven*
- ✓ *Diamond saw*
- ✓ *Drying oven*
- ✓ *Drying Oven*
- ✓ *Forced Air Drying Oven*
- ✓ *Homogenizer*
- ✓ *HPLC*
- ✓ *Ice Cream Maker*
- ✓ *Incubators (Shaker & Standard)*
- ✓ *Microanalytical balance*
- ✓ *Microplate Reader*
- ✓ *Microtome*
- ✓ *Microwave Synthesizer*
- ✓ *MidIR-NIR-Raman Spectrometer*
- ✓ *Moisture Analyzer*
- ✓ *Muffle Furnace*
- ✓ *Paraffin dispenser*
- ✓ *pH Meter*
- ✓ *Preparative HPLC*



- ✓ *Refractometer*
- ✓ *Refrigerated Centrifuge*
- ✓ *Rheometer*
- ✓ *Rotary Evaporator*
- ✓ *Scanning Electron Microscope - Energy Dispersive Spectrometer (SEM-EDS)*
- ✓ *Shaking Incubator*
- ✓ *Slide drying bench*
- ✓ *Spectrofluorometer*
- ✓ *Spray Dryer*
- ✓ *STA-DSC*
- ✓ *Stereomicroscopes*
- ✓ *Texture Analyzer*
- ✓ *Top loading Balance*
- ✓ *Ultrasonic Bath*
- ✓ *Ultrasonicator (probe-type)/ Ultrasonic Homogenizer*
- ✓ *UPLC-QToF/MS*
- ✓ *UV-Vis Spectrophotometer, (200-1800nm; UV-Vis, NIR, with DRA)*
- ✓ *UV-Vis Spectrophotometer, 6-placer (190-1100nm)*
- ✓ *Vacuum Evaporation System*
- ✓ *Vortex Mixer*
- ✓ *Water Activity Meter*

INTERNAL SERVICES.....1031

- 1. Request for Tours and Benchmarking 1032
- 2. Sample Processing Services 1034

- ✓ *Absorbance Measurements (UV-Vis-NIR)*
- ✓ *Absorbance Measurements (UV-Vis)*
- ✓ *AFM Imaging*
- ✓ *Differential Scanning Calorimetry*
- ✓ *Fluorescence Analysis*
- ✓ *Freeze Drying*
- ✓ *FT-MidIR Analysis (No ID)*
- ✓ *FT-NIR Analysis (No ID)*
- ✓ *FTIR-ATR Analysis (No ID)*
- ✓ *Lifetime Measurements*
- ✓ *Phosphorescence Analysis*
- ✓ *Raman Analysis (No ID)*
- ✓ *Reflectance Measurements*
- ✓ *Sample Processing*
- ✓ *SEM Imaging*
- ✓ *SEM Imaging -EDS Line Analysis*



✓ SEM Imaging -EDS Mapping Analysis	
✓ SEM Imaging -EDS Point Analysis	
✓ Spin Coater	
✓ Spray Drying	
✓ Sputter Coater	
✓ Surface Profilometry	
✓ Surface Roughness	
✓ Texture Analysis (Basic Compression)	
✓ Texture Analysis (Basic Tensile)	
✓ Thermogravimetric Analysis	
✓ Topography	
✓ Transmission Analysis	
✓ Type 1 (Ultrapure) water (per L)	
✓ Type 2 (Pure) water (per L)	
3. Training Services	1036
✓ An Introduction to the Basic Principles of a High-Performance Liquid Chromatograph (HPLC)	
✓ Basic and Routine Microscopy Using Compound Microscope and Stereomicroscope	
✓ Basic Culture Media and Isolation Techniques	
✓ Basic Principles and Operations of Atomic Force Microscopy	
✓ Basic Principles and Operations of Fourier Transform Infrared Near Infrared Raman (FTIR NIR RAMAN) Spectrometer	
✓ Basic Principles and Operations of Scanning Electron Microscope - Electron Dispersive Spectroscopy (SEM-EDS)	
✓ Basic Principles and Operations of Simultaneous Thermal Analyzer (STA)	
✓ Basic Principles and Operations of Ultraviolet-Visible Near IR Diffuse Reflectance Spectroscopy (UV-Vis NIR DRS)	
✓ Basic Principles, Operations, and Hands-on Training of the Shimadzu High Performance Liquid Chromatograph (HPLC)	
✓ Fantastic Food Drying Techniques and How to Evaluate Them	
✓ Introduction to the Basic Principles, Operations, and Troubleshooting of Freeze Dryer	
✓ Introduction to the Basic Principles, Operations, and Troubleshooting of Rancidity Analyzer	
✓ Introduction to the Basic Principles, Operations, and Troubleshooting of Spray Dryer B-290]	



4. Use of Equipment Services 1039

- ✓ *-70 C Ultra-low Freezer*
- ✓ *Analytical Balance*
- ✓ *Analytical Balance*
- ✓ *Analytical Balance*
- ✓ *Atomic Force Microscope (AFM)*
- ✓ *Autoclave*
- ✓ *Biochemical incubator*
- ✓ *Biosafety Cabinet*
- ✓ *Centrifuge*
- ✓ *Chamber Vacuum Sealer*
- ✓ *Chemical Fume Hood*
- ✓ *Colony Counter*
- ✓ *Compound Microscope*
- ✓ *Constant Climate Chamber*
- ✓ *Constant Temperature Drying Oven*
- ✓ *Diamond saw*
- ✓ *Drying oven*
- ✓ *Drying Oven*
- ✓ *Forced Air Drying Oven*
- ✓ *Homogenizer*
- ✓ *HPLC*
- ✓ *HPLC*
- ✓ *Ice Cream Maker*
- ✓ *Incubators (Shaker & Standard)*
- ✓ *Microanalytical balance*
- ✓ *Microplate Reader*
- ✓ *Microtome*
- ✓ *Microwave Synthesizer*
- ✓ *MidIR-NIR-Raman Spectrometer*
- ✓ *Moisture Analyzer*
- ✓ *Muffle Furnace*
- ✓ *Paraffin dispenser*
- ✓ *pH Meter*
- ✓ *pH meter*
- ✓ *pH meter*
- ✓ *Preparative HPLC*
- ✓ *Refractometer*
- ✓ *Refrigerated Centrifuge*
- ✓ *Rheometer*
- ✓ *Rotary Evaporator*
- ✓ *Scanning Electron Microscope - Energy*



<i>Dispersive Spectrometer (SEM-EDS)</i>	
✓ <i>Shaking Incubator</i>	
✓ <i>Slide drying bench</i>	
✓ <i>Spectrofluorometer</i>	
✓ <i>Spray Dryer</i>	
✓ <i>STA-DSC</i>	
✓ <i>Stereomicroscopes</i>	
✓ <i>Texture Analyzer</i>	
✓ <i>Top loading Balance</i>	
✓ <i>Ultrasonic Bath</i>	
✓ <i>Ultrasonicator (probe-type)/ Ultrasonic Homogenizer</i>	
✓ <i>UPLC-QTof/MS</i>	
✓ <i>UV-Vis Spectrophotometer,</i> <i>(200-1800nm; UV-Vis, NIR, with DRA)</i>	
✓ <i>UV-Vis Spectrophotometer, 6-placer (190-1100nm)</i>	
✓ <i>Vacuum Evaporation System</i>	
✓ <i>Vortex Mixer</i>	
✓ <i>Water Activity Meter</i>	
✓ <i>Water Bath (Microbiological)</i>	
5. Use of Facilities (for Offices Inside RRC)	1041
6. Use of Facilities (for UPV)	1043
SENTRO NG WIKANG FILIPINO (SWF).....	1045
EXTERNAL SERVICES.....	1046
1. Balay Wika Accommodation	1046
2. Issuance of Certification for Certified Translation of the Original Text	1048
3. Request for Technical Advice.....	1050
4. Sentro ng Wikang Filipino Aklatang Bayan	1052
5. Sentro ng wikang Filipino Silid Pandayan (Conference Room)	1054
6. Translation of the Original Text to Filipino/Hilagaynon	1056
INTERNAL SERVICES.....	1058
1. Balay Wika Accommodation	1059
2. Sentro ng Wikang Filipino Aklatang Bayan	1061
3. Sentro ng Wikang Filipino Silid Pandayan (Conference room)	1063
TECHNOLOGY TRANSFER AND BUSINESS OFFICE (TTBDO)	1065
EXTERNAL SERVICES.....	1066
1. Facilitation, Collaboration, and Capacity Building.....	1066
2. Intellectual Property Rights Application	1068
3. Intellectual Property Rights Prosecution.....	1070
4. Permit to Use UP and UPV Trademark for Commercial Purposes	1072



5. Renewal of Technology Licensing	1074

INTERNAL SERVICES.....1076

1. Facilitation, Collaboration, and Capacity Building	1076
2. Invention Disclosure Incentive (IDI)	1079
3. Intellectual Property Rights Application	1080
4. Intellectual Property Rights Prosecution.....	1082
5. Patent Search Reports and Analysis	1084
6. Permit to use UP and UPV Trademark for Commercial Purposes	1085
7. Technology Enhancement Assistance	1087

COLLEGE OF FISHERIES AND OCEAN SCIENCES 1089

COLLEGE OF FISHERIES AND OCEAN SCIENCES - OFFICE OF THE DEAN

EXTERNAL/INTERNAL SERVICES.....1090

1. Use of Facilities and Equipment at Villadolid Hall, Pidlaoan Hall, and Umali Hall	1091
2. Issuance of Certificate of Appearance (By Appointment, Scheduled Visit or Walk-In Clients)	1094
3. Request for Tour of Facilities and Benchmarking Activities	1095
4. Issuance Of Travel Order for Local Travels Within the Authority of The Dean).....	1097
5. Conduct Of Alternative Mode of Procurement (CFOS Delegated Authority)	1098

COLLEGE OF FISHERIES AND OCEAN SCIENCES- OFFICE OF THE COLLEGE SECRETARY.....1102

EXTERNAL SERVICES.....1103

1. Pre-Registration of Students	1104
2. Issuance of permit for Cross Registration	1106
3. Application for Transfer from Other Colleges Within UPV	1108
4. Application for Shifting of Course	1110
5. Change/Add of Matriculation	1113
6. Student Request for Overload.....	1116
7. Substitution of Courses	1118
8. Application for Waiver of Pre-Requisite.....	1120
9. Issuance of permit for Removal of 4.0 and Completion of Incomplete Grade ...	1122
10. Dropping of Subjects/Courses.....	1124
11. Application for Leave of Absence (LOA)	1112
12. Re-Admission from AWOL	1128
13. Validation of Subjects for Transferees.....	1131
14. Request for Waiver of Maximum Residency Rule (MRR)	1134
15. Application for Graduation.....	1136



16. Issuance of Request of Students for True Copy of Grades and Certificates e.g. Good Moral Character, Enrolment/Residency, and Other Certifications	1138

COLLEGE OF FISHERIES AND OCEAN SCIENCES- UPV MUSEUM OF NATURAL SCIENCES 1140

EXTERNAL SERVICES.....	1141
1. Tour/Orientation on Museum Collection and Facilities	1141
2. Processing of Biological Specimens and Issuance of Certificate of Identification	1142
3. Taxidermy and Preservation of Specimen.....	1144
4. Short-term Training on Fixation and Preservation Techniques of Finfishes	1146
5. Use of Museum Lobby for Exhibits, Wellness Program and Student Activities ..	1147
6. Use of Museum Laboratory and Facilities	1148

COLLEGE OF FISHERIES AND OCEAN SCIENCES – INSTITUTE OF AQUACULTURE BRACKISHWATER AQUACULTURE CENTER.....1149

EXTERNAL SERVICES.....	1150
1. Analytical Laboratory Services	1150
2. Technical Consultancy Services	1152
3. Request for use of facilities and/or equipment.....	1154
4. Request for Training	1156

INTERNAL SERVICES.....1161

1. Request for use of facilities and/or equipment.....	1161
2. Request for Overtime/ or Overtime Permits.....	1163
3. Request for Aquaculture Training.....	1164

COLLEGE OF FISHERIES AND OCEAN SCIENCES – INSTITUTE OF MARINE FISHERIES AND OCEANOLOGY.....1166

EXTERNAL/INTERNAL SERVICES.....	1167
1. Use of Histological Services.....	1167
2. Use of Library Facilities	1173
3. Use of Instructional and research facilities	1175
4. Use of IMFO Floating Assets	1177



COLLEGE OF FISHERIES AND OCEAN SCIENCES – INSTITUTE OF FISH PROCESSING TECHNOLOGY 1178

EXTERNAL/INTERNAL SERVICES.....1179

1. Post-Harvest Fisheries Research Laboratory (PFRL) Sample Analysis 1179
2. Processed fishery products available for sale 1181
3. Use of facilities/equipment 1182
4. Work Immersion/ Internship Programs for senior high school/ college students 1184
5. Use of library 1186
6. Issuance of overtime permit, certificate of appearance, etc. 1187
7. Conducts trainings 1188
8. Technical consultancy services 1189
9. Tour of facilities 1190
10. Official shuttle services for Faculty, students and non-teaching personnel 1191

COLLEGE OF FISHERIES AND OCEAN SCIENCES – INSTITUTE OF FISHERIES POLICY AND DEVELOPMENT STUDIES 1192

EXTERNAL/INTERNAL SERVICES.....1193

1. Conduct public service activities (i.e., lakbay turo; lectures; training-workshops) 1193
2. Assistance to the student concerns (i.e. enrolment, compre exam, special problem, study plan, course offerings, etc.) 1194
3. Consultancy Services (from LGU and other gov't agencies) 1195
4. Use of IFPDS Library (Room use only) 1196
5. Use of facilities and equipment (e.g., AV 102, IFPDS Conference Room, Fisheries Policy Laboratory, diving equipment and institute vehicles) 1198
6. Collaboration within UPV and/or with other government agencies 1199

COLLEGE OF FISHERIES AND OCEAN SCIENCES – INSTITUTE OF AQUACULTURE BRACKISHWATER AQUACULTURE CENTER.....1200

EXTERNAL SERVICES.....1201

1. Analytical Laboratory Services 1201
2. Technical Consultancy Services 1204
3. Request for use of facilities and/or equipment 1205
4. Request for Training 1207

INTERNAL SERVICES.....1209

1. Analytical Laboratory Services 1209



2. Technical Consultancy Services	1212
3. Request for use of facilities and/or equipment.....	1213
4. Request for Training	1215



OFFICE OF THE CHANCELLOR



EXTERNAL SERVICES

1. Grant of approval to suspend classes or declare as an alternative class

Classes may be suspended or declared as an alternative class upon approval of the Chancellor.

Office or Division	1. Deans/ Office of Student Affairs 2. OVCAA 3. Office of the Chancellor				
Classification	Simple				
Type of Transaction	G2C				
Who may avail	UPV Student Organizations, Faculty				
Checklist of Requirements			Where to Secure		
For Faculty: Letter request with details of the activity, duly endorsed by the Dean.			Requestor		
For Student Organizations: letter request with details of the activity, duly endorsed by the Adviser. For college-based organizations, the endorsement of the Adviser and the Dean is required.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE	
<u>For college-based organizations</u> 1. UPV Student Organization submits the request to the Dean.	1.1 The Dean or OSA Director screens/ reviews the request and makes the corresponding endorsement to the VCAA.	None	1 day	Deans (for request of faculty, and college-based organizations) / /OSA Director (for university-wide organizations)	
	1.2. The VCAA screens/ reviews the request for endorsement to the Chancellor.	None	1 day	OVCAA staff and VCAA	
	<u>For university-wide organizations</u> 1. The request is submitted to OSA	1.3. OC staff reviews the request and the Chancellor makes final action.	None	1 day	Administrative Officer V or Executive Assistant III and the Chancellor
		1.4. Preparation of Notice of Action and releasing of document.	None		Administrative Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III
	TOTAL		None	3 days	



2. Grant of approval to conduct student activities inside or outside the campus by Student Organizations

Activities that are held outside the campus must be approved by the Chancellor stating the conditions that must be observed in the preparation, during, and after the conduct of the activity.

Office or Division	1. Deans/ Office of Student Affairs 2. OVCA/ OVCAA 3. Office of the Chancellor			
Classification	Complex			
Type of Transaction:	G2C			
Who may avail:	UPV Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with endorsement of Adviser. For college-based organizations, the endorsement of the Deans is required.		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For college-based organizations</u> 1. UPV Student Organization submits the request to the Dean. <u>For university-wide organizations</u> 1. The request is submitted to OSA	1.1 The Dean screens/ reviews the request and makes the endorsement to OSA for notation, then to the OVCA or OVCAA	None	1 day	Deans (for request of college-based organizations) / /OSA Director (for university-wide organizations)
	1.2 OSA screens the request and checks the completeness of the required documents, makes an endorsement, and forwards to the OVCA or OVCAA			
	1.3. The OVCA refers the request to the concerned units (e.g. ASO, SSF, HSU, or CDMO), makes an endorsement through the VCAA	None	2 days	OVCA staff and VCA
	1.4 VCAA reviews and endorses the	None	1 day	Admin Officer and the VCAA



	request to the Chancellor.			
	1.5 OC staff screens the request for action of the Chancellor.	None	1 day for Agency Action 5-7	<i>Administrative Officer V or Executive Assistant III, and the Chancellor</i>
	1.6. OC staff prepares the Notice of Action (NOA) for the request.	None		<i>Administrative Officer V, Planning Officer III, or Admin Aide III</i>
	1.7. Releasing of documents through email or physical copy.	None		<i>Administrative Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III</i>
TOTAL		None	3 days if request goes directly to the OVCAA and 5 days if request will pass through the OVCA	



3. Grant of Readmission (Appeal of Students for Readmission)

Students who are permanently dismissed from the university and whose appeal at the college level has been disapproved may appeal for readmission to the Chancellor.

Office or Division	1. Office of the Chancellor 2. Office of the Dean 3. OSA 3. OUR 4. OVCAA			
Classification	Complex			
Type of Transaction:	G2C			
Who may avail	UPV Students on Permanent Dismissal status			
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV student submits the appeal for readmission to OC.	1.1 OC staff reviews the appeal, forwards it to the Chancellor, and refers to the concerned offices for comments (College, OUR, OVCAA, and OSA)	None	1 day	<i>Administrative Officer V or Executive Assistant, Chancellor, Admin Aide VI</i>
	1.2 Concerned offices comment on the referral of OC	None	2 days	<i>Dean, University Registrar, VCAA, OSA Director</i>
	1.3 The Chancellor reviews the feedback given by the units, may call the student for a meeting, and makes the final decision.	None	3 days	<i>Administrative Officer V or Executive Assistant III, and the Chancellor</i>
	1.4 OC staff prepares the Notice of Action and releases the document through email or physical copy.	None	1 day	<i>Administrative Officer V, Admin Aide VI, Admin Aide III</i>
TOTAL		None	7 days	



4. Grant of Extension of Enrollment

The student/s needs to secure approval of the Chancellor to be able to enroll beyond the regular enrollment period.

Office or Division	1. Office of the Chancellor 2. Colleges 3. OVCAA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with justification		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV student submits the request for extension of enrollment to OC with justification.	1.1 OC staff refers the request to the college (institute/division/department, College Secretary, Dean) then to the OVCAA.	None	1 day	<i>Administrative Officer V or Executive Assistant III, Admin Aide VI</i>
	1.2 The Dean makes endorsement through the VCAA	None	1 day	<i>CAS Dean's Office staff and the Dean</i>
	1.3 The VCAA reviews the comments or endorsements from the college and gives recommendation to the Chancellor.	None	1 day	<i>OVCAA staff and VCAA</i>
	1.4 The Chancellor reviews the endorsements and makes the final decision.	None	1 day	<i>Administrative Officer V or Executive Assistant III, and the Chancellor</i>
	1.5 OC staff prepares the Notice of Action and releases the document through email or physical copy.	None		<i>Administrative Officer V, Planning Officer III, Admin Aide VI, Admin Aide III</i>
TOTAL		None	4 days	



5. Grant of Student Loan

Students who cannot afford to pay tuition and other fees may apply for a loan due to financial incapacity. The student pays at least P1,000 to be able to enroll and files a loan for the remaining amount as per the assessment of the college. A loan must be settled within the semester. In the event that the student cannot pay the outstanding loan and needs to apply for another loan come the next enrollment period, the student may appeal to the Chancellor and pay whichever is lower (the previous loan or the present fees to be paid).

Office or Division	1. Office of the Chancellor 2. Accounting (Student Loan) 3. OVCA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request with the signature of the parent as co-debtor (UPV employee may also act as co-debtor)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Student submits the request for a student loan to OC.	1.1 OC staff refers the request to the Accounting Office and to the OVCA	None	1 day	<i>Administrative Officer V, Admin Aide VI</i>
	1.2 The Chief Accountant and the VCA then review the request and give comments/ recommendations to the Chancellor.	None	2 days	<i>Accounting staff and Chief Accountant, OVCA staff and VCA</i>
	1.3 The Chancellor reviews the endorsement given by VCA and makes the final decision.	None	1 day	<i>Administrative Officer V or Executive Assistant III, and the Chancellor</i>
	1.4 OC staff prepares the Notice of Action and releases the document through email or physical copy.	None	1 day	<i>Administrative Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III</i>
TOTAL		None	5 days	



6. Grant of approval to conduct activities requiring budget (request of students or by offices/units)

For university activities that require budget or financial assistance.

Office or Division	1. Office of the Chancellor 2. Budget Office 3. OVCA, OVCRE, or OVCAA			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV USC/Student Organizations and UPV Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Line-item-budget 3. Other supporting documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit or student organization submits the request/proposal of activities requiring budget to OC.	1.1 OC staff reviews the request and refers it to the Budget Office and VCA, VCAA, or VCRE, depending on the request.	None	1 day	<i>Administrative Officer V or Executive Assistant III, Admin Aide VI</i>
	1.2 Budget Office identifies fund source and VCA/VCRE /VCAA gives comments/ recommends the request to the Chancellor.	None	2 days	<i>Budget Office staff and Budget Chief, VCA/VCRE/VCAA</i>
	1.3 The Chancellor reviews the request and the feedback given by Budget Office and VCA, VCAA or VCRE, and makes the final decision.	None	1 day for Agency Action 3-4	<i>Administrative Officer V or Executive Assistant III, and the Chancellor</i>
	1.4 OC staff prepares the Notice of Action and releases the document through email or physical copy.	None		<i>Administrative Officer V, Planning Officer III, Admin Aide VI, or Admin Aide III</i>
TOTAL		None	4 days	



INTERNAL SERVICES

1. Issuance of Certificate of No Objection for Travel Abroad on Personal Business

UPV employees who travel abroad, even on personal business, must secure the approval of the Chancellor through their heads of units and the college or office to which they belong. Once approved, a Certification of no Objection is being issued and presented to Immigration upon leaving the country. This is also in compliance with the memorandum issued by the Malacañang with the subject: "Directives Applying to Foreign Travels of all Government Officials and Personnel in the Executive Department dated 03 January 2018 and Memorandum No. TJH 2018-06 issued by the Office of the UP President dated 01 March 2018.



Office or Division	1. Office of the Unit Head 2. Office of the Dean or of the next higher official 3. HRDO 4. OVCA/ OVCAA/ OVCRE 5. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee files the request to his/her unit head for endorsement.	1.1 The unit head endorses the request and forwards it to the Dean or next higher authority for endorsement.	None	1 day for Agency Action 1-2	<i>Unit Head and Dean or next higher official.</i>
	1.2 The request is forwarded to OC.	None		<i>Staff in charge of outgoing of documents</i>
	1.3. OC refers the request to the HRDO for comments/ personnel clearance and to the OVCA (for admin personnel), OVCAA (for faculty and professional REPS), or to the OVCRE (for research and extension REPS), for endorsement.	None	1 day	<i>Administrative Officer V or Executive Assistant III, Administrative Aide VI, Administrative Aide III</i>
	1.4 HRDO clears the request, VCA, VCRE or VCAA endorses the request, and then forwards it to OC	None	2 days	<i>HRDO staff, HRDO Chief, OVCA/OVCRE/OVCAA staff, VCA, VCRE, VCAA</i>
	1.5 OC staff screens the request for approval and	None	1 day for Agency Action 5-6	<i>Admin Officer V and the Chancellor</i>



	prepares the Certificate of No Objection for signature of the Chancellor.			
	1.6 Releasing of document (physical copy).	None		<i>Admin Aide VI, Admin Aide III</i>
TOTAL		None	5 days	



2. Issuance of Authority to Travel Abroad on Official Business

UPV employees who travel abroad on official business must secure the approval of the Chancellor through their heads of units and the college or office from which they belong. Once approved, a Travel Authority is issued (addressed to DFA and TIEZA) and is presented to Immigration upon leaving the country. This is also in compliance with the memorandum issued by the Malacañang with the subject: "Directives Applying to Foreign Travels of all Government Officials and Personnel in the Executive Department dated 03 January 2018 and Memorandum No. TJH 2018-06 issued by the Office of the UP President dated 01 March 2018.

Office or Division	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. HRDO 4. OVCA/ OVCAA 5. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All UPV Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Authority to Travel Abroad 1. HRDO Form 9a, Attachment 1a, revised March 2018 (for faculty and non-teaching academic personnel) 2. HRDO Form 9a, Attachment 1b, revised March 2018 (for admin personnel) 2. Details/information about the conference or event 3. Invitation Letter from the Organizer or letter of acceptance of paper (for presentation in conferences or fora)			Available at HRDO. May be downloaded also at UPV intranet (intranet.upv.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes the necessary form, attaches all supporting documents, and submits to his/her unit head for endorsement.	1.1 The unit head endorses the application and forwards it to the Dean or next higher authority for endorsement.	None	1 day for Agency Action 1-2	<i>Unit Head and Dean or next higher official.</i>
	1.2 The application is forwarded to HRDO for personnel clearance.	None		<i>Staff in charge of outgoing of documents</i>



	1.3 HRDO clears the application and forwards it to the OVCA (for administrative personnel) or to the OVCAA (for faculty and REPS), for endorsement.	None	2 days	<i>HRDO staff, Chief HRDO</i>
	1.4 VCA or VCAA endorses the application and forwards it to OC.	None	1 day	<i>OVCA staff and VCA (for administrative personnel) or OVCAA staff and VCAA (for faculty and REPS)</i>
	1.5 OC staff screens the request for approval and prepares the Authority to Travel for the signature of the Chancellor	None	1 day for Agency Action 5-6	<i>Administrative Officer V or Executive Assistant III or Planning Officer III, and the Chancellor</i>
	1.6 Releasing of document (physical copy).	None		<i>Admin Aide VI, Admin Aide III</i>
TOTAL		None	5 days	



3. Endorsement of Research Proposals or Activities/Conferences for Funding by External Agencies

The endorsement of the Chancellor is being required by the external funding agency. This is to signify that the Chancellor gives consent and supports the proposed research project or activity.

Office or Division	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA/ OVCRE 4. Office of the Chancellor			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Researchers (Faculty, REPS or Administrative Personnel)/ UPV Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Research Proposal or Activity/Conference Proposal 3. Endorsement of Unit Head, Dean, and the VCRE or VCAA		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Researcher/Unit submits the request for endorsement with all the required documents to OC.	1.1 OC staff refers the proposal to the Chancellor for review with the draft endorsement for consideration.	None	1 day	<i>Administrative Officer V, Executive Assistant III, or Planning Officer III</i>
	1.2 Once cleared, the Chancellor signs the endorsement and OC staff releases it to the Researcher through email or physical copy.	None	1 day	<i>Chancellor, Administrative Officer V, Admin Aide VI, or Administrative Officer III</i>
TOTAL		None	2 days	



4. Endorsement of Application for Study Abroad, Scholarship, or Attendance to Training Program

The endorsement of the Chancellor is needed for such applications, signifying what UPV is willing to commit as a counterpart (e.g., continued salary and other benefits).

Office or Division	1. Office of the Unit Head 2. Office of the Dean or the next higher official 3. OVCA/ OVCAA/ OVCRE 4. HRDO 5. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Personnel (Faculty, REPS or Administrative Personnel)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (the requestor may attach a draft endorsement) 2. Information about the scholarship or training program applied for 3. Endorsement of Unit Head, Dean, and the VCA, VCAA or VCRE			Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV personnel submits the request for endorsement with all the required documents to OC	1.1 OC staff refers the request to the HRDO for review (checks if the program to be enrolled in or participated in is within the expertise of the faculty or staff. Or if it is within the approved faculty development plan of the academic unit in the case of the faculty).	None	2 days	<i>Administrative Officer V or Executive Assistant III of OC, HRDO staff, and Chief HRDO</i>
	1.2 Once cleared, the OC staff prepares or finalizes the endorsement for the signature of the Chancellor	None	1 day for Agency Action 2-3	<i>Administrative Officer V or Executive Assistant III or Planning Officer III, and the Chancellor</i>
	1.3 Releasing of endorsement to the requestor through email or physical copy.	None		<i>Admin Officer V, Admin Aide VI, Admin Aide III</i>
TOTAL		None	3 days	



5. Issuance of appointment for composition of committees or appointment of Officers-in-Charge

An Administrative Order is being issued by the Chancellor to appoint or designate the composition of committees and OICs.

Office or Division	Office of the Chancellor			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Offices/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit submits the request for the issuance of appointment of committee members or OIC.	1.1 OC staff receives the request, reviews the document, and prepares the Administrative Order (AO).	None	1 day for OIC and 2 days for committees	<i>Administrative Officer V, Planning Officer III, or Executive Assistant III</i>
	1.2 The Chancellor approves the request and signs the AO.	None	1 day for Agency Action 2-3	<i>Chancellor</i>
	1.3 Releasing of document through email or physical copy.	None		<i>Administrative Officer V, Planning Officer III, Executive Assistant III, Admin Aide VI, Admin Aide III</i>
TOTAL		None	3 days	



6. Issuance of authority to hold cash advance (for the amount above P5,000)

The authority to hold a cash advance (in the form of an Administrative Order) is required before an employee holds a cash advance. He/she must be tenured and must be duly bonded for a cash advance of more than P5,000.

Office or Division	1. Office of the Chancellor 2. Accounting Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All Regular or Tenured UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request duly endorsed by the head of the unit		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits a request for authority to hold cash advance.	1.1 OC staff refers the request to the Accounting Office for clearance and conditions, and to the OVCA	None	2 days	<i>Administrative Officer V, Admin Aide VI, Admin Aide III at OC, Accounting Staff and Accounting Chief</i>
	1.2 Once cleared, OC staff prepares the authority to hold cash advance for signature of the Chancellor.	None	1 day for Agency Action 2-3	<i>Administrative Officer V or Planning Officer III and the Chancellor</i>
	1.3 Releasing of the Administrative Order through email or physical copy.	None		<i>Administrative Officer V, Planning Officer III, Admin Aide VI, Admin Aide III</i>
TOTAL		None	3 days	



7. Provision of Legal Opinion/Advice

Students and personnel may avail of legal opinion/advice or assistance from the University Lawyer. This service is also extended to the agency-hired personnel of the University.

Office or Division	Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV students, personnel, and agency-hired personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Personal Consultation		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor sets an appointment with the University Lawyer.	1.1 Attorney III meets the client, sets a meeting, conducts interviews with the concerned party/ies, and assists in the investigation or resolution of the case at hand.	None	7 days	<i>Attorney III</i>
TOTAL		None	7 days	



BUDGET OFFICE



EXTERNAL SERVICES

1. Payment of Telephone Bill

Monthly payment of telephone bill for local and long-distance calls of the office to PLDT.

Office or Division	1. Budget Office 2. Accounting Office 3. Cash Office			
Classification	Simple			
Type of Transaction	G2B-Government to Businesses			
Who may Avail	PLDT Company			
Checklist of Requirements			Where to Secure	
1. Billing Statement			PLDT, Inc.	
2. Disbursement Voucher			Generated Through BULSA	
3. Obligation Request			Generated Through BULSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Telephone company submits billing statement.	1.1. Receives billing statement and stamps date and initials.	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.2. Verifies accuracy of the bill, computes long distance calls and corresponding taxes.	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.3. Prepares Disbursement Voucher (DV) on-line through BULSA and encode pertinent information.	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.4. Print DV with names of authorized Signatories	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.5. Chief of Office signs DV.	None	5 minutes	<i>Chief,</i> Budget Office
	1.6. Records DV to logbook/softcopy	None	2 minutes	<i>Admin Aide III</i> Budget Office
	1.7. Transmits DV to Accounting office for processing while waiting for pre-audit and on-line approval	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.8. Accounting	None	30 minutes	<i>Accounting</i>



	Office process the DV			<i>Office Staff</i>
	1.9. Head of office approves DV on-line thru BULSA portal.	None	2 minutes	<i>Chief Budget Office</i>
	1.10. Receives pre-audited DV from the Accounting office. Stamps date, put initials, stamps name of concerned signatory.	None	2 minutes	<i>Admin Aide III Budget Office</i>
	1.11. Encodes pertinent data in the computer and refer to staff in-charge for processing.	None	2 minutes	<i>Admin Aide III Budget Office</i>
	1.12. Checks availability of funds, obligate expense for approval of the Budget Chief.	None	20 minutes	<i>Admin Aide III Budget Office</i>
	1.13. Budget Chief reviews and approves OR.	None	5 minutes	<i>Chief Budget Office</i>
	1.14. Records signed OR and forwards to Accounting Office for processing. File copy of OR is given to concerned staff for filing.	None	5 minutes	<i>Admin Aide III Budget Office</i>
	1.15. Processing of DV and check for payment to PLDT	None	2 days	<i>Accounting and Cash Offices</i>
	1.16. Payment to PLDT	None	1 day	<i>Admin Aide III Budget Office</i>
	TOTAL	None	3 days, 1 hour, 38 minutes	



INTERNAL SERVICES

1. Approval for the Utilization of Tuition and Other School Fees (TOSF)

The UP System implemented the increase in Tuition and Other School Fees as approved by the Board on its 1216th BOR Meeting. The utilization requires the approval of the UP President based on the BOR allowable items.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UP Constituents/ Offices			
Checklist of Requirements		Where to Secure		
Proposed Utilization of TOSF		UP System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System issues Memorandum to all CUs for the Proposed Utilization of TOSF	1.1. Records the Memo and forwards to the Budget Chief.	None	5 minutes	<i>Admin Aide III Budget Office</i>
	1.2. The Budget Chief reviews the Memo and discuss with staff in charge on the items to be included in the proposed utilization.	None	4 hours	<i>Chief Budget Office</i>
	1.3. The Budget chief finalizes the List and forwards to the Office of the Chancellor for approval and signature of the Chancellor.	None	2 days	<i>Chief Budget Office</i>
	1.4. The Chancellor reviews and approves the List of items included in the Proposed utilization of TOSF.	None	1 day	<i>Chancellor UP Visayas</i>
	1.5. The Budget Chief submits the Proposed Utilization to the UP System for approval of the UP President.	None	15 minutes	<i>Chief Budget Office</i>
TOTAL		None	3 days, 4 hours, 20 minutes	



2. Budget clearance for the purchase of Equipment

UPV Constituents may request approval for the purchase of equipment from the Chancellor thru the Vice Chancellor for Administration and the availability of funds shall be determined by the Budget Office

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
1. Letter request for the purchase of equipment and inclusion in the APP 2. Approval for the Purchase of Equipment		1. End User 2. OC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user requests for the purchase of equipment (Additional) and inclusion in the APP thru letter request addressed to the Chancellor thru channels 1. 2.	1.1. The Office of the Chancellor refers the communication to the Budget Office for comments/ recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. Receives/ records communication in the logbook/ routes to staff in charge	None	10 minutes	<i>Administrative Aide III</i> Budget Office
	1.3. Evaluates the request and give comments/ recommendation and additional information	None	4 hours	<i>Staff-in-Charge</i> Budget Office
	1.4. Reviews the request and other pertinent documents and give recommendation	None	2 hours	<i>Chief</i> Budget Office
	1.5. Records comments and logs out	None	10 minutes	<i>Administrative Aide III</i> Budget Office



	the communication to OVCA			
	1.6 VCA review/ evaluates the request and additional information and makes recommendation	None	1 day	<i>Vice Chancellor for Administration</i>
	1.7 The OVCA logs out the communication to the OC	None	5 minutes	<i>Staff OVCA</i>
	1.8 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 minutes	<i>Administrative Officer V Office of the Chancellor</i>
	1.9 Acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares/ issues NOA to pertinent offices	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



3. Budget clearance for the replacement/repair and maintenance of buildings, facilities and equipment.

The University is committed to maintain/upkeep its facilities in support of academic excellence. Replacement/major repair of various equipment maybe requested from the Office of the Chancellor thru the Vice Chancellor for Administration and subject to recommendation of the Budget office as to availability of funds

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	Offices of the University			
Checklist of Requirements		Where to Secure		
1. Evaluation/Assessment of CDMO (for equipment and other facilities) and DISP (for computer/computer peripherals/telecommunication concerns) 2. Letter request for the repair/replacement of unit. (For replacement, inclusion in the APP)		DIC, CDMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request for the repair/replacement of equipment depending on the recommendation of DISP/CDMO to the Chancellor thru channels	1.1 The OVCA refers the communication/request to the Budget Office for comments/recommendation	None	1 day	Administrative Officer V Office of the Chancellor
	1.2. Receives/records communication in the logbook and routes to staff-in-charge	None	10 minutes	Administrative Aide III Budget Office
	1.3 Evaluates the request and give	None	4 hours	Staff-in-Charge Budget Office



	comments/recommendation and other information			
	1.4. Assess/review the request and give recommendation	None	2 hours	<i>Chief Budget Office</i>
	1.5. Records the recommendation and logs out the communication to VCA	None	10 minutes	<i>Administrative Aide III Budget Office</i>
	1.6 Evaluates the request and gives recommendation	None	1 day	<i>Vice Chancellor for Administration</i>
	1.7 Logs out the communication to OC	None	5 minutes	<i>Staff OVCA</i>
	1.8 Checks completeness of Information and forwards to the Chancellor for appropriate action	None	30 minutes	<i>Administrative Officer V Office of the Chancellor</i>
	1.9 Acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares/ issued NOA to pertinent office	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



4. Certifies availability of funds for the implementation of programs/projects under the Academic Program Improvement (API) and Research, Creative Work, Publication and Public Services (RCWPPS) Grants

UPV Faculty Members may request financial support for the projects/activities under the API or RCWPPS funds. The OVCAA (for Academic Program Improvement) and the OVCRE (for Research, Creative Work, Publication and Public Service Grants) are the offices managing the funds. The Chancellor approves the request thru proper channels subject to applicable guidelines and recommendation of the Budget office as to availability of funds.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UPV Faculty Members			
Checklist of Requirements		Where to Secure		
Letter request from faculty members. Line Item Budget Endorsement by the Dean/Director/Head of Unit Endorsement by VCAA (for API) and VCRE (for RCWPPS)		Faculty Members Deans, Directors, Heads of Units/Office VCAA, VCRE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for approval /budget clearance for implementation of projects under API/RCWPPS addressed to the Chancellor (thru channels)	1.1. The Office of the Chancellor refers the communication to the OVCAA/OVCRE for comments/recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. The OVCAA/OVCRE refers the communication to the Budget Office for comments/recommendation	None	30 minutes	<i>Staff</i> OVCRE/OVCAA
	1.3. Receives and records	None	10 minutes	<i>Admin Aide III</i> Budget Office



	communication in the logbook and refer to staff-in-charge.			
	1.4. Reviews/ evaluates request and give comments and additional information	None	4 hours	<i>Staff-in-Charge</i> Budget Office
	1.5. Reviews comments and additional information and give recommendations	None	2 hours	<i>Chief</i> Budget Office
	1.6. Logs out to the OVCAA/OVCRE for recommendation	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.7 The OVCRE/ OVCAA makes recommendation to the Chancellor	None	1 day	OVCAA/OVCRE
	1.8 Logs out to the Office of the Chancellor	None	5 minutes	<i>Staff</i> OVCRE/OVCAA
	1.9 Checks completeness of information and forwards to the Chancellor for appropriate action	None	30 minutes	<i>Administrative Officer V</i> Office of the Chancellor
	1.10 Acts on the request	None	2 days	<i>Chancellor</i>
	1.11 Prepares/ issues NOA to pertinent office	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	5 days, 7 hours, 25 minutes	



5. Certifies availability of funds/earmarks funds for the procurement of supplies, materials, catering services, van rentals, cash advances, etc.

UPV Constituents may request on-line thru the eProcure system of the Supply and Property Services Office (SPSO) for funding of supplies, materials, catering services, van rentals, cash advances, etc. subject to availability of funds from the Budget office.

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
1. Request thru eProcure System 2. Approved budget 3. PR/JO 4. Obligation Request		1. SPSO 2. Office of the chancellor (OC) 3. SPSO 4. End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-User sends request thru the eProcure System and submits to Budget Office the duly signed Purchase Request (PRs/Job Order (JOs) after approval of the Budget Office (thru eProcure)	1.1 Staff-in-charge earmarks fund requirement on-line and wait for hard copy	None	4 hours	Staff-in-Charge Budget Office
	1.2. Receives PR/JOR from Colleges/Units, records in the logbook and refer to staff in charge	None	10 minutes	Administrative Aide III Budget Office
	1.3. Verifies/ checks the documents and validate source of funds	None	30 minutes	Staff-in-Charge Budget Office
	1.4 Signs the PR/JO/OR	None	5 minutes	Chief Budget Office
	1.5 Logs out the documents SPSO	None	5 Minutes	Administrative Aide III Budget Office
TOTAL		None	4 hours, 50 minutes	



6. Issuance of Notice of Allotment to Colleges/Units/Offices

Upon approval of the Internal Operating Budget by the UP Board of Regents (BOR), the Budget Office prepares and issues Notice of Allotment to colleges/units/offices as basis for their operating budget for the current year. This document is duly approved by the Chancellor.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may Avail	All colleges/units/offices			
Checklist of Requirements			Where to Secure	
BOR Approved IOB			UP System	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME
1.UP System sends BOR approved IOB	1.1. Receives BOR approved IOB and give to staff-in-charge	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.2. Staff-in-charge receives BOR approved IOB, records and gives copy to the Budget Chief.	None	5 minutes	<i>Administrative Officer V</i> Budget Office
	1.3. Chief coordinates/meets with staff for the preparation of Notice of Allotment.	None	30 minutes	<i>All Staff</i> Budget Office
	1.4. Staff prepares Notice of Allotment and prints (2 copies) for approval of the Chief and of the Chancellor	None	3 days	<i>All Staff</i> Budget Office
	1.5. Budget Chief recommends/signs the Notice of Allotment.	None	1 hour	<i>Chief</i> Budget Office
	1.6 Chancellor approves/signs	None	2 days	<i>Chancellor</i> U.P. Visayas



	the Notice of Allotment.			
	1.7. Sends approved Notice of Allotment to Colleges/units/offices – 1 copy and 1 copy for office file.	None	2 days	<i>Administrative Aide III, Budget Office</i>
TOTAL		None	6 days, 1 hour, 40 minutes	



7. Identifies fund source as basis by the Chancellor in granting of authority to pay honoraria for Thesis Advising and Proctors/Members of the Comprehensive Examination Committee

Faculty members render thesis advising to graduate/undergraduate students, and as proctors/members of the Comprehensive Examination Committee. Prior to release of claims for honoraria, the College/Institute/Program concerned requests approval by the Chancellor for payment of these honoraria.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	Faculty Members/ Staff			
Checklist of Requirements		Where to Secure		
Request from Dean/Director of Colleges/Institutes Certification of Services Rendered by the Faculty Members with corresponding honoraria		Office of the Dean/Director/Institute		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Dean/Director sends the request for authority to pay honoraria for thesis advising and Proctors/Members of Comprehensive Examination Committee to the Chancellor (thru channels)	1.1 The Office of the Chancellor refers the request to the Budget Office	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. Receives and records the request referred by the Chancellor's/ VCAA's Office in the logbook and routes to staff-in-charge	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.3. Identifies source of fund and earmarks the amount	None	4 hours	<i>Staff in Charge</i> Budget Office
	1.4. Reviews the request and make recommendation as to	None	2 hours	<i>Chief</i> Budget Office



	source/availability of funds			
	1.5. Records the recommendation and logs out the communication to OVCAA/OC	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.6 Receives the communication/request, records and refer to the VCAA	None	10 minutes	<i>Administrative Officer</i> OVCAA
	1.7 Evaluates/ Co Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs</i>
	1.8 Reviews completeness of information and refer/forwards to the Chancellor for appropriate action act	None	30 minutes	<i>Administrative Officer V</i> Office of the Chancellor
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	5 days, 6 hours, 55 minutes	



8. Give/provide recommendation to the Chancellor as to availability (identify fund source) of funds for holding special activities of the University.

During the year, UPV holds special activities where funding for such activities, are not included in the regular budget. Proponents for these activities requests approval by the Chancellor to hold these activities and the corresponding budget.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter request re budget approval to conduct the activity.		UPV offices, faculty, staff, committees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
1. Send request for approval for the conduct of the activity and the corresponding budget to the Office of the Chancellor, such as: • Commencement/Opening Exercises • Foundation Day • Service Award • Pahampang • UPV-Miag-ao Day • Paskua • Parangal • Pagpadungog Search Committees for Deanship/Chancellorship	1..1 The Office of the Chancellor refers the communication to the Budget Office for comments/recommendation	None	1 day	<i>Administrative Officer</i> Office of the Chancellor
	1.2. Receives and records the request referred by the Chancellor's Office in the logbook and routes to staff in charge	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.3 Reviews/ evaluates the request, identifies source of fund and earmarks the amount/make recommendation	None	4 hours	<i>Administrative Officer</i> Budget Office
	1.4. Reviews the request and provides recommendation/Certifies availability of funds	None	2 hours	<i>Chief</i> Budget Office



	1.5 Records the recommendation and logs out the communication to the OVCAA/OVCA	None	10 minutes	<i>Administrative Aide III</i> Budget Office
	1.6 Receives the communication/ request, records, and refer to the VCAA/ VCA	None	10 minutes	<i>Administrative Officer, VCAA, OVCA</i>
	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/Vice Chancellor for Administration</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer</i> Office of the Chancellor
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer</i> Office of the Chancellor
TOTAL		None	5 days, 6 hours, 55 minutes	



9. Give/provide recommendation to the Chancellor as to availability of funds (identify fund source) for the conduct of training, seminars, workshops, consultative meetings, and conferences

UPV constituents may avail of a budget for the conduct of training, seminars, workshops, consultative meetings, and conferences subject to availability of funds and approval by the Chancellor.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter request for the conduct of the activity Line Item Budget		UPV Colleges/Institutes/Offices, faculty and staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The colleges/ institutes/offices, faculty and staff send letter requesting approval by the Chancellor (thru channels) to conduct trainings, seminar/workshops, consultative meetings and conferences	1.1 The Office of the Chancellor refers the communication to the Budget Office for budget clearance.	None	1 day	<i>Administrative Officer IV</i> Office of the Chancellor
	1.2. Receives the communication and records in the logbook and routes to staff in charge	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.3. Reviews/ evaluate the request and identifies source of fund	None	4 hours	<i>All Staff</i> Budget Office
	1.4. Reviews/ Certifies availability of funds/gives recommendation	None	2 hours	<i>Chief</i> Budget Office
	1.5. Records the recommendation and logs out the document to OVCA/OVCAA	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.6 Receives the	None	10 minutes	<i>Administrative</i>



	communication/ request, records, and refer to the VCAA/ VCA			Officer, VCAA, OVCA
	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	Vice Chancellor for Academic Affairs/Vice Chancellor for Administration
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	Administrative Officer Office of the Chancellor
	1.9 Chancellor acts on the request	None	2 days	Chancellor
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	Administrative Officer IV Office of the Chancellor
TOTAL		None	5 days, 6 hours, 55 minutes	



10. Give/provide recommendation/certifies availability of funds to attend trainings, seminars, workshops, conferences to cover registration fees and travel expenses.

In relation to the performance of their function, UPV constituents request approval to attend trainings, seminars, workshops, consultative meetings, and conferences, and corresponding fund requirement for the activity from the Office of the Chancellor.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter request re attendance to training, seminar/workshop, conference Endorsement by the Dean/Director/Head of Unit/Office favorably recommending approval of the request.		UPV Constituents Head of Units/Offices, Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send letter request to the Chancellor (thru channels) for approval re attendance to trainings, seminar/workshops on official time and funding for travel expenses, registration fees, and other related expenses	1.1. The Office of the Chancellor refers the communication to the Budget Office for comments/recommendation	None	1 day	<i>Administrative V</i> Office of the Chancellor
	1.2. Receives and records the communication in the logbook and routes to staff in charge	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.3. Reviews/ evaluate the request and identifies/recommends possible source of fund	None	4 hours	<i>All Staff</i> Budget Office
	1.4. Give recommendation / certifies availability of	None	2 hours	<i>Chief</i> Budget Office



	funds			
	1.5. Records the recommendation and logs out the communication to the OVCA/OVCAA	None	10 minutes	<i>Administrative Aide III Budget Office</i>
	1.6 Receives the communication/request, records, and refer to the VCAA/ VCA	None	10 minutes	<i>Administrative Officer V OVCAA/OVCA</i>
	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/Vice Chancellor for Administration</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer, VCAA, OVCA</i>
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



11. Give/provide recommendations on fund availability from unit's share of income collected to be utilized for valid purposes.

All UPV Offices/colleges/units request authority from the Chancellor for the utilization of their % share of income collected (other Income). The utilization of these funds is governed by the Guidelines on Income Generating Projects.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Offices/colleges/units			
Checklist of Requirements		Where to Secure		
1. Letter request from the Dean/Director/Head of Office/Unit		UPV Colleges/Institutes/Offices/Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends letter request to the Chancellor (thru channels) re utilization of their percent (%) share of income collected from IGPs.	1.1. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	None	1 day	<i>Administrative V</i> Office of the Chancellor
	1.2. Receives/ records communication and routes to staff in charge	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.3. Reviews/ evaluates the request, ascertain the availability of income collected and give comments	None	4 hours	<i>All Staff</i> Budget Office
	1.4. Reviews/ assess and give recommendation	None	2 hours	<i>Chief</i> Budget Office
	1.5. Logs out the communication to OVCA/OVCAA	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.6 Receives the communication/ request, records, and refer to the VCAA/ VCA	None	10 minutes	<i>Administrative Officer V</i> OVCAA/OVCA



	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/Vice Chancellor for Administration</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer Office of the Chancellor</i>
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



12. Give/provide recommendation to the Chancellor as to availability of funds re: students' participation in trainings, seminars, competition (sports/literary/course related) to enhance/enrich their capabilities.

UPV Students/student organizations may request financial assistance for participation in trainings, seminars, competition (sports/literary/course related) to enhance/enrich their capabilities subject to availability of funds and approval of the Chancellor.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	UPV Students/student organizations			
Checklist of Requirements		Where to Secure		
1. Letter request from the students/Student Council 2. Endorsement by the Dean/Director Endorsement by the Head of the Office of Student Affairs		Students Deans/Directors Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request for approval by the Chancellor (thru channels) re attendance and financial assistance for participation in trainings, seminars, competitions, etc., to cover for registration fees, travel expenses and food allowance.	1.1 The Office of the Chancellor refers the request to the Budget Office for comments/ recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. Receives the communication and records in the logbook	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.3 Reviews/ Evaluates request and give comments.	None	4 hours	<i>Staff-in-Charge</i> Budget Office
	1.4. Reviews comments and supporting documents and make recommendation	None	2 hours	<i>Chief</i> Budget Office
	1.5. Logs out the communication to	None	10 minutes	<i>Admin Aide III</i> Budget Office



	the OVCAA/ OVCA			
	1.6 Receives the communication/ request, records, and refer to the VCAA/ VCA	None	10 minutes	<i>Administrative Officer V OVCAA/OVCA</i>
	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/Vice Chancellor for Administration</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer V Office of the Chancellor</i>
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



13. Provide recommendation for the request of supplemental budget

Deans, Directors and Heads of units of various UPV colleges/Institutes/Offices/Units may request for a supplemental budget when it is deemed necessary for the continuity of their operations, and service to their clients especially the students, subject to availability of funds and approval by the Chancellor.

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Colleges/Institutes/Offices/Units			
Checklist of Requirements			Where to Secure	
1. Letter request signed by the Dean/Director/Head of Office/Unit 2. Status of Funds			UPV Colleges/Institutes/Offices/Units Budget Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal Request for the status of funds from the Budget Office as attachment	1.1. Prepares status of funds per request to be attached to the request for supplemental budget	None	1 hour	<i>Staff-in-Charge</i> Budget Office
2. Letter request for Supplemental Budget addressed to the Chancellor (thru channels)	2.1 The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	2.2. Receives the communication and records in the logbook	None	5 minutes	<i>Admin Aide III</i> Budget Office
	2.3. Reviews/evaluates the request and gives recommendation and attached status of funds	None	4 hours	<i>Staff-in-Charge</i> Budget Office
	2.3 Assess/analyze the documents	None	2 hours	<i>Chief</i> Budget Office



	presented and provide recommendation			
	2.4. Logs out the documents to the OVCA	None	10 minutes	<i>Admin Aide III Budget Office</i>
	2.5 Receives the communication/ request, records, and refer to the VCAA/ VCA	None	10 minutes	<i>Administrative Officer V OVCAA/OVCA</i>
	2.6 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/Vice Chancellor for Administration</i>
	2.7 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 Minutes	<i>Administrative Officer V Office of the Chancellor</i>
	2.8 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	2.9 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 7 hours, 55 minutes	



14. Provide recommendation/comments re: extension of project implementation.

UPV Constituents may request extension of project implementation subject to approval by the Chancellor

Office or Division	Budget Office			
Classification	G2G			
Type of Transaction	Complex			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter request re approval for the extension of project implementation Letter of Endorsement from Vice Chancellor for Research & Extension		Researcher OVCRE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter requesting approval for the extension of project implementation addressed to the Chancellor (thru channels)	1.1. The Office of the Chancellor refers the request to the Budget Office for comments/recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. Receives and records the communication in the logbook	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	1.3. Reviews/ Evaluates request and give comments.	None	4 hours	<i>Administrative Officer IV</i> Budget Office
	1.4. Reviews the comments and the pertinent documents and give recommendation	None	2 hours	<i>Chief</i> Budget Office
	1.5. Logs out the documents to the OVCRE	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.6 Receives the communication/	None	10 minutes	<i>Administrative Officer V</i>



	request, records, and refer to the OVCRE			OVCRE
	1.7 Evaluate/ Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Research and Extension</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer V Office of the Chancellor</i>
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	



15. Provide recommendation to the Chancellor on request for realignment of budget without additional funding.

UPV Constituents may request approval for realignment of their approved activity/project budget without additional fund requirement from the Chancellor for valid reasons.

Office or Division	Budget Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Letter requesting for realignment Revised Budget vis-a-vis Original Approved Budget Endorsement by head of college/office/Institute/ Chairperson		Colleges, offices/units, Institutes, Committees Deans, Directors, Heads of Units/Offices, Chairperson of Committees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request for realignment of budget without additional funding requirement to the Chancellor (thru channels)	1.1 The Office of the Chancellor refers the request to the Budget Office for comments/ recommendation	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	1.2. Receives and records communication in the logbook	None	5 minutes	<i>Admin Aide III</i> Budget Office
	1.3. Reviews/ evaluates the request and provide comments/ recommendations and other information	None	4 hours	<i>Staff-in-Charge</i> Budget Office
	1.4. Reviews comments/ recommendations including other information and give recommendations	None	2 hours	<i>Chief</i> Budget Office
	1.5. Logs out the	None	10 minutes	<i>Admin Aide III</i>



	communication to OVCAA/OVCA			Budget Office
	1.6 Receives the communication/request, records, and refer to the VCAA/VCA/VCRE	None	10 minutes	<i>Administrative Officer V OVCAA/OVCA/OVCRE</i>
	1.7 Evaluate/Compose recommendation to the Chancellor	None	1 day	<i>Vice Chancellor for Academic Affairs/ Vice Chancellor for Administration/ VCRE</i>
	1.8 Reviews completeness of information and refer/ forward to the Chancellor for appropriate	None	30 minutes	<i>Administrative Officer V Office of the Chancellor</i>
	1.9 Chancellor acts on the request	None	2 days	<i>Chancellor</i>
	1.10 Prepares Notice of Action for the Chancellor's signature and issues NOA to concerned offices	None	1 day	<i>Administrative Officer V Office of the Chancellor</i>
TOTAL		None	5 days, 6 hours, 55 minutes	

16. Provides Senate and Congress Budget Proposal (BP) Forms and Other Reports prior to Budget Hearing.

Prior to Budget Hearings, Senators and Congressmen request data/additional information in support of UPV's Budget Proposal. The UPV Budget Office, in coordination with other planning units prepares required BP forms and other documents for submission to the Senate and Congress thru the Office of the Chancellor and UP System.

Office or Division	1. OC 2. Budget office 3. OVCPD 4. CDMO
Classification	Highly Technical



Type of Transaction	G2G-Government to Government			
Who may Avail	Senate and Congress			
Checklist of Requirements		Where to Secure		
Memorandum/Letter Request		Senate/ Congress/DBM UP System, Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Senate & Congress sends Memorandum to DBM for submission of BP forms and other reports and DBM sends memo to UP System and UP System to all constituents' universities thru the office of the Chancellor	1.1 Receives/ records Memorandum from Office of the Chancellor and refer to the Budget Chief.	None	5 minutes	<i>Administrative Aide III Budget Office</i>
	1.2. Reviews/ analyzes the request and relays to staff in charge	None	30 minutes	<i>Budget Chief</i>
	1.3. Determines what data are requested and its deadline. 1.4 Coordinates with other planning officer and other planning units for the data requested. 1.5 Gathers data from other staff, units, analyze and encode data in prescribed BP forms: a.BED1-Financial Report b.BED2-Physical Report c.BED3- Monthly Disbursement Program and d. Other reports	None	5 days	<i>Administrative Officer IV Budget Office</i>
	1.6. Submit hard copies (2 sets) of collated BP forms	None	10 minutes	<i>Administrative Officer IV Budget Office</i>



	and other reports for approval			
	1.7. Approving officer's signs BP forms and other reports.	None	3 days	<i>Chief, Budget Office Vice Chancellor, OVCPD Chancellor, UP Visayas</i>
	1.8. Photocopy one (1) set of BP forms and other reports for file copy. 1.9. Draft transmittal letter and submit soft and signed hard copies to the Office of the Chancellor for consolidation and submission to UP System.	None	1 hour	<i>Administrative Officer IV Budget Office</i>
TOTAL		None	8 days, 1 hour, 45 minutes	



17. Provides Budget Clearance/Obligation for All Payment Transactions

All payment transactions require budget clearance through OBR/BUR provided that the claim/transaction is valid and with complete supporting documents.

Classification	1. Requesting Unit 2. Accounting Office 3. Budget Office 4. VCA 5. Cash			
Type of Transaction	Simple			
Who may Avail	G2G-Government to Government			
Office or Division	UPV Constituents/Offices			
Checklist of Requirements		Where to Secure		
1. Disbursement Voucher (DV) – 3 copies 2. Obligation Request (OBR)/ Budget Utilization Request (BUR) – 3 copies		BULSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Disbursement Voucher (DV) for payment transactions through the Accounting Office	1.1 Receives DV from Accounting office stamps date, put initials, record in the computer and refer/forwards to staff in-charge.	None	10 minutes	<i>Admin Aide III</i> Budget Office
	1.2 Logs in to on-line BULSA portal and checks if DV/OBR/BUR is uploaded in the portal.	None	10 minutes	<i>Staff-in-Charge</i> Budget Office
	1.3 Checks availability of funds of unit, records to computer ledger, obligate expenses through BULSA and approves the OBR/BUR.	None	1 day	<i>Staff-in-Charge</i> Budget Office
	1.4 Signs the OBR/BUR, affix e-signature and	None	5 minutes	<i>Chief</i> Budget Office



	approves the OBR/BUR in BULSA.			
	1.5 Logs out DV to Accounting Office	None	5 Minutes	<i>Admin Aide III</i> Budget Office
TOTAL		None	1 day, 30 Minutes	



18. Submission of documents in compliance with UP System/DBM Financial Accountability Reports

DBM and UP System make informed decisions thru timely submission of financial reports. All CUs are required to submit monthly/quarterly financial and monitoring reports on the 11th of the following month/quarter. Standard reports required are the Quarterly Financial Accountability Reports.

Office or Division	Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may Avail	UP System Budget Office/DBM			
Checklist of Requirements		Where to Secure		
. Report of RAO (PS and MOOE)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System issues Memorandum to all CUs for the preparation Quarterly Financial Accountability Reports	1.1 Prepares RAO (For PS & MOOE)-Monthly	None	2 days	<i>Administrative Assistant II</i> Budget Office
	1.2. Prepares Statement of Allotment, Obligations and Balances	None	3 days	<i>SAO Administrative Officer V</i> Budget Office
	1.3. Prepares Quarterly Financial Accountability Reports (FAR)	None	3 days	<i>SAO Administrative Officer V</i> Budget Office
	1.4. Reconciliation of Reports with Accounting Office	None	2 days, 4 hours	<i>SAO Administrative Officer V</i> Budget Office
	1.5. Finalize monthly and quarterly reports and sends e-copy to UP System budget office (on-line) and printed copy for signature	None	1 day, 4 hours	<i>SAO Administrative Officer V</i> Budget Office
	1.6. Signs the financial reports	None	1 hour	<i>Chief</i> Budget Office <i>Chief</i>



				Accounting Office
	1.7. Transmits the reports for signature of the Chancellor	None	1 hour	<i>Administrative Aide III</i> Budget Office
	1.8. Mail/email documents to the UP System Budget Office	None	30 minutes	SAO <i>Administrative Officer V</i> Budget Office
TOTAL		None	12 days, 1 Hour, 30 minutes	

19. Submission of Internal Operating Budget (IOB) to the UP System

Upon approval of the General Appropriation Act (GAA) and receipt of GARO from DBM, the UP System issues a memorandum to all Chancellors of each CU on the preparation and submission of IOB. The IOB is the basis for obligation of all expenditures of the CUs during the year.

Office or Division	Budget Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	UP System			
Checklist of Requirements		Where to Secure		
1.General Appropriations Act (GAA) Memorandum/Letter Request		DBM		
2.Memorandum/Letter Request		UP System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System issues Memorandum to all CUs for the preparation of IOB with corresponding	1.1. Receives/ records Memorandum from Office of the Chancellor and forwards to the	None	5 minutes	Budget Chief



guidelines and budget ceilings and send and the Office of the Chancellor forwards the Memo to the Budget Office	Budget Chief			
	1.2 Reviews the memo and meet with staff re: guidelines set by the UP System to be able to determine what data are needed/ requested and its deadline.	None	2 hours	<i>Budget Chief and Staff</i>
	1.3 Coordinates with other Budget staff for data required	None	2 days, 30 minutes	<i>SAO/ AO V/ Administrative Officer IV Budget Office</i>
	1.4 Prepare worksheets for IOB 1.5 Encode data online 1.6 Print IOB 1.7 Submit hard copies two (2) sets for approval	None	5 days	<i>All Staff Budget Office</i>
	1.8 Approving officers sign IOB.	None	5 minutes	<i>Chief, Budget Office, VCPD Chancellor</i>
	1.9 Photocopy one (1) set of IOB for file copy.	None	10 minutes	<i>Administrative Aide Budget Office</i>
	1.10. Give signed hard copies to the Office of the Chancellor for submission to UP System.	None	5 minutes	<i>SAO Administrative Officer V Budget Office</i>
TOTAL		None	7 days, 2 hours, 25 minutes	



20. UPV Budget Proposal Preparation and Submission to UP System

All Heads of Departments, Agencies, Bureaus, Offices, Commissions, State Universities and Colleges, Other Instrumentalities of the National Government and all Others Concerned are mandated to submit Budget Proposal per National Budget Call issued by the Dept. of Budget and Management. The UP System likewise issues a memorandum to all Constituent Universities on the annual budget preparation based on the DBM budget call. The Budget Office takes charge of consolidating all the proposals by using the DBM prescribed forms and submits to UP System for consolidation.

Office or Division	1. Office of the Chancellor (OC) 2. Budget office 3. Office of the Vice Chancellor for Planning and Development (OVCPD) 4. Campus Maintenance and Development Office (CDMO) 5. Accounting office 6. Human Resource Development Office (HRDO)			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Chancellor; UP System & DBM			
Checklist of Requirements		Where to Secure		
- National Budget Call (NBC) for the year - Memorandum for Budget Preparation - Statement of Allotment and Obligations (SAOB) prior/current year - Internal Operating Budget prior/current year - Plantilla of Personnel prior/current year - Proposed Plans and Programs of the University for the following year - Project Profile, Project Design, Work and Financial Plan, Monthly - Disbursement Program and Justification		DBM Website UP System UPV Budget Office UPV Budget Office UPV Budget Office UPV OVCPD UPV OVCPD UPV OVCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System sends memorandum to the Budget Office	2.0. Receives Memorandum from Office of the Chancellor	None	5 minutes	<i>Administrative Aide III</i> Budget Office
	2.1 Reviews the Memo and discuss with staff	None	30 minutes	<i>Chief</i> Budget Office



	re required documents and assigns to staff in charge			
	2.2. Determines data required with corresponding deadline, download guidelines from the latest National Budget Call and create prescribed forms. 2.3 Coordinates with other planning units/offices for the proposed plans and programs of the University for the following year and gather and analyze data and translates into monetary terms the proposed plans and programs of the University. 2.4 Consolidate data needed for the Personal Services (PS), Maintenance and Other Operating Expenses (MOOE), Capital Outlay (CO) – for Building, Equipment and Land and Land Improvement if any for the required period from responsible units/offices.	None	2 days	<i>Administrative Officer IV</i> Budget Office
	2.5. Encode in corresponding BP Forms the data gathered, analyzed and translated into monetary and meaningful terms as per Actual, Current,	None	1 day	<i>Administrative Officer IV</i> Budget Office



	Tier 1 & Tier 2 requirements. a. BP Form, A-1 MFO b. BP Form 201 - Summary (PS, MOOE & CO) c. BP Form 201 A - PS d. BP Form 201 B - MOOE e. BP Form 201 D - Capital Outlay f. BP Form 201 E – Summary of Outyear Requirements g. BP Form 202 – Profile for Tier 2 Budget Proposals			
	h. BP Form B – Agency Performance Measures i. BP Form 207 - Climate Change Expenditures	None	2 days	<i>Planning Officer</i> OVCPD
	j. BP Form 100 – Statement of Revenues (General Fund) k. BP Form 100 A – Statement of Revenue and Expenditures (Earmarked Revenues) l. BP Form 100 B – Statement of Other Receipts/Expenditures (Off-Budgetary and Custodial Funds) m. BP Form 100 C – Statement of Donations and Grants	None	2 days	<i>Staff-in-Charge</i> Accounting Office
	n. BP 204 – Staffing Summary of Non-Permanent Positions, Tier 1 o. BP 205 – List of Retirees (For Payment of Terminal Leave and Retirement Gratuity Benefits)	None	2 days	<i>In-Charge</i> HRDO



	2.6. Generate other reports that maybe requested by UP System in coordination with other planning units	None	1 day	<i>Administrative Officer IV</i> Budget Office
	2.7. Submit hard copies (2 sets) of collated BP forms and other reports for approval.	None	1 hour	<i>Administrative Officer IV</i> Budget Office
	2.8. Approving officers' signs BP forms and other reports.	None	3 days	<i>Budget Chief, VCPD</i> <i>Chancellor</i>
	2.9. Photocopy one (1) set of BP forms and other reports for file copy.	None	30 minutes	<i>Administrative Aide III</i> Budget Office
	2.10. Drafts transmittal letter and submit soft and signed hard copies to the Office of the Chancellor for consolidation and submission to UP System	None	30 minutes	<i>Administrative Officer IV</i> Budget Office
	2.11. Encodes BP forms to osbp.dbm.gov.ph and notify the UP System Budget Office when accomplished.	None	5 days	<i>Administrative Officer IV</i> Budget Office
TOTAL		NONE	18 days, 1 Hour, 35 minutes	



21. Updating of Personal Services Itemization & Plantilla of Personnel (PSIPOP)

Plantilla of Personnel (PSIPOP) is regularly updated in order to provide updated on-line report upon request of DBM through the UP System.

Office or Division	Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	DBM, UP System, Budget Office			
Checklist of Requirements		Where to Secure		
Memorandum/Information		UP System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives request from UP System re updating of Personal Services Itemization and Plantilla of Personnel (PSIPOP)	1.1. Receives updated PSIPOP from HRDO	None	5 minutes	<i>Administrative Officer V</i> Budget Office
	1.2. Staff in charge reviews/ checks PSIPOP based on their updated Internal Plantilla (reconciles with HRDO for any discrepancy)	one	1 day	<i>All Staff</i> Budget Office
	1.3. Reviews the PSIPOP through the DBM website	None	4 hours	<i>Administrative Officer V</i> Budget Office
	1.4. Submits the updated PSIPOP to UP System (UP System submits to DBM)	None	2 hours	<i>Administrative Officer V</i> Budget Office
TOTAL		None	1 day, 6 hours, 5 minutes	



INFORMATION AND PUBLICATIONS OFFICE



EXTERNAL SERVICE

1. Facilitation of Permit for Campus Photoshoot

UP Visayas issued Memorandum NO. RPB 2018-06-053 on the guidelines for Video and Photo Shoots for UP Visayas. Clients in various categories should abide by these guidelines and pay required fees to UP Visayas.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2C – Government to Client G2G – Government to Government			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Request for Photo/Video Shoot Form (2 copies – 1 personal copy; 1 IPO copy)		IPO Miagao and Iloilo City campus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures a Photo/Video Shoot Form	1.1. IPO gives a copy of the request form	None	5 minutes	IPO Director/ Admin Officer II/ Information Systems Analyst I/ University Research Associate I/ Admin Assistant II/ Admin Aide V/ Admin Aide IV UPV-IPO
2. Fill up the form	2.1. Check the form and assess the required payment	None	5 minutes	
3. Pay required fees at the Cashier's Office	3.1. Issuance of official receipt	Depending of the required rates: - Commercial – P500/hr - Student Activities – P100.00/hr - Alumni/Student for personal use – P200.00/hr	5 minutes	Cashier Cash Office



1. Refer back to IPO for approval	4.1. Records the receipt no. from the Cash Office 4.2. Approve/disapprove request 4.3. Advice the client to refer to SSF	None	10 minutes	<i>IPO Director/ Admin Officer II/ Information Systems Analyst I/ University Research Associate I/ Admin Assistant II/ Admin Aide V/ Admin Aide IV UPV-IPO</i>
TOTAL		• Commercial – P 500/hr • Student Activities – P100.00/hr • Alumni/Student for personal use – P 200.00/hr	25 minutes	



2. Campus Tours

Campus tours are conducted at the University for UPV guests, other universities and schools, and tour agencies. These tours are for learning purposes of these clients. At the same time these tours are an opportunity to present UPV in physical form to guests and visitors.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2C – Government to Client G2G – Government to Government			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Approved request letter (IPO copy)		Letter requests are sent to the IPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send request letter to IPO	1. 1. Letter is received and referred to IPO Director for approval/disapproval	None	1 day	<i>IPO Director/ Admin Officer II/ Information Systems Analyst I/ University Research Associate I/ Admin Assistant II/ Admin Aide V/ Admin Aide IV UPV-IPO</i>
	1. 2. IPO Director assigns tour in-charge	None	15 minutes	<i>Director UPV-IPO</i>
	1. 3. Log schedule of the tour and do necessary preparations	None	3 minutes	<i>IPO Director/Admin Officer II/Information Systems Analyst I/University Research Associate I/Admin Assistant II/Admin Aide V/Admin Aide IV UPV-IPO</i>
	1. 4. IPO responds and gets in touch with clients to clarify about request and inform of its approval/disapproval	None	40 minutes	
	1. 5. Tour In-Charge contacts/assigns tour guides and	None	1 hour	<i>University Research Associate I UPV Miagao</i>



	brief of details about tour			<i>Publication Circulation Officer II and Admin Assistant II</i> UPV-IPO Iloilo City
	1. 6. Arrange with UPV SSF to coordinate tour schedule	None	10 minutes	<i>IPO Director/Admin Officer II/Information Systems Analyst I/University Research Associate I/Admin Assistant II/Admin Aide V/Admin Aide IV</i> UPV-IPO
	1. 7. Give a briefing/instruction to guests during arrival	None	15 minutes	<i>University Research Associate I</i> UPV-IPO Miagao
	1. 8. Tour guests/visitors around campus in coordination with SSF	None	1 hour, 30 minutes	<i>Publication Circulation Officer II and Admin Assistant II</i> UPV-IPO Iloilo City
TOTAL		None	1 day, 4 hours, 53 minutes	



INTERNAL SERVICE

1. Documentation/Coverage of University Events

Documentation and coverage of university events involve capturing and recording activities, programs, and milestones through photos, videos, and written reports for archival, promotional, and press release purposes.

Office or Division	Information and Publications Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All UPV Offices/Units/Colleges/Division			
Checklist of Requirements		Where to Secure		
Approved request letter (IPO copy)		Letter requests are sent to the IPO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients send request letter to IPO	1. 1. Letter is received and referred to IPO Director for approval/disapproval	None	1 day	<i>IPO Director/ Admin Officer II/ Information Systems Analyst I/ University Research Associate I/ Admin Assistant II/ Admin Aide V/ Admin Aide IV UPV-IPO</i>
	1. 2. IPO Director assigns IPO staff in-charge	None	15 minutes	<i>Director UPV-IPO</i>
	1. 3. Log schedule of the event	None	3 minutes	<i>IPO Director/Admin Officer II/Information Systems Analyst I/University Research Associate I/Admin Assistant II/Admin Aide V/Admin Aide IV UPV-IPO</i>
	1. 4. IPO responds and gets in touch with clients to clarify about request and inform of its approval/disapproval	None	15 minutes	
TOTAL		None	1 day, 33 minutes	



LEGAL OFFICE



INTERNAL SERVICES

1. Opinions / Advice / Assistance to the Chancellor and Other Officials

Opinions/ advice / assistance which are legal in nature, requested by the Chancellor and other officials, and which are related to their offices and/or official functions.

Office or Division	UPV Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits Referral / Memo	1.1 Receives referral/memo	None	1 day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.1.Reviews referral / memo	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
	2.2. Performs Study of Law			
3. Appears for personal interviews or submits relevant documents as requested.	3.1 Conducts personal interviews	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
	3.2. Requests for additional information/ documents if necessary			
	3.3 Prepare legal legal opinion / memo and/or take appropriate action	None	14 days	Legal Officer UPV Legal Office



4. Receives the signed opinion / memorandum	4.1 Approves / signs the legal opinion / memo	None	1 day	Chief Legal Officer UPV Legal Office
TOTAL		None	5-20 days	



2. Judicial and Administrative Cases

Cases to be filed in the courts or in administrative agencies on behalf of UPV or its officials in the performance of their official functions and duties.

Office or Division	UPV Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may Avail	UPV			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/official concerned refers the judicial / administrative case.	1.1 Receives referral	None	1 day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.1 Reviews referral	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
	2.2. Performs Study of Law			
3. Appears for personal interviews or submits relevant documents as requested.	3.1 Conducts personal interviews, research and Study of Law.	None	2 days minimum (depends on the complexity of the problem)	Legal Officer Office Staff UPV Legal Office
	3.2. Requests for additional evidence if necessary.			



4. Appears as witness in the case if necessary.	4.1 Takes the appropriate action 4.2. Files the case or 4.3.Explore other means of asserting the rights involved	Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	10 -16 days	<i>Legal Officer Office Staff UPV Legal Office</i>
TOTAL		Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	21 days (minimum)	



3. Filing of Pleadings in Pending Cases

For cases pending before the courts and/or administrative agencies involving UPV or its officials in the performance of their official duties.

Office or Division	UPV Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	UPV			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Order requiring the filing				
c) Supporting Documents				
d) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office/official concerned refers the order to file the pleading.	1.1 Receives referral	None	1 day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2. Evaluates the progress and status of the case 2.1 Studies applicable laws	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
3. Appears for personal interviews or submits relevant documents as requested.	3.1 Conducts personal interviews, research and Study of Law. 3.2. Requests for additional evidence if necessary.	None	2 days minimum (depends on the complexity of the problem)	Legal Officer Office Staff UPV Legal Office
4. Appears as witness in the case if necessary.	4.1. Drafts and finalizes pleading.	Filing fees; appearance fees for hearings;	Depends on the period given or provided for	Legal Officer Office Staff UPV Legal Office



	4.2. Files pleading through email or other modes.	courier fees; and miscellaneous expenses	under the Rules of Court or the applicable administrative rules of procedure	
	TOTAL	Filing fees; appearance fees for hearings; courier fees; and miscellaneous expenses	As required	



4. Contract Drafting and Review

Preparation, drafting and/or review of contracts, documents, agreements or undertakings involving UPV or any of its colleges, schools, or units.

Office or Division	UPV Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Supporting Documents				
c) Relevant Policy / Law				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits request	1.1 Receives request	None	1 day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / clarifications	2.1 Reviews the request	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
	2.2. Performs Study of Law			
3. Appears for personal interviews or submits relevant documents as requested.	3.1 Conducts personal interviews	None	2 days minimum (depends on the complexity of the problem)	Legal Officer UPV Legal Office
	3.2. Requests for additional information/ documents if necessary			
	3.3 Drafts / reviews/ edits the contract or appropriate document	None	2-10 days	Legal Officer UPV Legal Office
4. Receives the document	4.1. Sends out the finalized contract or document	None	1 day	Chief Legal Officer UPV Legal Office
TOTAL		None	7 days average	



5. Drafting and Mailing of Demand Letters

Demands for payment sent to renegeing fellows.

Office or Division	UPV Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may Avail	Chancellor/Vice Chancellors/Directors/Deans/System			
Checklist of Requirements		Where to Secure		
a) Referral Letter / Memo		Requesting Party		
b) Amount of unpaid obligation and other details				
c) Relevant Contract				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office / official concerned submits request	1.1 Receives request	None	1 day	Office Staff UPV Legal Office
2. Coordinates with the handling lawyer for additional information / documents	2.1 Requests for additional information/ documents if necessary	None	2 days	Legal Officer UPV Legal Office
	2.2 Drafts the demand letter and sends out for mailing or for personal service	None	2-10 days	Legal Officer Office Staff UPV Legal Office
TOTAL		None	5 days average	



OFFICE OF INITIATIVES IN CULTURE AND THE ARTS



EXTERNAL SERVICE

1. Request for use of UPV Main Building facilities for events and other activities

Support the institutional needs of UPV Constituents and other private and government groups/agencies for official function/activities of the university, its direct constituents and duly recognized organizations and non-UPV sponsors/organizers.

Office or Division	Office of Initiatives in Culture and the Arts (OICA) Cash Office			
Classification	Simple			
Type of Transaction	G2C,G2G, G2B			
Who may Avail	UPV constituents and other private and government groups/agencies			
Checklist of Requirements		Where to Secure		
Letter of Request Reservation Form from OICA		OICA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and secure reservation form from OICA or email request to oica.upvisayas@up.edu.ph	1.Receives and records the request for use of facilities	None	15 minutes	<i>Admin Aide VI/ Junior Office Aide OICA</i>
	1.1 Checks availability of the requested venue	None	5 minutes	<i>Admin Aide VI / Junior Office Aide OICA</i>
	1.2 Forwards the request to the OICA Director for action on the request	None	15 minutes	<i>Admin Aide VI / Junior Office Aide OICA</i>
	1.3 Director Acts on the request	None	2 days	<i>OICA Director OICA</i>
2. Waits for the action of the OICA Director	2. Informs the client on the status of the request	None	30 minutes	<i>Admin Aide VI / Junior Office Aide OICA</i>
3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)	Dependent on the facility requested and number of hours used (see table below)	30 minutes	<i>Cashier Cash Office</i>



4. Presents official receipt to OICA for confirmation of the use of the facility	4. Receives and records Official Receipt (OR) number	None	15 minutes	Admin Aide VI / Junior Office Aide OICA
	4.1 Schedule the confirmed use of facilities	None	5 minutes	Admin Aide VI / Junior Office Aide OICA
TOTAL		Dependent on the facility requested and number of hours used	2 days, 1 hour & 55 minutes	

Prescribed Fees:

Lantip Gallery Php 10,000.00 for a two-week use, including weekends, from 8AM to 5PM only
Hanas Gallery Php 5,000.00 for a two-week use, including weekends, from 8AM to 5PM only
Performing Arts Hall Php 10,000.00 for the first two hours, or fraction thereof Php 3,000.00/hour beyond the initial 2 hours Php 500.00 per hour for additional lights and sound equipment that the renter may bring in and use Php 500.00 per hour for rehearsals, preparation, and/set up before the event
Courtyards/Main Lobby/Quadrangle/Multi-Purpose Area Php 2,000.00 for the first two hours or fraction thereof Php 500.00/hour or fraction thereof in excess of the initial 2 hours
Courtyards + Main Lobby + Quadrangle/Multi-Purpose Area Php 15,000.00 for the first two hours or fraction thereof Php 500.00/hour (or fraction thereof) in excess of the initial 2 hours
OICA Conference Room Php 1,000.00 per hour for non-UPV constituents Php 500.00 per hour for UPV constituents
Rates for Photo Shoots: a. In any area/gallery (except the PAH) -Php 500/hour or a fraction thereof in excess of for any private/personal purpose with commercial value for the photographer. - Php 200/hour or fraction thereof in excess of for photo shoots for personal/private reasons, without commercial value for the photographer. b. In any area/gallery (including the PAH) -Php 700/hour or a fraction thereof in excess of for any private/personal purpose with commercial value for the photographer. - Php 200/hour or fraction thereof in excess of for photo shoots for personal/private reasons, without commercial value for the photographer. No fee shall be charged if the photo shoot is for publicity of an event booked in any of the galleries, the PAH, or other spaces of the Main Building, no fee shall be charged.
Rates for Video Shoots:



a. In any area/gallery (except the PAH)

- Php 1,000.00 for the first 2 hours or a fraction thereof; Php 500.00 per hour or fraction thereof, in excess of the initial two hours.

If video shoot is for the publicity of an event booked in any of the rooms in the Main Building, no additional fee shall be charged.

b. In any area/gallery (including the PAH)

- Php 1,200.00 for the first 2 hours or a fraction thereof; Php 500.00 per hour or fraction thereof, in excess of the initial two hours.

No additional fee shall be charged if the video shoot is for the publicity of an event booked in any of the rooms in the Main Building.



2. Request for use of UPV Cinematheque for film screening or other activities

Support the institutional needs of UPV Constituents and of Cinema Exmundo, Inc. for film and activities that use film as part of the activities and for other official function/activities of the university, its direct constituents and duly recognized organizations and non-UPV sponsors/organizers

Office or Division	1. Office of Initiatives in Culture and the Arts (OICA) 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	UPV constituents and other private and government groups/agencies			
Checklist of Requirements		Where to Secure		
Letter of request; Reservation Form from OICA		OICA / UPV Cinematheque		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and secure Reservation Form from OICA or email request to oica.upvisayas@up.edu.ph / cinematheque@upv.edu.ph	1. Receives and records the request	None	15 minutes	Junior Office Aide OICA
	1.1 Checks availability of the requested venue	None	5 minutes	Junior Office Aide OICA
	1.2 Forwards the request to the OICA Director / Faculty in-charge	None	15 minutes	Admin Aide VI Junior Office Aide OICA
	1.3 OICA Director / Faculty in-charge acts on the request	None	2 days	OICA Director / Faculty in-charge OICA
2. Waits for the action of the OICA Director/Faculty in-charge	2. Informs the client on the status of the requests	None	30 minutes	Junior Office Aide OICA
3. Pays the corresponding fees for approved request	3. Receives payment and issues Official Receipt (OR)	Php 50.00/person or Php 4,000.00 for the whole	30 minutes	Cashier Cash Office Staff



		cinema for UPV users Php 100.00 /person or Php 8,000.00 for the whole cinema for non-UPV users for half-day use		
4. Presents official receipt to OICA for confirmation of the use of the facility	4. Receives and records Official Receipt (OR) number	None	15 minutes	<i>Junior Office Aide OICA</i>
	4.1 Schedule the confirmed use of facilities	None	5 minutes	<i>Junior Office Aide OICA</i>
TOTAL		Php 4,000.00 for UPV users; Php 8,000.00 for non-UPV users for half-day use	2 days, 1 hour & 55 minutes	



3. Request for group tour/visit of the Art Gallery, Museum, and Cinematheque

Maintain linkages with external private and public individuals and groups that will enable the University to carry out its mission relevant to culture, art and heritage

Office or Division	Office of Initiatives in Culture and the Arts (OICA)			
Classification	Simple			
Type of Transaction	G2C,G2G			
Who may Avail	UPV constituents and other private and government groups/agencies			
Checklist of Requirements		Where to Secure		
Letter of request; Reservation Form from OICA		OICA / UPV Cinematheque		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and/or secure Reservation Form from OICA or email request to oica.upvisayas@up.edu.ph	1.Receives and records the request	No fee; donation only	15 minutes	Admin Aide VI/ Junior Office Aide OICA
	1.1 Checks availability of the requested venue /facility and guides	None	1 hour	Admin Aide VI / Junior Office Aide OICA
	1.2 Forwards the request to the OICA Director for action on the request	None	15 minutes	Admin Aide VI/ Junior Office Aide OICA
	1.3 Director acts on the request	None	2 days	OICA Director (Prof. Martin Genodepa)
2. Waits for the action of the OICA Director	2.1 Notifies the requestor on the action of the OICA Director	None	30 minutes	Admin Aide VI / Junior Office Aide OICA
	2.2 Schedule the confirmed tour/visit	None	5 minutes	Admin Aide VI / Junior Office Aide OICA
TOTAL		No fee; donation only	2 days, 2 hours, 5 minutes	



INTERNAL SERVICE

1. Request for Sponsorship/Partnership for Art and Culture Related Activities and Events

Provide an avenue for the discovery and enhancement of artistic talent among the students and the UPV community in particular.

Office or Division	Office of Initiatives in Culture and the Arts (OICA) Office of the Chancellor			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Officially recognized student organizations of UPV; academic units of UPV; administrative, academic and non-teaching associations in UPV			
Checklist of Requirements		Where to Secure		
Letter of request/ Proposal for sponsorship/partnership		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter of request/ Proposal for sponsorship/partnership to OICA at oica.upvisayas@up.edu.ph	1. Receives and records the request /proposal for sponsorship/partnership	None	10 minutes	<i>Admin Aide VI</i> OICA
2. After passing the screening, submit to UPV OICA requested documents within the specified period.	2.1 Screens the requests/proposal for Sponsorship /partnership and the supporting documents	None	1 hour	<i>Admin Aide VI</i> OICA
	2.2. Forwards the request to the OICA Director for evaluation and action	None	30 minutes	<i>Admin Aide VI</i> OICA
3. Waits for the action of the OICA Director and Chancellor	3.1 OICA Director evaluate and endorses the request to the Chancellor	None	3 days	<i>OICA Director / Chancellor</i> OICA /OC
	3.2 Prepares and submits letter to	None	1 hour	<i>Admin Aide VI</i> OICA



	the Chancellor requesting to approve the sponsorship			
4. Keeps Official Receipts and supporting documents for reimbursement and/or liquidation	4. Notifies/informs the requestor on the status of the requests and on the needed documents for submission after the event/activity	None	30 minutes	<i>Admin Aide VI</i> OICA
5. Submits Official Receipts and supporting documents after the event/activity	5.1 Follow up requestor and waits for the submission of the required documents for reimbursement/liquidation	None	30 minutes	<i>Admin Aide VI</i> OICA
	5.2 Receives and counter checks documents submitted	None	30 minutes	<i>Admin Aide VI</i> OICA
	5.3 Prepares and submits reimbursement/liquidation report with complete supporting documents for the sponsorship	None	3 days	<i>Admin Aide VI</i> OICA
TOTAL		None	9 days, 4 hours, 30 minutes	



OFFICE OF ALUMNI RELATIONS



for final arrangement of the program and other details.	2.1 If approved, Inform the requestor of the approval of the Director through email.			
	2.2 If disapproved, inform the requestor of the action, recommendation and the reasons for action through email.			
	2.3. Proceed with facilitating the request such as invitation for UPV officials, request for available venue and arrangement with the technical teams needed: 2.4 Write letter to UPV Official 2.5 Prepare and submit through email request use of venue and equipment and services of technical and maintenance staff. 2.6 Follow up status and approval of requests and invitations.	None	3 days	<i>Administrative Officer II</i> OAR
	2.7 Inform the requestor of the final arrangement and things they must prepare through email.	None	30 minutes	<i>Admin Aide IV</i> OAR



	2.8. Remind people involve of the schedule of turnover at least 2 days before the schedule.	None	30 minutes	Admin Aide IV OAR
3. Attend the event and observe protocols.	3. Supervise set up of venue	None	4 hours	Admin Officer II / Admin Aide IV OAR
TOTAL		None	4 days, 5 hours, 30 minutes <i>* Intervening factors affect processing time.</i>	



2. Issuance of Deed of Donation and Acceptance

Should an individual/group donates to the University, a duly notarized Deed of Donation and Acceptance for their donations be it cash or in kind is issued to the donor. The Deed of Donation and Acceptance stipulates the details and conditions of the donation.

Office or Division	1. Office of Alumni Relations (OAR) 2. Legal Office 3. Office of the Chancellor (OC)			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	All donors			
Checklist of Requirements		Where to Secure		
1. Details and proof of donation 2. Government Issued ID numbers of the Donor and Donee 3. Signatures of Donors & Donee 4. Signatures of witnesses		Office of Alumni Relations; Donor; Donee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donor provides details and proof of donation, government issued ID number through email or delivered to the Office.	<u>Via email:</u> 1.1 Reply and acknowledge receipt of the document, print, log and verify the documents. 1.2 Send a message through email and request for missing information (if there is any)	None	30 minutes	<i>Administrative Officer II</i> OAR
	<u>Via personal delivery:</u> 1.1 Receive and log documents. 1.2 Get details like who will represent if it is a group donation, address		5 minutes	<i>Administrative Aide IV</i> OAR



	of representative, govt issued ID num, actual name of the donor. 1.3 Forward to Administrative Officer for verification			
2. Wait for a call or text message from OAR if the Deed of Donation is ready for signature.	2.1 Verify with the recipient Office or College the details of donation provided in the documents presented.	None	1 hour	<i>Administrative Officer II</i> OAR
	2.2. Prepare draft Deed of Donation and Acceptance incorporating details provided.	None	4 hours	<i>Administrative Officer II</i> OAR
	2.3. Forwards through email draft Deed of Donations and Acceptance to Legal Office for correction and comment. 2.4 Wait for the Legal Office to return of corrected draft Deed of Donation and Acceptance		30 minutes	<i>Administrative Officer II</i> OAR
	2.5. Legal Office to correct and incorporate comments. 2.6 Legal Office to return through email the corrected document to OAR	None	1 day	<i>Legal Officer</i> Legal Office



	with attached comments			
	2.7 Receive corrected draft document and reply and acknowledge receipt of document	None	15 minutes	<i>Administrative Officer II</i> OAR
	2.8. Revise and incorporate comments on the Deed of Donation and Acceptance and finalize for printing in copies	None	30 minutes	<i>Administrative Officer II</i> OAR
	2.9. Secures signatures of the Donor and 1 witness in the Deed of Donation and Acceptance	None	1 day	<i>Administrative Aide IV</i> OAR
	2.10. Forwards the Deed of Donation and Acceptance to the Chancellor office for signature of the Chancellor as Donee and secure signature of 1 witness	None	1 day	<i>Administrative Aide IV</i> OAR
	2.11. OC facilitates signature of the Chancellor and 1 witness and returns the Deed of Donation and Acceptance to OAR.	None	2 days	<i>OC Staff</i> Office of the Chancellor
	2.12. Checks the document if with complete signatures.	None	15 minutes	<i>Administrative Aide IV</i> OAR



	2.13 Forward documents to Legal Office Notarization			
	2.14. Legal Office notarize. 2.15 1 Return notarized document to OAR. 2.16 File 1 copy for documentation.	None	1 day	<i>Legal Officer</i> Legal Office
3. Received notarized copy and file.	3.1 Check and sort out documents. 3.2 Send 1 notarized copy to donor 3.3 Send 1 notarized copy to Office or College recipient 3.4 Send 1 copy to the Office of the Chancellor 3.5 File the rest of the copies for documentation.	None	1 day	<i>Administrative Aide IV</i> OAR
TOTAL		None	7 days, 7 hours <i>* Intervening factors affect processing time.</i>	



3. Processing of Application of UPV Alumni ID

UPV graduates may apply for a UPV Alumni ID. This ID is recognized in all UP campuses.

Office or Division	1. Office of Alumni Relations (OAR) 2. Office of the University Registrar (OUR)			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who may avail	All UP Visayas graduates			
Checklist of Requirements		Where to Secure		
1. Accomplished Online Application Form 2. 2x2 ID picture with white background 3. Proof of payment for ID fee		Office of Alumni Relations, online Link to form: bit.ly/upv-alumni-id-form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up online UPV Alumni ID Application Form; Pay ID fee through UPV Cash Office or over-the-counter portal; Attach 2x2 digital photo <u>Payment portal:</u> "UP Visayas" Land Bank of the Philippines Miagao Branch C/A 3052-1015-13 <u>Note in payment:</u> "For UPV Alumni ID"	1.1 Receive request in Google Forms 1.2 Check submitted documents	300.00 for new graduates; 500.00 for other graduates	10 minutes	<i>Administrative Officer IV</i> OAR
2. Wait for the call or message that your ID is ready for pick up.	2.1 Verify data	None	10 minutes (<i>simple</i>); 2 days (<i>complex</i>)	<i>Administrative Officer IV</i> OAR
	2.2 Process photos and data for submission to OUR for printing	None	30 minutes	<i>Administrative Officer IV</i> OAR
	2.3 Printing of IDs	None	15 days	<i>OUR</i>
	2.4 Receive printed alumni ID from		15 minutes	<i>Administrative Aide IV,</i>



	Office of the Registrar and log. 2.5 Inform the alumni to pick up Alumni ID at the Office.			<i>Administrative Officer IV</i> OAR
4. Pick up alumni ID at the OAR and sign on the log book.	4.1 Release alumni ID 4.2 Secure signature of receiver at the outgoing logbook.	None	5 minutes	<i>Administrative Officer IV</i> OAR
TOTAL		300.00 for new graduates; 500.00 for other graduates	22 days <i>*IDs are processed by batch *Intervening factors affect processing time.</i>	



4. Request for Assistance to Organize Reunion

One of the many functions of the Office is to assist alumni group and batches in organizing their activities. The alumni group specifies the kind of assistance they wanted the Office to extend to them. Most of the time, they seek assistance for the use of the venue and facilities of the University, preparing materials, the registration of the participants, including invitations and promotions.

Office or Division	Office of Alumni Relations(OAR)			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Community, Donor			
Checklist of Requirements		Where to Secure		
1. Letter request / OAR Request Form		Office of Alumni Relations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request for assistance in organizing a batch or organizations reunion through email or personally delivered at the OAR.	<u>Received through email:</u> 1.1 Acknowledge receipt. 1.2 Print and record request. 1.3 Forward to Administrative Officer for info.	None	30 minutes	<i>Administrative Aide IV</i> OAR
	<u>Received through personal delivery:</u> 1.1 Stamp received the duplicate copy and return to the requestor or the transmittal. 1.2 Log the request. 1.3 Forward request to Administrative Officer for info.		30 minutes	<i>Administrative Aide IV</i> OAR
2. Supplies details of reunion and assistance needed.	2. Forward request to Director of the Office for approval or disapproval 2.1 Approve or disapprove request	None	1 hour	<i>Director</i> OAR
3. Batch/Org supplies lay outs,	3. Inform requestor of the action of the Office.	None	3 days	<i>Administrative Officer II</i>



designs, materials needed for the posting and for the activity.				<i>Administrative Aide IV OAR</i>
4. Batches/Orgs coordinates with the Office of their other needs. <u>When applicable:</u> 4.1 Prepare payment for use facilities, venue and services.	Facilitates requests: 4. Reserve venue if within UPV premises 4.1 Write letter for UPV Officials regarding use of facilities and services of maintenance staff through email. 4.2 Prepare layout for promotional materials. 4.3 Share promo materials prepared by the organizer. 4.4. Follow up status of requests for venue and use of facilities.	Use of facilities may have payment (Based on the prescribed rate of the University % Auxiliary Services Office)	1 day	<i>Administrative Aide IV</i> <i>Administrative Officer II</i> <i>Administrative Officer IV</i> <i>Administrative Officer II</i> <i>Administrative Aide IV OAR</i>
	4.5 Updates requestor status of requests and conditions set by the University through email.	None	30 minutes	<i>Administrative Officer II OAR</i>
TOTAL		Based on the requested venue	4 days, 2 hours <i>* Intervening factors affect processing time.</i>	



5. Receiving of Incoming Documents

This covers the receipts of incoming documents from external and internal clients.

Office or Division	Office of Alumni Relations (OAR)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV Community, Alumni, Other constituents			
Checklist of Requirements		Where to Secure		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the documents to OAR through personal delivery or mail/ courier.	1. Check appropriate details like name of the sender and name of the recipient.	None	15 minutes	<i>Administrative Aide IV</i> OAR
	2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier, affix the signature in the delivery receipt.	None	15 minutes	<i>Administrative Aide IV</i> OAR
	3. Proceed to recording/barcoding the document.		15 minutes	<i>Administrative Aide IV</i> OAR
	4. Route the physical documents to the concerned recipients		15 minutes	<i>Administrative Aide IV</i> OAR
TOTAL		None	1 hour	



6. Response to Email Clarification/Inquiry

This covers clarifications and inquiries sent through email or any social media account.

Office or Division	Office of Alumni Relations (OAR)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV Community, Alumni, Other constituents			
Checklist of Requirements		Where to Secure		
E-mail inquiry (Electronic Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an email clarification or inquiry at oar.upvisayas@up.edu.ph	1.1 Acknowledge receipt of the email	None	15 minutes	<i>Admin Officer II Admin Aide IV OAR</i>
	1.2. Print the inquiry if necessary and log.	None	30 minutes	<i>Admin Officer II Admin Aide IV OAR</i>
	1.3 Route the email or forward to concerned individual.			
	1.4 Request concerned individual to reply directly to the client.			
	1.5 Discuss with the concerned individual the clarification or inquiry.			
2. Receive email response from OAR staff.	2.1. Reply to email per response taken from the concerned individual.	None	45 minutes	<i>Admin Officer II Admin Aide IV OAR</i>
TOTAL		None	1 hour, 30 minutes <i>* Intervening factors affect processing time.</i>	



INTERNAL SERVICES

1. Issuance of List of Alumni

An office or an organization may request for a list of alumni for the purpose of their activities or projects provided that the requesting party complies with the Data Privacy Act guidelines of the Office.

Office or Division	Office of Alumni Relations (OAR)			
Classification	Complex			
Type of Transaction	G2C G2G			
Who may Avail	UP constituents			
Checklist of Requirements		Where to Secure		
1. Letter request bearing the purpose of and where to use the list, period of use of the list with the original signature of the responsible person. 2. Photo copy of a government Issued ID of the requestor		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and photocopy of the government issued ID of the requestor to the OAR through email or delivered personally.	<u>Via email:</u> 1.1 Reply and acknowledge receipt of the request. 1.2 Verify the request and request for missing information or requirements (if there is any) <u>Via personal delivery:</u> 1.1 Receive, check completeness of requirements and log. 1.2 Request for missing information or requirements if there is any.	None	30 minutes	<i>Administrative Aide IV OAR</i>



2. Wait for the notice of action.	2.1 Forward request to data controller, evaluate the request and recommend approval or disapproval.	None	1 hour	<i>Administrative Aide IV</i> OAR
	2.2 Evaluate and make recommendations.			<i>Administrative Officer IV</i> OAR
	2.3 Forward request to the Director of the Office for final evaluation of the request and decision.	None	1 day	<i>Director</i> OAR
3. Considers recommendation of the Office.	<u>If approved:</u> 3.1 Prepares the list <u>If disapproved:</u> 3.1. Sends letter of regret to requestor and explain the circumstances and give recommendations.	None	Simple: 1 day Complex: 5 days	<i>Administrative Officer IV</i> OAR
4. Receive and take charge of the safety of the list.	<u>Release the list through email:</u> 4.1. Inform the requestor that the list have been sent to their email. 4.2 Check for email reply acknowledgement of receipt. <u>Release the list via pick up at the Office:</u> 4.1. Inform the requestor that the list is available.	None	1 hour	<i>Administrative Aide IV</i> OAR



	4.2 Prepare a transmittal and secure signature of receiver.			
	TOTAL	None	1 day, 3 hours, 30 minutes <i>* Intervening factors affect processing time.</i>	



OFFICE OF STUDENT AFFAIRS



EXTERNAL SERVICES

1. Counseling Services

Students are guided in making decisions about academic, career, and personal concerns with the help of a professional guidance counselor. Counseling services include: individual or group counseling, referrals, intake interview, exit interview, leave of absence (LOA), and readmission. Counseling sessions are conducted face-to-face or online platforms.

Office or Division	Office of Student Affairs - Guidance & Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Appointment Request or referral submission		OSA Guidance and Counseling Services Offices or https://upvguidance.my.canva.site		
Supporting documents (whenever applicable): Submission of these documents shall depend on the nature of the counseling concern or referral				
Application for Shifting (for shifting)		Concerned College		
Form for Filing/Return from LOA		Concerned College		
Transfer/Graduate placement form (for exit interview)		Concerned College; OSA (for Graduate Placement Form)		
Readmission request/letter/form (for readmission)		Concerned College Applicant		
Copy of grades or academic standing (for academic/delinquent cases)		Concerned college		
Medical certificates or referral documents		Attending physician/health professionals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule a counseling appointment through the official online appointment platform or submit a walk-in/email referral.	1.1 Monitor online booking system and review scheduled appointments. For referral requests, contact referred student to coordinate counseling schedule. 1.2 Prepare client record prior to the counseling session.	None	15 minutes	Assigned Guidance Services Specialist (GSS) OSA Guidance Office
2. Attend scheduled counseling session	2.1 Conduct counseling session.	None	1 hour	Assigned GSS OSA Guidance Office



and sign in the client log record book.	2.2 Provide appropriate interventions, strategies, or referrals to external professionals when necessary.			
	2.3 Document session and maintain counseling records/notes.			
	2.4 When required, issue written counseling recommendation, endorsement, or certification when required for academic or administrative compliance (e.g., recommendation for shifting/readmission)	None	3 days (if applicable)	Assigned GSS OSA Guidance Office
3. If necessary, schedule and attend follow-up counseling session.	3.1 Conduct follow-up session and monitor progress. 3.2 Conclude counseling process when appropriate	None	1 hour (if applicable)	Assigned GSS OSA Guidance Office
TOTAL		None	3 days, 2 hours, 15 minutes	

Note: Counseling services involve adherence to professional standards on the part of the GSS as well as client readiness. Scheduling of sessions and duration of counseling engagement depend on the nature of the concern. When required, preparation of written counseling recommendations or certifications for academic or administrative compliance may take up to three 43 additional working days.



2. Application for Scholarship Programs (Government and Private)

Students may apply for private or government scholarships which are announced regularly. Benefits of scholars vary depending on the nature of the scholarship or which may be in the form of free school fees, monthly stipend, book, and transportation allowance. Scholars are chosen based on merit (academic performance) and/or socio-economic status (financial needs).

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Principal requirements:				
Duly accomplished Scholarship Application Form		OSA-SFAU / Official Scholarship Posting		
UP Form 5 (1 photocopy/scanned copy)		Office of the College Secretary		
ID Pictures (1x1 or 2x2)		Applicant		
Certified True Copy of Grades (for continuing students) or High School Card (for new students)		Office of the College Secretary / Last School Attended		
Certificate of Good Moral Character (CGMC) or Certificate of No Pending SDT Case (1 original)		Office of the College Secretary (for CGMC) / Last school attended (for new students); or OSA Admin Office (for cert of no SDT case) for regular UPV students		
Additional documents that may be required by donor (may vary by scholarship)				
- Income Documents (e.g., ITR, Employment Contract, Barangay Certification) (1 photocopy) - PSA Copy of Birth Certificate (1 original, 1 photocopy) - Utility bills (1 photocopy) - Proof of pensions (1 photocopy) - Cert of year level standing/remaining units from College, etc. (1 photocopy) - Pictures of the house duly certified by the Brgy. Captain (printed copies) - Letters of recommendation - Essays/Self-introduction video clips		Concerned Agency / Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished scholarship application form and	1.1 Receive and check completeness	None	20 minutes	Administrative Assistant / Scholarship Affairs Officer



complete documentary requirements to OSA-SFAU (online, in person, or via authorized courier).	of submitted documents. 1.2 Schedule preliminary interview, if required.			OSA SFAU
2. Attend scheduled interview	2.1 Conduct interview. 2.2 Request clarification or additional documents, if necessary.	None	45 minutes	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
3. Submit additional documents, if requested and wait for results.	3.1 Evaluate applications based on scholarship criteria (batch processing). 3.2 Rank and shortlist qualified applicants (when applicable).	None	7 days	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
4. Wait for final results.	4.1 Endorse shortlisted applicants and complete documents to the scholarship donor.	None	1 day (paused clock)*	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
5. Check scholarship status and attend orientation if selected.	5.1 Notify selected applicants of results.	None	1 day	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
TOTAL		None	9 days, 1 hour, 5 minutes	

*Note: Final screening, approval, and release of scholarship results are subject to the evaluation and timeline of the sponsoring agency / donor / scholarship committee and are beyond the control of OSA. Waiting time may take months in some cases.



3. Renewal of Scholarships (Government and Private)

The Office of Student Affairs evaluates the academic and documentary compliance of scholars for the renewal of government and private scholarship programs. Verified renewal documents are endorsed to scholarship donors for confirmation of scholarship continuation.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Current UPV Scholars under government or private scholarship programs			
Checklist of Requirements		Where to Secure		
UP Form 5 (1 photocopy)		Office of the College Secretary		
Official Copy of Grades (previous semester, 1 original copy)		Office of the College Secretary		
Certificate of Good Moral Character or Certificate of No Pending SDT Case (if applicable, 1 original)		Office of the College Secretary (for CGMC) / or OSA Admin Office (for cert of no SDT case)		
Proof of Active Landbank account (if applicable)		Landbank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required renewal documents to OSA-SFAU.	1.1 Receive and verify completeness of document	None	10 minutes	<i>Administrative Assistant / Scholarship Affairs Officer OSA SFAU</i>
2. Wait for evaluation	2.1 Prepare summary report on the academic status and compliance of scholars. 2.2 Transmit advance copy of the scholarship renewal report and supporting documents to the scholarship donor via official email.	None	1 day	<i>Administrative Assistant / Scholarship Affairs Officer OSA SFAU</i>
	2.3 Forward original copy of the scholarship renewal report and required	None	1 day (paused clock)*	<i>Administrative Assistant / Scholarship Affairs Officer</i>



	documents to the scholarship donor through courier for evaluation.			OSA SFAU
3. Check renewal status	3.1 Inform scholar of donor decision upon receipt of official confirmation.	None	1 day	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
	TOTAL	None	3 days, 10 minutes	

* Note: Renewal confirmation and continuation of scholarship benefits are subject to evaluation and approval by the sponsoring agency or donor.



4. Application for Student Learning Assistance System (SLAS) Online

The Student Learning Assistance System (SLAS) Online is a UP System-developed platform that allows students to apply for financial support and learning assistance based on their household's financial capacity and learning needs. The system gathers information on students' socio-economic background, connectivity situation, and learning assistance requirements to determine appropriate support. Application schedules, evaluation, and release of results are determined by the UP System through the SLAS Online platform.

Through SLAS Online, eligible students may apply for various assistance programs, including:

- 1 Grants-in-Aid Program (GIAP) – subsidy on enrollment costs and possible monthly allowances;
- 2 Tertiary Education Subsidy (TES) administered by UniFAST;
- 3 Donor-Funded Scholarship Programs managed by UP campuses; and
- 4 Student Assistant and Graduate Assistant (SAGA) Program

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students applying for financial assistance			
Checklist of Requirements		Where to Secure		
User Accounts for SLAS online: • Student Number and PIN or • Registered UP mail (@up.edu.ph)		SLAS Help Desk online (sts.visayas@up.edu.ph) or OSA Scholarships and Financial Assistance Unit (SFAU)		
Additional requirements for Creating New Account/Resetting of PIN/ Registering UP Mail				
Admission Notice for new students (1 photocopy/scanned copy)		Office of the University Registrar (OUR)		
University ID for continuing students (1 photocopy/scanned copy)		OUR-CRSIS Office		
UP Form 5 for continuing students (1 photocopy/scanned copy)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the SLAS Online website (https://slasonline.up.edu.ph) during the announced application period. For login concerns (e.g., new	1.1 Provide information on SLAS Online application	None	10 minutes	Administrative Assistant / Scholarship Affairs Officer OSA SFAU



account creation, PIN reset, UP Mail registration), request assistance from OSA-SFAU.	procedures and timelines. 1.2 Assist students in account retrieval, PIN reset, or login credential concerns.			
2. Accomplish and submit the SLAS Online application through the official SLAS website during the application period. Seek assistance from OSA-SFAU if needed.	2.1 Assist students in completing required information in the SLAS Online application. 2.2 Coordinate updating of student records with the e-UP Team, when necessary	None	15 minutes (paused clock)*	<i>Administrative Assistant / Scholarship Affairs Officer OSA SFAU</i>
3. Monitor SLAS Online account for application status and results as announced by the UP System.	3.1 Receive official SLAS bracket results from the UP System. 3.2 Encode SLAS bracket results into the student's CRS account for enrollment assessment purposes, when applicable.	None	1 day	<i>Administrative Assistant / Scholarship Affairs Officer OSA SFAU</i>
TOTAL		None	1 day, 25 minutes	

*Note: The release of results depends on the scheduled release timeline of the UP system



5. Appeal for Student Learning Assistance System (SLAS) Online

Students who disagree with their assigned SLAS bracket may file an appeal through the SLAS Online system during the designated appeal period. The appeal process allows students to present additional information and supporting documents to justify reassessment of their financial capacity.

The Office of Student Affairs (OSA) evaluates submitted appeals, conducts interviews and verification as necessary, and prepares reports for deliberation by the UPV Student Scholarship and Financial Assistance Committee (UPV-SSFAC). Final decisions on appeals are made by the UPV-SSFAC.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students who have received SLAS bracket results and wish to appeal.			
Checklist of Requirements		Where to Secure		
Accomplished SLAS Appeal Form		SLAS Online Website: https://slasonline.up.edu.ph		
Proof of Income (e.g., ITR, Employment Contract, Barangay Certification)		BIR / Employer / Barangay		
Photos of residence (certified by Barangay, if required)		Applicant		
Additional documents supporting financial circumstances (e.g., utility bills, pension records, death certificate, medical expenses), if applicable		Concerned Agency / Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the SLAS Online website during the appeal period, accomplish the appeal questionnaire, and submit the appeal form online.	1.1 Retrieve list of submitted appeals. 1.2 Schedule interview (phone or face-to-face) with the appellant.	None	15 minutes	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU
2. Attend scheduled interview and submit required supporting documents.	2.1 Conduct interview (phone or face-to-face). 2.2 Verify submitted	None	45 minutes	<i>Administrative Assistant / Scholarship Affairs Officer</i> OSA SFAU



	information and request additional documents, if necessary.			
	2.3 Prepare interview report and/or home visitation report when applicable.	None	2 hours (paused clock)*	<i>Administrative Assistant</i> OSA SFAU
3. Wait for appeal deliberation and final decision.	3.1 Present evaluated appeals. 3.2 Deliberate and decide on appeal cases.	None	1 day	<i>UPV SSFAC</i> (chaired by Vice Chancellor for Academic Affairs)
4. Check updated SLAS bracket result through SLAS Online after deliberation.	4.1 Encode approved appeal results in the SLAS system and/or CRS for enrollment assessment purposes.	None	1 day	<i>Administrative Assistant</i> OSA SFAU
TOTAL		None	2 days, 2 hours and 15 minutes	

* Note: Appeal deliberations are conducted by batch and are subject to the scheduled meetings of the UPV-SSFAC.



6. Application for Student and Graduate Assistantship (SAGA)

The Student and Graduate Assistantship (SAGA) Program is a financial assistance program that provides eligible undergraduate and graduate students the opportunity to support academic and administrative functions of the University while gaining practical work experience related to their field of study. Qualified assistants receive hourly allowances based on prevailing University guidelines.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Eligible UPV Undergraduate / Graduate Students			
Checklist of Requirements		Where to Secure		
Duly Accomplished SAGA Application Form (1 original copy)	OSA SFAU Office ; Downloadable at https://bit.ly/SAGA_Forms			
Resume with 1x1 ID picture (1 original copy)				
Data Privacy Consent Form (1 original copy)				
Proposed Working Schedule (1 original copy)				
Copy of Grades (1 certified true copy)	Office of the College Secretary			
UP Form 5 (1 certified true copy)				
Additional requirements for qualified applicants (SAGA Papers):				
Basic Paper (1 original)	OSA SFAU Office			
Certification of Assumption to Duty (2 copies)				
Oath of Office (2 copies)				
Non-Disclosure Undertaking (NDU), 5 copies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application* form and complete documentary requirements to OSA-SFAU. Note: All entries must be typewritten and bearing the applicant's original wet signature.	1.1 Receive and check completeness of submitted documents.	None	15 minutes	Admin Assistant OSA SFAU
2. Wait for interview schedule	2.1 Schedule qualified applicants for interview.	None	5 minutes	Admin Assistant OSA SFAU
3. Attend scheduled interview at the	3.1 Conduct Interview.	None	45 minutes	Admin Assistant / Scholarship



designated venue or approved online platform.	3.2 Request additional documents, if necessary			<i>Affairs Officer</i> OSA SFAU
4. Wait for evaluation results	4.1 Evaluate and rank applicants through batch processing 4.2 Assign qualified applicants to respective units. 4.3 Prepare official list of qualified SAGA applicants.	None	10 working days	<i>Admin Assistant</i> OSA SFAU
5. Wait for announcement of qualified applicants through official communication channels	5.1 Notify qualified applicants through official communication channels.	None	10 minutes	<i>Admin Assistant</i> OSA SFAU
<i>For qualified applicants only</i>				
6. Secure SAGA appointment documents from the OSA-SFAU Office and accomplish required forms.	6.1 Prepare required SAGA appointment documents through batch processing. 6.2 Issue documents and provide instructions for completion.	None	3 days	<i>Admin Assistant</i> OSA SFAU
7. Submit duly accomplished and signed SAGA appointment documents to the OSA-SFAU Office for verification.	7.1 Receive completed documents. 7.2 Verify completeness and correctness of submitted requirements. 7.3. Submit documents to pertinent units for processing and issuance of appointment	Notarization fee: ₱50.00 (NDU)	45 minutes	<i>Admin Assistant</i> OSA SFAU
TOTAL		Notarization fee - ₱50.00	13 days, 2 hours	



7. Application for SHARE Loan Program

The Student Health and Related Emergency (SHARE) Loan Program provides short-term financial assistance to enrolled UPV students experiencing health-related or other emergency situations. Students may apply for a loanable amount ranging from ₱500.00 to ₱5,000.00. The approved loan shall be repaid within one (1) month from release date. Payments beyond one (1) month shall incur a service fee of 0.5% per month of delay.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Duly accomplished SHARE Loan Application Form (1 original copy)		OSA SFAU		
UP Form 5 (1 photocopy)		Office of the College Secretary		
Photocopy of Co-Debtor's Valid ID Note: Co-debtor must be a regular permanent UPV personnel		Co-debtor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished application form and required documents to OSA-SFAU.	1.1 Receive and review application for completeness. 1.2 Evaluate the financial need of the applicant. 1.3 Conduct an interview, if necessary. 1.4 Determine approved loan amount. 1.5 Endorse/approve application .	None	30 minutes	<i>Administrative Assistant/ Scholarship Affairs Officer OSA SFAU</i>
2. Receive the approved loan amount and sign ledger	2.1 Prepare ledger indicating approved amount 2.2 Release loan amount. 2.3 Secure signature in ledger	None	15 minutes	<i>Administrative Staff/Scholarship Affairs Officer OSA SFAU</i>
TOTAL		None	45 minutes	



8. Application for UP Student Insurance Claims

The Office of Student Affairs facilitates the receipt and endorsement of student insurance claim applications under the UP Student Insurance Policy to the Government Service Insurance System (GSIS). The insurance covers eligible undergraduate students qualified under the Higher Education Subsidy (Free Tuition) Program who incur accidents or injuries during the coverage period.

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV undergraduate students eligible under Higher Education Subsidy (HES) and covered by the UP Student Insurance Policy			
Checklist of Requirements			Where to Secure	
GSIS Insurance Claim Form			OSA SFAU	
Supporting documents required under the GSIS Insurance Claim Form (e.g., medical certificate, incident report, hospital records, official receipts)			Concerned Hospital/Agency/Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished GSIS Insurance Claim Form and required supporting documents to OSA-SFAU	1.1 Receive and review documents for completeness. 1.2 Prepare endorsement letter for signature of the OSA Director.	None	20 minutes	<i>Insurance Claims Officer / Administrative Assistant</i> OSA SFAU
	1.3 Submit endorsed claim documents to GSIS.	None	1 day (paused clock)*	<i>Insurance Claims Officer</i> OSA SFAU
2. Wait for notification from OSA regarding advisory or notice from GSIS for claiming of benefits	2.1 Receive communication or notice from GSIS. 2.2 Inform student regarding claim status or availability of benefits.	None	10 minutes	<i>Insurance Claims Officer / Administrative Assistant</i> OSA SFAU
TOTAL		None	1 day, 30 minutes	

* Note: Processing timelines for approval and release of insurance benefits by GSIS may vary and are beyond the control of the Office of Student Affairs.



9. Application for Recognition of Student Organizations

Student organizations must apply annually for recognition to operate legitimately within the University. Applications are evaluated based on compliance with documentary requirements and assessment of organizational performance during the previous academic year

Office or Division	Office of the College Deans Office of Student Affairs-Student Organizations & Activities Unit			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Student Organizations (College-based and University-wide)			
Checklist of Requirements		Where to Secure		
Principal requirements:				
Application forms: (1 original) • Application Letter • Certification of Advisorship • Certification of Co-Advisorship • Directory of Officers • Directory of Members • List of Members • General Plan of Activities		OSA Student Organizations and Activities (SOA) Office. Forms can be downloaded at https://bit.ly/SOA-Forms which is also posted on SOA FB Page		
Form 5 of all members (1 photocopy) Copy of Grades of Officers (1 photocopy) Good Moral Certification of Officers (1 photocopy)		Office of the College Secretary		
Additional requirements for New Student Organizations:				
Constitution and By-Laws signed by the officers & faculty adviser (1 original)		Officers of Student Organization		
Additional requirements for Renewing Student Organizations:				
Accomplishment Report (1 original)		OSA Student Organizations and Activities (SOA) Office; Downloadable at https://bit.ly/SOA-Forms		
Financial Report (1 original)				
Certificate of Attendance from the SOA Orientation for Student Organizations		OSA Student Organizations and Activities (SOA) Office		
Amendments of the Constitution and by-laws (if the constitution is amended)		Officers of Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application requirements within the	1. Receive application forms and other requirements and log details of the received documents	None	5 minutes	COSAW/SRO Respective College (for College-based)



prescribed recognition period				or <i>University Ext. Associate OSA-SOA Office (for U-wide)</i>
<u><i>For College-based orgs:</i></u> Submit to their respective COSAW/SRO	2.1 Evaluate complete applications within the prescribed evaluation period (batch processing)	None	15 days	COSAW/SRO Respective College (for College-based)
<u><i>For University-wide orgs (U-wide):</i></u> Submit to SOA Office (via email or physical submission)	<u><i>For College-Based:</i></u> College evaluates and endorses a list of qualified organizations for approval of College Dean <u><i>For Univ.-Wide:</i></u> SOA Staff and Faculty In-Charge evaluate and endorse applications for approval of OSA Director			or <i>University Ext. Associate / SOA Faculty In-charge OSA-SOA Office (for U-wide)</i>
	2.4 Approve/ Disapprove recognition <u><i>For College-base:</i></u> College forwards a list of recognized organization for confirmation of OSA Director	None	3 days	<i>College Dean</i> Respective College (for College-based) <i>OSA Director</i> Office of Student Affairs
3. Receive Certificate of Recognition	3.1 Release certificates to recognized student organizations	None	2 minutes	<i>University Ext. Associate OSA-SOA Office</i>
TOTAL		None	18 days, 7 minutes	



10. Application for Initiation Rites of Student Organizations

The SOA Unit facilitates the approval of requests to conduct initiation activities of student organizations, in accordance with Republic Act 11053 also known as the Anti-Hazing Act of 2018. The OSA Director approves the notarized application to conduct initiation rites.

Office or Division	Office of Student Affairs-Student Organizations & Activities Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Recognized UPV Student Organizations			
Checklist of Requirements		Where to Secure		
Principal requirement:				
Notarized Application Form (1 original)		Downloadable at https://bit.ly/SOA-Forms		
Conforme of the University Representative				
Additional requirements, if necessary:				
Program of activities		Requesting student/student organizations		
Medical Certificates of applicants (for initiation rites with physical activity)		UPV Health Service Unit/ Government Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished notarized application form and supporting documents to SOA office. <u>Notes:</u> • Must be duly signed by signatories and recommended by COSAW/SRO and College Dean for college-based orgs. • Requests must be filed at least seven (7) working days prior to the activity	1.1 Receive and log notarized application form. 1.2 Check completeness of required documents and signatories. 1.3 Notify requesting organization of lacking requirements, if any. 1.4 If complete, endorse application to the SOA Faculty In-Charge and OSA Director for action.	None	20 minutes	University Extension Associate OSA-SOA Office
2. Wait for evaluation of the request and comply with additional	2.1 Recommends approval (for University-wide organizations).	None	1 day	SOA Coordinator OSA-SOA Office



requirements if notified.				
	2.2 Evaluates request and approves or disapproves the application.	None	2 days	OSA Director Office of Student Affairs
3. Claim approved/disapproved application through the SOA Office/outbox	3.1 Release approved or disapproved application form to requesting organization through SOA Office or designated outbox.	None	1 minute	University Extension Associate OSA-SOA Office
TOTAL		None	3 days, 21 minutes	



11. Approval for Posting of Publicity Materials

Students and recognized student organizations are required to secure approval from the OSA – Student Organizations and Activities (SOA) Unit prior to posting publicity materials in designated University posting areas or through official or organization-managed online platforms (e.g., social media).

Office or Division	Office of Student Affairs – Student Organizations & Activities Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Recognized Student Organizations			
Checklist of Requirements		Where to Secure		
Publicity materials for posting (printed copy or electronic draft)		Requesting Student/Student organizations		
Approved activity permit or approval (if applicable)		OSA-SOA Office or Concerned Approving Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit publicity materials for approval at the OSA-SOA Office, or send the electronic draft pubmat via official OSA-SOA email for online posting approval. Note: Must secure approval of activity before posting	1.1 Receive and review publicity materials (printed or electronic) for compliance with posting guidelines and approved activities. 1.2 Stamp or approve publicity materials as “Approved for Posting.” 1.3 Record details and number of approved copies or electronic submissions.	None	10 minutes	University Extension Associate OSA-SOA Office
2. Claim approved publicity materials at the OSA-SOA Office or receive approved electronic publicity materials through email notification.	2. Release approved publicity materials	None	1 minute	University Extension Associate OSA-SOA Office
TOTAL		None	11 minutes	



12. Request of Student Organizations to Conduct On-Campus or Online Activities involving UPV Constituents only

Recognized student organizations are required to secure approval prior to conducting any on-campus or online activity. The SOA Unit reviews and monitors proposed activities to ensure compliance with University policies, safety standards, and student organization guidelines. The presence of a Faculty Adviser or authorized representative is required for all student organization activities, especially those conducted beyond 7:00 PM.

Office or Division	1. Office of the College Deans 2. Office of Student Affairs – Student Organizations and Activities Unit	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	Recognized College-Based and University-Wide Student Organizations	
Checklist of Requirements		Where to Secure
For on-campus activities:		
Request Letter (1 original/scanned)		OSA Student Organizations and Activities (SOA) Office. Downloadable at https://bit.ly/SOA-Forms
Conforme of Faculty Adviser for activities (1 original/scanned)		
Program of activities, if applicable (1 original/scanned)		
Form for Use UPV Facilities & Equipment, if applicable (1 original/scanned)		
Form to Use UPV Vehicles, if applicable (1 original/scanned)		
Security/Emergency Plan (1 original/scanned)		Requesting student organizations
Publicity Materials, if applicable (1 original/scanned)		
Letter of Partnership, if applicable (1 original/scanned)		
For online activities:		
Request Letter with complete details about the activity		Requesting student organizations
Publicity Materials, if applicable, (1 original/scanned)		
Program of activities, if applicable (1 original/scanned)		
Conforme of Faculty Adviser for activities (1 original/scanned)		Downloadable at https://bit.ly/SOA-Forms



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and complete supporting documents to the appropriate office. <u>For College-based orgs:</u> Submit to their respective COSAW/SRO <u>For University-wide orgs (U-wide):</u> Submit to SOA Office (via email or physical submission) <u>Note:</u> File permits/ requests at least five (5) working days prior to the scheduled activity	1.1 Receive and log request. 1.2 Check completeness of submitted requirements and notify the organization of any deficiencies, if applicable. 1.3 Evaluate request and review compliance with University policies. <u>For College-Based requests:</u> 1.4a COSAW/SRO endorse the application to the College Dean for approval and forward approved request to OSA-SOA to be noted by OSA Director. <u>For University-Wide requests:</u> 1.4b SOA Staff and Faculty In-charge endorse the application to OSA Director for action	None	2 days	COSAW/SRO Respective College (for College-based) or <i>University Extension Associate/ SOA Faculty In-charge</i> OSA-SOA Office (for U-wide)
	1.5 Approve or disapprove the request. <u>For college-based:</u> 1.6 College forwards approved requests to OSA-SOA to be noted by OSA Director	None	2 days	<i>College Dean</i> Respective College (for College-based) or <i>OSA Director</i>



				Office of Student Affairs (for U-wide)
3. Receive approved or disapproved copy of the request via official email or pick up at the SOA Office/outbox	3.1 Release approved/disapproved request to organization. 3.2 Record activity details in monitoring system.	None	5 minutes	<i>University Ext. Associate</i> OSA-SOA Office
TOTAL		None	4 days, 5 minutes	

Note: For this service, approval to conduct an activity does not constitute approval for the use of University venues, facilities, UPV vehicles or other personnel services. Requests for the use of such facilities or related services shall be processed separately with the concerned office/unit in accordance with their respective service standards and prescribed timelines.



13. Request of Student Organizations to Conduct Off-Campus Activities or On-Campus/Online Activities Involving Non-UPV Participants

This service covers requests of recognized student organizations to conduct off-campus activities or on-campus/online activities involving non-UPV participants or resource persons. In compliance with CHED Memorandum Order No. 63, s. 2017 and University safety policies, such activities require screening by the Office of Student Organizations and Activities (SOA), endorsement by the appropriate University officials, and final approval of the Chancellor prior to implementation.

Office or Division	1. Office of the College Deans 2. Office of Student Affairs-Student Organizations & Activities Unit 3. Office of the Vice Chancellor for Administration - when applicable 4. Office of the Vice Chancellor for Academic Affairs 5. Office of the Chancellor	
Classification	Complex	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	Recognized Student Organizations	
Checklist of Requirements		Where to Secure
Principal requirements:		
Request letter indicating purpose/need for conducting the activity (1 original)	Requesting student organizations	OSA Student Organizations and Activities (SOA) Office. Downloadable at https://bit.ly/SOA-Forms
Detailed Crowd/Emergency/Security plan (1 original)		
Detailed arrangement of medical assistance with First Aid Kit (1 original)		
Insurance (1 photocopy)		
Conforme of faculty adviser (2 original)		
Student Participation Agreement (for off-campus activities, 1 original)		
Additional requirements (if applicable):		
Form to Use UPV Facilities and Equipment for on-campus activities, if applicable (1 original/scanned)	OSA Student Organizations and Activities (SOA) Office. Downloadable at https://bit.ly/SOA-Forms	Barangay Hall / Municipal Office
Form to Use UPV Vehicles, if applicable (1 original/scanned)		
Duly notarized/subscribed Parental/Waiver of Consent (1 original)		
Barangay/municipal permit/clearance to hold activity (1 original)		
Letter of undertaking of venue owner to provide security for the participants	Owner of the Venue	



Medical clearance (1 photocopy)		Health Service Unit/Government Physician		
Letter of coordination with Health Service Unit/Security Services Force		Requesting student/student organizations		
Letter of coordination with Brgy. Officials/ Local PNP/other concerned offices				
Program of activities/Itinerary of travel (1 photocopy)				
Duly approved schedule of fees/Breakdown of fund (1 copy)				
List of participants (1 original)				
Letter of partnership, if applicable (1 original)				
Details/bionote of Non-UPV guests/speakers				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and complete supporting documents to the appropriate office. <u>For College-based orgs:</u> Submit to their respective COSAW/SRO <u>For University-wide orgs (U-wide):</u> Submit to SOA Office (via email or physical submission) <u>Note:</u> File permits/ requests at least fourteen (14) working days prior to the scheduled activity	1.1 Receive and log request. 1.2 Check completeness of submitted requirements and notify the organization of any deficiencies, if applicable. 1.3 Evaluate request and review compliance with University policies. <u>For College-Based requests:</u> 1.4a COSAW/SRO endorses the application to the College Dean for action before forwarding to OSA-SOA to be noted by the OSA Director. <u>For University-Wide requests:</u> 1.4b SOA Staff and Faculty In-charge endorse the	None	2 days	COSAW/SRO Respective College (for College-based) or <i>University Extension Associate/ SOA Faculty In-charge</i> OSA-SOA Office (for U-wide)



	application to OSA Director for action			
	1.5 Recommend approval or disapproval of the request <u>For college-based:</u> 1.6 College forwards acted request to OSA-SOA to be noted by OSA Director before forwarding to OVCA/OVCAA	None	2 days	<i>College Dean</i> Respective College (for College-based) or <i>OSA Director</i> Office of Student Affairs (for U-wide)
	1.7 Forward documents to the appropriate Vice Chancellor's office: •OVCA, if the request involves the use of UPV facilities, vehicles or assistance from SSF, HSU, DIC or CDMO) •OVCAA: If no OVCA-related services are involved	None	20 minutes	<i>University Ext. Associate</i> OSA-SOA Office
<i>When applicable:</i>				
	1.8 OVCA refers the request to the appropriate unit/office and makes necessary endorsements/ comments before forwarding it to the OVCAA.	None	6 days (depending on the request)	<i>OVCA Staff and VCA</i> Office of the Vice Chancellor for Administration
<i>Then continue:</i>				
	1.9 OVCAA staff reviews the request for endorsement of VCAA 1.10 VCAA reviews and endorses the request to the Chancellor	None	2 days	<i>OVCAA Staff and VCAA</i> Office of the Vice Chancellor for Academic Affairs



2. Receive copy of the approval/disapproval via official communication	2.1 OC Staff screens the request and the Chancellor makes final action. 2.2 OC Staff releases notice of action of the request through email or physical copy.	None	2 days	<i>OC staff and Chancellor</i> Office of the Chancellor
TOTAL		None	14 days, 20 minutes	



14. Request for Use of UPV Facilities, Equipment, and Vehicles by Student Organizations

This service covers requests of recognized student organizations to use University facilities, equipment, and vehicles for student activities. Requests may involve reservation of venues, logistical support, equipment setup, or transportation services. Applicable fees shall be assessed based on the University's prescribed rates.

Office or Division	1. Office of Student Affairs – Student Organizations & Activities Unit 2. Office of the Vice Chancellor for Administration 3. Auxiliary Services Office (ASO) 4. Campus Development and Maintenance Office (CDMO)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Recognized Student Organizations			
Checklist of Requirements		Where to Secure		
Principal requirement:				
Form for the Use of UPV Facilities & Equipment Form for the Use of UPV Vehicles		Downloadable at https://bit.ly/SOA-Forms		
Letter Request for Waiver of Fees (if applicable)		Requesting Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished permit form and supporting documents to the SOA Office via email or physical submission. <u>Notes:</u> • Must be duly signed by signatories and recommended by COSAW/SRO and College Dean for college-based orgs. • Requests must be filed at least ten (10) working days prior to the activity	1.1 SOA staff receive and logs request. 1.2 Check completeness of required signatories and documents. 1.3 Endorse request to the SOA Faculty In-charge (for University-wide orgs only) and OSA Director for action. 1.4a <u>For regular requests (no waiver of fees)</u> : Return acted permit form to requesting organization for	None	2 days	University Extension Associate SOA Faculty In-Charge OSA Director Office of Student Affairs



	routing to the next approving office. 1.4b <u>For requests involving waiver of fees</u>: Forward the endorsed permit form and waiver request letter to the OVCA			
2A. If request involves permit form only: Claim endorsed permit form and route it to the appropriate office (ASO for facilities/venues or CDMO for use of vehicles) <u>Note</u>: Must also observe the prescribed filing days and processing procedures of the concerned office (ASO/CDMO).	Processing of request shall follow the service standards of the concerned office (ASO/CDMO), including verification of availability, recommendation of facility-in-charge, and approval of the Vice Chancellor for Administration.	Based on prescribed University rates	6 days (depending on the request)	<i>Staff In-charge ASO/CDMO</i>
2B. If request includes waiver of fees: Wait for SOA to forward the request to OVCA.	2.2 OVCA screens request and refers the permit to ASO or CDMO for recommendation. 2.3 OVCA endorses request to the Office of the Chancellor for final action.	None if waived; Otherwise, based on prescribed University rates	6 days (depending on the request)	<i>OVCA Staff and VCA</i> Office of the Vice Chancellor for Administration
3. Receive copy of approval/disapproval of the waiver request. <u>Note</u>: ASO releases permit for facilities while OVCA releases permit for vehicles	3.1 OC staff screens the request and the Chancellor makes final action. 3.2 OC staff releases notice of action of the request through email or physical copy.	None	2 days	<i>OC staff and Chancellor</i> Office of the Chancellor



	TOTAL	Based on prescribed University rates	10 days	



15. Request for Alternative Class / Financial Assistance

The SOA Unit facilitates requests from students or student organizations seeking approval for alternative class arrangements for participation in approved activities or seeking financial assistance or subsidy for participation in trainings, seminars, competitions, or student activities. The OSA Director endorses the request to the OVCAA for further evaluation and recommendation to the Chancellor

Office or Division	Office of Student Affairs-Student Organizations & Activities Unit			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All Students and Student Organizations			
Checklist of Requirements		Where to Secure		
For request for Alternative Class:				
Request letter with details of activity (1 original)		Requesting student/student organizations		
For request for financial assistance:				
Request letter (1 original)		Requesting student/student organizations		
Official invitation, if applicable (1 copy/emailed)		Organizing Committee		
Itemized details of budgetary requirement (1 original)		Organizing Committee Requesting student/student organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished permit form and supporting documents to the SOA Office via email or physical submission. <u>Notes:</u> • Must be duly signed by signatories and recommended by COSAW/SRO (for student orgs) and College Dean for college-based requests. • Requests must be filed at least ten (10) working days prior to the activity	1.1 SOA staff receives and logs request. 1.2 Check completeness of required signatories and documents. 1.3 Endorse request to the SOA Faculty In-charge (for University-wide orgs only) and OSA Director for action. 1.4 Forward the endorsed permit form and waiver request letter to the OVCAA	None	2 days	University Extension Associate SOA Faculty In-Charge OSA Director Office of Student Affairs
	2.2 OVCAA evaluates request	None	2 days	OVCAA Staff and VCAA



	for endorsement of VCAA <u>For requests involving financial assistance:</u> 2.2 OVCAA refers request to budget office for comments/ recommendation. 2.3 VCAA reviews and endorses the request to the Chancellor for final action			Office of the Vice Chancellor for Academic Affairs
3. Receive copy of approval/disapproval of the request.	3.1 OC staff screens the request and the Chancellor makes final action. 3.2 OC staff releases notice of action of the request through email or physical copy.	None	2 days	<i>OC staff and Chancellor</i> Office of the Chancellor
TOTAL		None	6 days	



16. Application and Admission to UPV Dormitories

The Residential Services Unit (RSU) processes student applications for admission to UPV dormitories. Applications are accepted during the designated application period. The application schedule and admission process are posted on the UPV CRSIS website (<https://crs.upv.edu.ph>) and on the official Facebook page of the Office of Student Affairs.

Office or Division	Office of Student Affairs – Residential Services Unit	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	UPV Students	
Checklist of Requirements		Where to Secure
Principal requirements upon Application:		
Duly accomplished Dormitory Application Google Form (online)	Link provided via OSA Facebook Page official posting: www.facebook.com/upvosa	
1x1 or 2x2 ID photo (soft copy)	Applicant	
Scanned copy of any of the following whichever is applicable:		
• Latest Income Tax Return (ITR) of parents	BIR	
• Latest Contract of Service (for OFW parents)	Employer	
• Affidavit/Barangay Certification indicating the work and estimated annual gross income of parents and other household members for the previous year (for those without ITR and exempted from filing)	Legal Office/Barangay Captain/LGU	
Additional requirements for Incoming first year students:		
Notice/Certification of Admission or any proof of acceptance to UPV	UP Office of Admission / Office of the University Registrar	
Certificate of Good Moral Character	Senior High School	
Short Essay: “Who Am I”	Applicant	
Additional requirements for students from boarding houses/private dormitories:		
Evaluation from Boarding House and Private Dormitory (scanned copy)	Downloadable at crs.upv.edu.ph	
Short essay: “Who Am I”	Applicant	
Principal Requirements upon Admission (for Accepted Applicants only)		
Signed Residence Hall Contract (1 original)	Downloadable at crs.upv.edu.ph or through this link: https://bit.ly/DormCheckinReq	
Signed Appliance Declaration Form (1 original)		
Notarized Certification of Guardianship (1 original)		



Signed Acceptance and Commitment of Dorm House Rules and Regulations (1 original set)	
Notarized Undertaking and Waiver of Students (1 original)	
Official Receipt of dorm fees (1 photocopy)	Cash Office
UP Form 5/ Registration Form (1 photocopy)	Office of the College Secretary
2x2 Picture (3 pcs)	Applicant
Long Cream Folder with Fastener (1 pc)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the official dormitory application link during the designated application period, complete the online form, and upload scanned copies of required documents	1.1 Receive and check completeness of submitted applications 1.2 Notify applicant of lacking documents, if any, for compliance. <u>Note:</u> Checking of applications is conducted continuously within the application period through batch processing.	None	20 days	Household Attendant/ Dormitory Manager Respective Dormitory
2. Submit any additional or lacking requirements within the prescribed period and monitor official communication channels for updates.	2.1 Evaluate applications based on established dormitory criteria. 2.2 Rank applicants and prepare list of qualified residents. Note: Evaluation and ranking of applications are conducted within the prescribed deliberation period through batch processing.	None	15 days	Dormitory Manager Respective Dormitory
3. Monitor registered email for	3.1 Send Notice of Action to all	None	1 day	Administrative Officer



the Notice of Action from the Office of Student Affairs during release date	applicants indicating application results.			OSA-Admin
<i>For Accepted Applicants only:</i>				
4. Confirm acceptance of dormitory slot to assigned dormitory through official communication channels (email, phone, in person) within the prescribed confirmation period.	4.1 Record confirmation of slot.	None	3 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitory</i>
5. Report to the assigned dormitory at the start of the check-in period and submit complete hard-copy admission requirements for verification.	5.1 Receive and check completeness of admission documents. 5.2 Assign room and dormitory facilities. 5.3 Issue charge slip for dorm fees.	None	20 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitory</i>
6. Proceed to the Cash Office and pay prescribed lodging and appliance fees Note: At least two (2) months advance payment is required	6.1 Receive payment. 6.2 Issue Official Receipt (OR).	Computed based on prescribed dorm fees (refer to table below)	10 minutes	<i>Cashier Cash Department Office</i>
7. Return to the dormitory and present Official Receipt to finalize check-in	7.1 Receive and record Official Receipt (OR) details in student directory.	None	5 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitory</i>
TOTAL		Based on the prescribed dorm fees	36days, 38 minutes	

Note: Application checking and evaluation / ranking are conducted through batch processing based on prescribed dormitory application schedules and volume of submissions.



Prescribed Lodging and Appliance Fees:

Dormitory	Lodging fee	Appliance fee (monthly rate)				
		Laptop	Electric fan	Phone charger	Printer	Study Lamp
Regular Dormitories	P1,500.00/sem	P100.00	P100.00	P15.00	P22.00	P22.00
International Dormitory	• P4,000.00/sem (4 pax room) • P7,500.00/sem (2 pax room) • P12,500.00/sem (single room)	P100.00	P100.00	P15.00	P22.00	P22.00
Balay Ilonggo	P1,500.00/sem	P150.00	P100.00	P35.00	P35.00	P35.00



17. Approval of Dormitory Permits (Late/Overnight/Weekend)

Dormitory residents may request Late, Overnight, or Weekend Permits when leaving or returning to the dormitory beyond the prescribed curfew hours or when temporarily staying outside the residence hall. The Residential Services Unit reviews and approves permit requests upon verification of required information recorded in the dormitory logbook.

Office or Division	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Dormitory residents			
Checklist of Requirements		Where to Secure		
Accomplished Permit Logbook Entry		Respective Dormitory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the logbook for Late, Overnight or Weekend Permit at the dormitory information counter <u>Note:</u> Student must secure approval of request on or before 6:00 PM only.	1.1 Verify completeness of information indicated in the logbook. 1.2 Approve and sign permit request.	None	10 minutes	<i>Household Attendant/ Dormitory Manager Respective Dormitory</i>
TOTAL		None	10 minutes	



18. Request for Transient Accommodation

This service allows individuals, offices, agencies, and organizations to request temporary accommodation in UPV dormitory guest / transient rooms as eligible guests, subject to availability of space and compliance with dormitory policies. The maximum stay shall not exceed fourteen (14) consecutive days, renewable subject to availability.

Office or Division	Office of Student Affairs – Residential Services Unit			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Individual Clients or Self-Paying Guests				
Valid Identification Card (original)		Client		
Travel Order (photocopy), for clients on official business		Immediate Supervisor/Head of Unit		
If requestor is from Offices/Agencies/Organizations:				
Request letter* indicating name of guest(s), duration of stay		Requesting Office/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire or request reservation through walk-in, telephone, or electronic communication with the respective dormitory office.	1.1 Check room availability. 1.2 Record reservation details. 1.3 Inform client of dormitory policies and transient rates	None	10 minutes	Household Attendant on-duty/ Dormitory Manager Respective Dormitory
2. Client/guest proceeds to the dormitory upon arrival and present required documents.	2.1 Validate reservation. 2.2 Verify identification and documents. 2.3 Record guest in transient logbook. 2.4 Issue room key and orient quest.	None	20 minutes	Household Attendant on-duty/ Dormitory Manager Respective Dormitory



	2.5 Compute total accommodation charges 2.6 Issue charge slip or billing statement to client or paying agency/office			
3. Pay transient fee at the counter or ensure settlement by requesting office/agency	3.1 Receive payment or coordinate billing with the requesting office. 3.2 Issue provisional receipt for remittance to cash office.	Computed based on prescribed transient rates (refer to table below)	10 minutes	<i>Household Attendant on-duty/ Dormitory Manager Respective Dormitory</i>
TOTAL		Based on the prescribed transient rates	40 Minutes	

Note: Requests involving waiver or discount of transient fees shall be subject to evaluation and final action of the Chancellor.

Prescribed Rates for Transient Accommodation:

Regular Dormitories	Capacity	Non-UPV/Guests	UPV Alumni	Parent	Student/Faculty/Staff	Student with personal linen
• Regular Rooms (non-aircon)	4 pax/room	₱200.00/pax	₱180.00/pax	₱180.00/pax	₱100.00/pax	₱60.00/pax
• Guest Room (non-aircon)	2 pax/room	₱200.00/pax	₱200.00/pax	₱200.00/pax	-	-

International Dormitory	Capacity	Non-UPV/Guests	UPV Users on Official Business (including alumni)	Student with personal linen
• Regular Rooms (non-aircon)	4 pax/room	₱200.00/overnight	₱160.00/overnight	₱120.00/pax
	2 pax/room	₱300.00/overnight	₱240.00/overnight	₱200.00/pax
• Aircon Rooms	single occupancy	₱700.00/overnight (plus ₱300/pax for add'l person)	₱560.00/overnight (plus ₱300/pax for add'l person)	-

Balay Ilonggo (Iloilo City campus)	Capacity	Non-UPV/Guest	UPV Alumni	Parent	Student/Faculty/Staff	Student with personal linen
• Regular Rooms	4 pax/room	₱200.00	₱180.00	₱180.00	₱100.00	₱60.00
• Guest Rooms	Capacity	Non-UPV/Guest	UPV Users on Official Business		Alumni/Parents/UPV Users not on Official Business	
1. Executive Room (w/ aircon)	good for 2-4pax/room	₱700.00/room (plus ₱250/pax for add'l 2 pax)	₱500.00/room (plus ₱150/pax for add'l 2 pax)		₱550.00/room (plus ₱150/pax for add'l 2 pax)	
	good for 8 pax/room	₱300.00/pax (non-aircon use)	₱100.00/pax (non-aircon use)		₱200.00/pax (non-aircon use)	



2. Toto room (exclusive for male)		₱300.00/pax (aircon use but min of 4 pax)	₱1,000/room (aircon use)	₱200.00/pax (aircon use but min of 6 pax)
3. Inday Room (exclusive for female)	good for 8 pax/room	₱300.00/pax (non-aircon use)	₱100.00/pax (non-aircon use)	₱200.00/pax (non-aircon use)
		₱300.00/pax (aircon use but min of 4 pax)	₱1,000/room (aircon use)	₱200.00/pax (aircon use but min of 6 pax)



19. Approval of Student Loan Application

This service allows UPV students to apply for a tuition loan of up to seventy percent (70%) of their total assessed fees. The Office of Student Affairs (OSA), in coordination with the Accounting Office - Student Loan Board (SLB) Unit and the respective College Dean, facilitates the processing and approval of loan applications in accordance with University policies.

Applications requesting loan amounts exceeding seventy percent (70%) of the total assessed fees shall require submission of an appeal to the Office of the Chancellor.

Office or Division	1. Office of Student Affairs – Administrative Unit 2. Accounting Office - Student Loan Board (SLB) Unit 3. College Dean’s Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Student Loan Application Form (3 original).		Accounting Office - Student Loan Board Unit or downloadable at the CRS homepage (https://crs.upv.edu.ph)		
Co-Debtor’s ID (1 photocopy)		Co-Debtor		
Notarized Loan Form (if Co-Debtor is not a UPV employee)		Notary Public		
Additional Requirement for 100% tuition loan applications only:				
Approved letter of request for students applying for 100% tuition loan		Office of the Chancellor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished loan application form and attachments to Student Loan Board (SLB) in-charge	1.1 Review completeness of documents. 1.2 Compute the maximum loanable amount based on the total assessed fees reflected in CRS. 1.3 Return documents to the student for routing.	None	5 minutes	SLB-in-charge Accounting Office



2. Present the application form to the Office of the Dean of the respective College.	2.1 Verify the student's academic affiliation and status with the college. 2.2 Facilitate signature of the College Dean to certify that the applicant is a bonafide student of the college. 2.3 Return signed documents to the student.	None	5 minutes	<i>College Dean or Staff CAS/CFOS/C M/SOTECH/ Graduate School</i>
3. Present the signed application form to the OSA Administrative Office and sign the logbook.	3.1 Review the application documents. 3.2 Facilitate approval and signature of the OSA Director. 3.3 Return approved documents to the student.	None	5 minutes	<i>Administrative Staff OSA Admin Office</i>
4. Submit duly approved loan application and photocopy of Co-Debtor's ID to the SLB Unit.	4.1 Receive approved documents. 4.2 Encode approved loan amount in CRS	None	5 minutes	<i>SLB-in-charge Accounting Office</i>
TOTAL		None	20 minutes	



20. Issuance of OSA Certifications

This service covers the issuance of official certifications by the Office of Student Affairs (OSA). These include:

5. Certification of No Pending Student Disciplinary Tribunal (SDT) Case
6. Scholarship/SLAS/Student Assistantship Certifications
7. Certifications for Student Organizations (e.g., positions held, advisership)
8. Certification required for application for waiver of prerequisite
9. Other certification (e.g., DOST Form C, AYLC certification)

Office or Division		Office of Student Affairs		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may Avail		UPV Students, UPV Alumni, UPV Student Organizations, Advisers/Co-advisers of Student Organizations		
Checklist of Requirements		Where to Secure		
Duly accomplished Request Form or Prescribed University/external form requiring OSA certification		OSA Administrative Office or via https://bit.ly/OsaCertRF or from requesting College/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished OSA Request Form at the OSA Admin Office or via bit.ly/OsaCertRF (for OSA-issued certifications), or submit the accomplished prescribed University/external form to the appropriate OSA office.	1.1 Receive and review submitted request or prescribed form. 1.2 If applicable (for OSA-issued certifications), issue billing assessment.	None	3 minutes	<i>Administrative Officer /Aide</i> OSA Admin Office (for SDT related) or <i>University Ext. Associate</i> OSA-SOA Office (for student orgs and AYLC cert) or <i>Administrative Assistant</i> OSA-ST Office (for SAGA, SLAS & Scholarship certs)
2. Present billing assessment and pay certification fee at the Cash Office (for OSA-issued certifications only)	2.1 Receive payment. 2.2 Issue Official Receipt (OR).	Cert Fee: ₱20.00 per copy (for OSA-issued certs) Convenience Fee: ₱10.00	10 minutes	<i>Cashier</i> Cash Department Office



View: Payment options and instructions		for payment made through MAYAQRPH		
3. Wait for notification of release of certification. Note: Clients may submit in advance a copy of the Official Receipt to the respective OSA unit handling the certification request or via email or present proof of payment upon claiming.	3.1 Verify student records relevant to the requested certification. 3.2 Prepare certification or accomplish the certification portion of the submitted prescribed form. 3.3 Secure signature of OSA Director or authorized personnel 3.4 Inform the requesting party that the certification is ready for claiming	None	1 working day	Staff-in-charge OSA Admin/SOA/ST Office
4. Claim certification at the respective OSA unit office and present proof of payment if not previously submitted (for OSA-issued certifications only). Note: Authorized representatives may claim on behalf of the requesting party.	4.1 Release signed certification and secure signature in the release logbook.	None	2 minutes	Staff-in-charge OSA Admin/SOA/ST Office
TOTAL		Cert Fee: ₱20.00 per copy Convenience Fee: ₱10.00 for MAYAQRPH payment	1 working day, 15 minutes	



21. Processing of OSA Clearance

This service covers the verification of student accountabilities and certification by the Office of Student Affairs (OSA) required for University Clearance (for exit, transfer, or graduation), and Leave of Absence (LOA) applications. OSA verifies student records and clears accountabilities prior to signing the required clearance portion of the form.

Office or Division	Office of Student Affairs - Administrative Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UPV Students and Former Students			
Checklist of Requirements		Where to Secure		
Application for Leave of Absence Form or University Clearance Form <i>(for former students with Student No.2005 and below)</i>		Office of the College Secretary; downloadable at the CRS website: https://crs.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished University Clearance Form or LOA Form to the OSA Admin Office.	1.1 Receive and review the submitted clearance form. 1.2 Verify student records and check for pending accountabilities* within OSA units. *Note: If the client has unsettled accountabilities or is required to undergo counseling prior to counseling (for LOA requests), students must settle or comply first. 1.3 Endorse the form to the OSA Director for signature upon confirmation of compliance	None	5 Minutes	Admin Officer / Admin Aide OSA Admin Office
2. Claim the signed clearance form and sign the release logbook	2.1 Release signed clearance form. 2.2 Secure signature in the release logbook.	None	2 Minutes	Admin Officer / Admin Aide OSA Admin Office
TOTAL		None	6 Minutes	



INTERNAL SERVICES

1. Psychological Testing Services for UPV Employment

The Guidance and Counseling Services Unit provides psychological testing services upon request of UPV offices for recruitment screening, promotion and personnel evaluation. Testing includes administration, scoring, interpretation, and preparation of psychological interpretive reports.

Office or Division	Office of Student Affairs - Guidance & Counseling Services Unit			
Classification	Highly Technical			
Type of Transaction	G2G — Government to Government			
Who may Avail	Requesting UPV offices			
Checklist of Requirements		Where to Secure		
Letter request addressed to the OSA Director indicating purpose and list of examinees		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the OSA Administrative Office	1.1 Receive and log request. 1.2 Forward request to the GCSU Psychological Testing Focal Person	None	5 minutes	<i>Administrative Staff</i> OSA Admin Office
2. Coordinate with the GCSU regarding testing schedule and requirements	2.1 Evaluate request requirements.	None	30 minutes	<i>GCSU Point Person for Psychological Testing</i> OSA Guidance Office
	2.2 Assign Guidance Services Specialist (GSS) for administration following the established rotation schedule 2.3 Coordinate testing schedule with requesting office and venue with OSA administrative staff.			<i>GSS assigned to administer the psych tests</i> OSA Guidance Office
3. Examinees report on scheduled testing date at the designated venue	3.1 Administer psychological tests.	None	2 hours	<i>Assigned GSS</i> OSA Guidance Office
4. Wait for the release of psychological test reports.	4.1 Score psychological test results.	None	10 working days	<i>Assigned GSS</i> OSA Guidance Office



	4.2 Process results through batch scoring and interpretation. 4.3 Analyze and interpret findings. 4.4 Prepare and encode written psychological reports. 4.5 Forward sealed test reports to OSA admin staff for billing of fees. <u>Note:</u> The scoring and interpretation of psychological tests are distributed among Guidance Services Specialists in accordance with the established rotation system, ensuring the confidentiality of test results.			
5. Receive notice of report availability	5.1 Prepare billing statement and inform requesting unit the availability of test reports	None	5 minutes	<i>Administrative Staff</i> OSA Admin Office
6. Receive sealed psychological test reports with billing statement	6.1 Release sealed psychological reports with billing statements to the requesting unit.	None	2 minutes	<i>Administrative Staff</i> OSA Admin Office
7. Pay testing fee at the Cash Office or process via BULSA	7.1 Receive and record proof of payment.	Testing fee: ₱100 per test	3 minutes	<i>Administrative Staff</i> OSA Admin Office
TOTAL		Testing fee: ₱100.00 per test	10 days, 2 hours, and 35 minutes	

Note: Processing time applies per standard testing tools (e.g. Mental ability and Personality tests) and per processing batch. Requests involving a larger number of examinees or administration of additional psychological instruments (e.g., supervisory index for executive positions), or simultaneous volume of requests received within the same period may require proportionate additional processing time to ensure accuracy, ethical compliance, and quality assurance of psychological reports.



OFFICE OF ANTI-SEXUAL HARASSMENT



EXTERNAL SERVICE

1. Receive Sexual Harassment Report

UPV students and other UPV Constituents (e.g. guards, janitorial, JO/COS employees) report a sexual harassment incident.

Office or Division	Office of Anti-Sexual Harassment			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Students and other UPV Constituents (e.g. guards, janitorial, JO/COS employees)			
Checklist of Requirements		Where to Secure		
1. OASH Sexual Harassment Report Form 2. OASH Sexual Harassment Report online (Google) form 3. Report in writing (letter, email, text messages, chat)		1. Office of Anti-Sexual Harassment 2. Official Facebook page of Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV constituents may report in writing (letter, email, text messages or chat), obtain the Report Form from the OASH, or access the online (Google) form	1.1 The staff receives the report and refers it to the OASH Coordinator.	None	1 hour	Senior Office Aide
	1.2. Confirmation and scheduling of the availability of complainant and OASH Coordinator for the conduct of interview	None	2 days	OASH Coordinator
	1.3. The OASH Coordinator conducts interview to complainant	None	3 hours	OASH Coordinator
	1.4. The OASH Coordinator transcribes the interview and asks the complainant to sign the hard copy of the transcription	None	3 days	OASH Coordinator



	1.5. Complainant may file: a. Criminal Complaint b. Formal Administrative Case c. Informal Administrative Case	None	5 days maximum, depending on the decision of the complainant	<i>OASH Coordinator, ASH Council, Hearing Committee</i>
TOTAL		None	10 days, 4 hours	



2. Respond to Sexual Harassment Complaint (Informal Procedure)

After reporting the Sexual Harassment, the complainant may decide to undergo an informal procedure in relation to their sexual harassment complaint. Informal procedures may include alternative dispute resolution mechanism, corrective measures, provision of support services, issuance of an administrative protection order, alternate or temporary shelter, study or work immersion, wellness programs, and wholesome rehabilitative measures.

Office or Division	Office of Anti-Sexual Harassment			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Students and other UPV Constituents (e.g. guards, janitorial, JO/COS employees)			
Checklist of Requirements		Where to Secure		
1. OASH Sexual Harassment Report Form 2. OASH Sexual Harassment Report Google Form 3. Report in writing (letter, email, text messages, chat)		1. Office of Anti-Sexual Harassment 2. Official Facebook page of Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV constituent may report in writing (letter, email, text messages, chat), obtain the Report Form from the office or access the report google form	1.1 The staff receives the report and refers it to the coordinator.	None	1 hour	Senior Office Aide
	1.2. Confirmation and scheduling of the availability of complainant and OASH Coordinator for the conduct of interview	None	2 days	OASH Coordinator
	1.3. The OASH Coordinator conducts interview with complainant	None	3 hours	OASH Coordinator
	1.4. The OASH Coordinator transcribes the interview and asks the complainant to sign the hard copy of the transcription	None	3 days	OASH Coordinator



	1.5. Complainant decides to undergo informal procedures	None	1 day	<i>OASH Coordinator</i>
	1.6. Mediation and conciliation (Alternative Dispute Resolution*)	None	1 day	<i>OASH Coordinator</i>
	1.7. Corrective Measures	None	Reprimand or community service not exceeding 30 hours	<i>ASH Office</i>
TOTAL		None	7 days, 4 hours	

* According to the UP ASH Code of 2017, Alternative Dispute Resolution is limited to conciliation and mediation. It may be resorted to only in one complaint of sexual harassment if: a) it is the first complaint against the person being complained of, b) the complaint is a light offense, and c) the case is peer-to-peer. The complaint against the respondent should be the first complaint filed in any of the constituent universities.



3. Respond to Sexual Harassment Complaint (Formal Procedure)

After reporting the Sexual Harassment, the complainant may decide to undergo a formal procedure in relation to their sexual harassment complaint.

Office or Division	Office of Anti-Sexual Harassment			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	UPV Students and other UPV Constituents (e.g. guards, janitorial, JO/COS employees)			
Checklist of Requirements		Where to Secure		
1. OASH Sexual Harassment Report Form 2. OASH Sexual Harassment Report Google Form 4. Report in writing (letter, email, text messages, chat)		1. Office of Anti-Sexual Harassment 2. Official Facebook page of the UPV Office of Anti-Sexual Harassment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV constituent may report in writing (letter, email, text messages, chat), obtain the Report Form from the office or access the report google form	1.1 The staff receives the report and refers it to the coordinator.	None	1 hour	Senior Office Aide
	1.2. Confirmation and scheduling of the availability of complainant and OASH Coordinator for the conduct of interview	None	2 days	OASH Coordinator
	1.3.The OASH Coordinator conducts interview with complainant	None	3 hours	OASH Coordinator
	1.4. The OASH Coordinator transcribes the interview and asks the complainant to sign the hard	None	3 days	OASH Coordinator



	copy of the transcription			
	1.5. Complainant decides to undergo formal procedures	None	1 day	<i>OASH Coordinator</i>
	1.6. Complainant submits duly notarized affidavit to OASH	Notarization fee - Php. 300.00	1 day	<i>Private Attorney</i>
	1.7. OASH serves notice of report (with attached copies of pertinent documents) to the respondent	None	5 days	<i>ASH Office</i>
	1.8. Respondent submits notarized response to OASH cc Complainant	None	5 days upon receipt	<i>Respondent</i>
	1.9. OASH forwards all pertinent documents to ASH Council	None	1 day	<i>ASH Office</i>
	1.10. ASH Council evaluates existence of a prima facie Sexual Harassment Case	None	30 days upon receipt of respondent's response	<i>ASH Council</i>
	1.11. ASH Council submits report and recommendation to the Chancellor (must still submit report even though the Complainant has decided to withdraw the complaint)	None	15 days	<i>ASH Council</i>



	1.12. If prima facie exists, Chancellor issues a formal charge against the respondent	None	5 days	<i>Chancellor</i>
	1.13. Chancellor constitute a Hearing Committee of three (3)	None	5 days	<i>Chancellor</i>
	1.14. Hearing Committee meet and convene promptly and expeditiously for the purpose of early disposition of the case	None	80 days	<i>Hearing Committee</i>
TOTAL		Notari zation fee - Php. 300.00	153 days (5 months and 1 day), 4 hours	



INTERNAL SERVICE

1. Provision of Anti-Sexual Harassment Orientation upon the Request of UPV Student Organizations

UPV offices/unit request the Office of Anti-Sexual Harassment (OASH) to conduct Anti-Sexual Harassment Orientation (ASHO)

Office or Division	1. UPV Offices/unit 2. Office of Anti-Sexual Harassment			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Offices/unit and Student Organizations			
Checklist of Requirements			Where to Secure	
Letter Request			Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit and student organizations submit the letter request for the conduct of Anti-Sexual Harassment Orientation (ASHO)	1. OASH staff receives the letter request and refers it to the coordinator.	None	1 hour	Senior Office Aide
	2. The coordinator confirms the availability and schedule of the conduct of ASH Orientation	None	1 day	OASH Coordinator
TOTAL		None	1 day, 1 hour	



UPV UGNAYAN NG PAHINUNGOD/ OBLATION CORPS



EXTERNAL SERVICES

1. Processing of Tatak Pahinungod Application

The Tatak Pahinungod Program aims to recognize and acknowledge the initiatives of student organizations as meaningful volunteering efforts within the University. This program encourages student-led activities that align with the values of service and social responsibility, fostering a culture of volunteerism among the university community.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request for Partnerships; Project Completion Report Document; Liquidation Report; Activity Evaluation Report; Member Evaluation; and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written or email letter request/proposal for partnership to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	10 minutes	<i>Project Assistant</i> UPV Pahinungod
2. After passing the screening, partnered org will submit the requested documents within the specified period	2.1. Screens the requests/proposal for partnership and the supporting documents	None	1 hour	<i>Project Assistant</i> UPV Pahinungod
	2.2. Forward the request to the Pahinungod Director; If requires budgetary requirement, prepare letter	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod



	request for action of the Chancellor			
	2.3. Prepares and submit letter request approval of budget of the partnership	None	1 hour	<i>Project Assistant and Senior Office Assistant UPV Pahinungod</i>
3. Waits for the action of the Chancellor	3.1. Waits for the action of the Chancellor on the request	None	3 days	<i>Chancellor Office of the Chancellor</i>
	3.2. Notifies/ informs the requestor on the status of the requests	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
	3.3. Follow up requestor and waits for the submission of the required documents for reimbursement/ liquidation	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
4. Keeps Official Receipts and supporting documents for reimbursement/liquidation	4.1. Receives and counter checks documents submitted	None	30 minutes	<i>Project Assistant and Senior Office Assistant UPV Pahinungod</i>
5. Prepare and submit the Disbursement Voucher with attached supporting documents for processing of reimbursements.	5.1. Prepares and submits reimbursement/liquidation report with complete supporting documents for the partnership	None	3 days	<i>Senior Office Assistant UPV Pahinungod</i>
TOTAL		None	6 days 4 hours, 10 minutes	



2. Processing of Hiugyonay Application

The Hiugyonay sa Pahinungód Program is a collaborative initiative involving partnerships with various internal and external stakeholders. It aims to strengthen volunteerism and foster a unified effort toward addressing community needs and promoting social responsibility.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request for Partnerships and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter request/proposal for partnership to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	10 minutes	<i>Project Assistant</i> UPV Pahinungod
2. After passing the screening, partnered org will submit the requested documents within the specified period	2.1. Screens the requests/proposal for partnership and the supporting documents	None	1 hour	<i>Project Assistant</i> UPV Pahinungod
	2.2. Forward the request to the Pahinungod Director; If requires budgetary requirement, prepare letter request for action of the Chancellor	None	30 minutes	<i>Project Assistant</i> UPV Pahinungod
	2.3. Prepares and submit letter request approval of budget of the partnership	None	1 hour	<i>Project Assistant and Senior Office Assistant</i> UPV Pahinungod



3. Waits for the action of the Chancellor	3.1. Waits for the action of the Chancellor on the request	None	3 days	<i>Chancellor Office of the Chancellor</i>
	3.2. Notifies/ informs the requestor on the status of the requests	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
	3.3. Follow up requestor and waits for the submission of the required documents for reimbursement/liquidation	None	30 minutes	<i>Project Assistant UPV Pahinungod</i>
4. Keeps Official Receipts and supporting documents for reimbursement/liquidation	4.1 Receives and counter checks documents submitted	None	30 minutes	<i>Project Assistant and Senior Office Assistant UPV Pahinungod</i>
5. Prepare and submit the Disbursement Voucher with attached supporting documents for processing of reimbursements.	5.1. Prepares and submits reimbursement/ liquidation report with complete supporting documents for the partnership	None	3 days	<i>Senior Office Assistant UPV Pahinungod</i>
TOTAL		None	6 days, 4 hours, 10 minutes	



3. Borrowing of Pahinungod Equipment (e.g., Speaker, Projector)

The UPV Ugnayan ng Pahinungod/Oblation Corps procured essential equipment, including a portable speaker, megaphone, projector, and other related items, to support the implementation of various programs. These resources are also available for lending to partner student organizations and stakeholders for community-related activities, promoting shared use and maximizing their impact.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter Request and Borrowers Form (if needed)		UPV Pahinungod Office and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written or email letter request to Pahinungod or email at pahinungod.upv@up.edu.ph	1.1. Receives, records, and evaluates the request.	None	2 minutes	<i>Junior Project Associate/ Project Assistant UPV Pahinungod</i>
2. After passing the screening, requestor will submit the duly accomplished borrowers form within the specified period	2.1. Screens the requests (purpose and availability of equipment)	None	5 minutes	<i>Junior Project Associate/ Project Assistant UPV Pahinungod</i>
	2.2. Forward the request for action of the Pahinungod Director	None	2 minutes	<i>Project Assistant UPV Pahinungod</i>
3. Receives/claims the requested equipment	3.1. Notifies the requestor of the availability of requested equipment and the return date	None	2 minutes	<i>Project Assistant UPV Pahinungod</i>
4. Returns the equipment on the specified date	4.1. Receives and counter check the status of equipment	None	5 minutes	<i>Project Assistant UPV Pahinungod</i>
TOTAL		None	16 minutes	



4. Issuance of Volunteer Certificate

The efforts and service of UPV Pahinungod Volunteers for the University are acknowledged through the issuance of Certificates of Service. These certificates serve as formal recognition of their contributions and may be used for various purposes, such as employment applications, scholarship requirements, or personal records.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UPV Pahinungod Volunteers			
Checklist of Requirements		Where to Secure		
Attendance Sheet & Documentation of Pahinungod Activity Attended		UPV Pahinungod Office, Official UPV Pahinungod FB Page, and Official Pahinungod Email Address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Service	1.1. Receive and record the request and verify the profile of the requestor	None	10 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	1.2. Create and print the certificate including the details	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
	1.3. Have the certificate signed by the Director	None	1 minute	<i>Director</i> UPV Pahinungod
2. Receives and acknowledges the certificate	2.1. Notifies the requestor of the availability of the certificate for pick up or email	None	3 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
TOTAL		None	19 minutes	



5. Recruitment of Gurong Pahinungod (GP) Volunteers

The Gurong Pahinungod Program is Pahinungod's flagship education program which selects and mobilizes UP graduates and faculty to serve as volunteer teachers and teacher- trainers in public schools to respond to the need to upgrade the quality of secondary education in the country, especially in deprived, depressed and underserved areas.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP graduates and faculty			
Checklist of Requirements		Where to Secure		
Application Letter, Transcript of Record, Resume, Resume, Certification of Employment, and Certificate of Trainings		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will send their application letter along with the pertinent documents provided on the checklist of requirements	1.1. Receives, collates, and forwards the documents to UP Pahinungod System	None	30 minutes	<i>Junior Project Associate/ Project Assistant</i> UPV Pahinungod
	1.2. Waits for the result of the screening from the UP System	None	5 minutes	<i>Junior Project Associate</i> UPV Pahinungod
2. Receives and acknowledges the results	2.1. Notifies the GP volunteers of the result of their application	None	1 minute	<i>Junior Project Associate</i> UPV Pahinungod
3. Coordinates with Pahinungod staff for the assistance in taking the laboratory test, physical, and medical exam	3.1. Assists in facilitating the laboratory test, physical, and medical exam of the GP Volunteers	None	30 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	3.2. Informs the GP Volunteers of the details (e.g., school) of their deployment	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
TOTAL		None	1 hour, 11 minutes	



6. Recruitment of Teacher Development Program (TDP) Volunteers

The Teacher Development Program organizes a pool of UP experts to serve as volunteer teacher- trainers in public schools to respond to the need to upgrade the quality of education in the country, especially in deprived, depressed and underserved areas.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP Faculty			
Checklist of Requirements		Where to Secure		
Letter of Intent, Availability of Schedule, and Approved Travel Order		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter requesting for faculty volunteer as resource person thru pahinungod.upv@up.edu.ph	1.1. Receives and screens the request	None	10 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	1.2. Forwards the request to the Director for comment and action	None	10 minutes	<i>Director</i> UPV Pahinungod
	1.3. Coordinates with concerned colleges the availability of the faculty depending on the topic	None	20 minutes	<i>Junior Project Associate</i> UPV Pahinungod
2. Waits for the approval/status of the request	2.1. Notifies the requestor of the status of their requests	None	1 minute	<i>Junior Project Associate</i> UPV Pahinungod
	2.2. If approved, creates publication material based on the needed details (e.g., venue, date, number of volunteers needed)	None	1 hour	<i>Project Assistant/Volunteers Creative Team</i> UPV Pahinungod
3. Shares the posting of	3.1. Posting of Call for Volunteers in	None	5 minutes	<i>Project Assistant</i>



publication material of their respective activities/program on their official social media accounts	official Pahinungod Facebook Page and Arukahik (Volunteer Group)			UPV Pahinungod
	3.2. Evaluate and assess the profile of the volunteers that signed up	None	10 minutes	<i>Junior Project Associate</i> UPV Pahinungod
	3.3. Shares the details of selected volunteers to partners/project leaders thru email	None	5 minutes	<i>Junior Project Associate</i> UPV Pahinungod
4. Provides Certificate of Appreciation to Pahinungod and volunteers for being a partner of their respective activities.	4.1 Receives and acknowledges the certificates	None	1 minute	<i>Project Assistant</i> UPV Pahinungod
TOTAL		None	2 hours, 2 minutes	



7. Recruitment of Volunteers for Various Pahinungod and Non-Pahinungod Activities

The Ugnayan ng Pahinungod/Oblation Corps serves as the official volunteer arm of the University of the Philippines. Volunteer recruitment is a crucial process for instilling values education and fostering a culture of service among both UP constituents and external partners. This initiative aims to build a network of committed volunteers who can contribute to the university's outreach programs and promote social responsibility within the community.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Attended and participated in the Arukahik: The UPV UP/OC Volunteer Training Program		UPV Pahinungod Office, Official Pahinungod Email Address, & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with Pahinungod Office for the requested number of volunteers needed for the respective activities	1.1. Receives and screens the request if it aligns with the mandate of Pahinungod	None	30 minutes	<i>Project Assistant</i>
	1.2. Forwards the request to the Director for comment and action	None	5 minutes	<i>Director</i>
2. Receives and acts on the requested details	2.1. Notifies the requestor of the status of their request and requests for their logo	None	1 minutes	<i>Project Assistant</i>
	2.2. If approved, creates publication material based on the needed details (e.g., venue, date, number of volunteers needed)	None	1 hour	<i>Project Assistant/Volunteers Creative Team</i>



3. Shares the posting of publication material of their respective activities/program on their official social media accounts	3.1. Posting of Call for Volunteers in official Pahinungod Facebook Page and Arukahik (Volunteer Group)	None	5 minutes	<i>Project Assistant</i>
	3.2. Evaluate and assess the profile of the volunteers that signed up.	None	10 minutes	<i>Project Assistant</i>
	3.3. Shares the details of selected volunteers to partners/project leaders thru email	None	5 minutes	<i>Project Assistant</i>
4. Tracks number of hours rendered during event and shares to Pahinungod office.	4.1. Verifies number of hours rendered by volunteer based on report submitted and duration of activity	None	10 minutes	<i>Project Assistant</i>
5. Provides Certificate of Appreciation to Pahinungod and volunteers for being a partner of their respective activities.	5.1. Receives and acknowledges the certificates	None	1 minute	<i>Project Assistant</i>
TOTAL		None	2 hours, 7 minutes	



8. Queries and Information Requests

The Ugnayan ng Pahinungód/Oblation Corps, as a government program, is committed to providing services and resources that address the needs of communities nationwide, with a particular focus on underserved and marginalized areas. Through its various initiatives, the program aims to foster volunteerism, promote social responsibility, and empower communities by extending educational, developmental, and support services where they are needed most.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter specifying the request.		UPV Pahinungod Office & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients can go directly to the office. For online clients, they can message the official Facebook page or email to Pahinungod.upv@up.edu.ph	1.1. Records and accommodates their concerns	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
	1.2. Refers/ forwards the request to the staff in-charge for processing	None	5 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
2. Clients give the letter request	2.1. Facilitates the request of the client	None	10 minutes	<i>Staff-in-Charge</i> UPV Pahinungod
TOTAL		None	20 minutes	



9. Facilitating Incoming Communications/Requests

The Ugnayan ng Pahinungód/Oblation Corps carefully reviews all incoming requests to ensure their validity, relevance, and alignment with the office's mandates.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter specifying the request.		UPV Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written or email letter request to Pahinungod Office or email at pahinungod.upv@u.p.edu.ph	1.1. Receives, records, and reviews request	None	5 minutes	<i>Project Assistant</i> UPV Pahinungod
	1.2. Forwards the request to the Director for action/ approval	None	10 minutes	<i>Director</i> UPV Pahinungod
	1.3. Approves the request	None	5 minutes	<i>Director</i> UPV Pahinungod
2. Waits and acknowledges the result of their request	2.1. Informs the result of the request of the requestor	None	5 minutes	<i>Senior Office Assistant</i> UPV Pahinungod
TOTAL		None	25 minutes	



10. Promotional Posting/Press Release

The Ugnayan ng Pahinungód/Oblation Corps ensures that its services and programs are effectively communicated and delivered to its current and former volunteers, constituents, partners, and benefactors.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Promotional and press release materials		UPV Pahinungod Office & Official Pahinungod Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients will regularly check the Pahinungod Facebook page for updates and announcements	1.1. Create publication materials to promote Pahinungod's services and programs	None	1 hour	<i>Project Assistant/ Volunteers Creative Team UPV Pahinungod</i>
	1.2. Forwards to the Director for vetting and approval of the publicity material	None	10 minutes	<i>Project Assistant/ Director UPV Pahinungod</i>
	1.3. Approves publicity material	None	5 minutes	<i>Director UPV Pahinungod</i>
	1.4. Posts the publicity material via Pahinungod's Official Facebook Page	None	5 minutes	<i>Project Assistant UPV Pahinungod</i>
TOTAL		None	1 hour, 20 minutes	



INTERNAL SERVICES

1. Request for Supplies/Equipment

The Ugnayan ng Pahinungód/Oblation Corps ensures that sufficient supplies and equipment are prepared and available during the implementation of its programs and services.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2B – Government to Business Entity G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter request; DV/ObR; and receipts and other attachments		UPV Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requests for supplies	1.1. Checks out items on the PPMP website	None	10 minutes	Senior Office Assistant UPV Pahinungod
	1.2. SPSO staff checks and verifies the request	None	5 minutes	SPSO Staff-in-Charge SPSO
	1.3. Director reviews, recommends, and approves the request	None	5 minutes	Director UPV Pahinungod
	1.4. Budget staff obligates the request	None	5 minutes	Budget Office Staff-in-Charge Budget Office
	1.5. Prints ObR and PR for signature of the Director	None	3 minutes	Senior Office Assistant/ Director UPV Pahinungod
	1.6. Procures the requested supplies/equipment	None	30 days	SPSO Staff-in-Charge SPSO
	1.7. Follows-up the status of the procured	None	5 minutes	Senior Office Assistant UPV Pahinungod



	supplies/ equipment			
	1.8. Receives and counter- checks the delivered supplies and equipment	None	10 minutes	<i>Senior Office Assistant UPV Pahinungod</i>
TOTAL		None	30 days, 43 minutes	



2. Request for Processing of Pahinungod Expenses (e.g., Petty Cash, Reimbursement of Expenses)

The Ugnayan ng Pahinungod/Oblation Corps ensures that the necessary expenses are carefully prepared and properly allocated to support the smooth and effective implementation of its programs. This includes covering costs for supplies, logistics, and other operational needs to ensure that all activities are carried out efficiently and in alignment with the program's objectives.

Office or Division	UPV Ugnayan ng Pahinungod/Oblation Corps			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UP & Non-UP Students, Employees, Alumni, and Community Partners			
Checklist of Requirements		Where to Secure		
Letter request; DV/ObR; and receipts and other attachments		UPV Pahinungod Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and attachments	1.1. Prepares letter request for approval of budget	None	5 minutes	Senior Office Assistant UPV Pahinungod
	1.2. Forwards the request to the Director for approval	None	5 minutes	Senior Office Assistant UPV Pahinungod
	1.3. Director reviews and approves the request	None	5 minutes	Director UPV Pahinungod
	1.4. Forwards the request to Office of the Chancellor for approval of the Chancellor	None	2 minutes	Senior Office Assistant UPV Pahinungod
	1.5. Waits for the action of the Chancellor on the request	None	5 days	Chancellor Office of the Chancellor
	1.6. Receives the Notice of Action and prepares DV/ObR and	None	5 minutes	Senior Office Assistant UPV Pahinungod



	supporting documents			
	1.7. Forwards the DV/ObR and its supporting documents for signature of the Director	None	5 minutes	<i>Director</i> UPV Pahinungod
	1.8 Forwards the DV/ObR and its supporting documents to Accounting for processing	None	2 days	<i>Staff-in-Charge</i> Accounting Office
	1.9. Checks the availability of funds and process the request	None	2 days	<i>Staff-in-Charge</i> Budget Office
	2.0. Approves the DV/ObR and prepares cheque	None	2 days	<i>Staff-in-Charge</i> OVCA and Cash Office
TOTAL		None	11 days, 27 minutes	



UPV DILIMAN LIAISON OFFICE



INTERNAL SERVICE

1. Accommodation of UPV faculty, staff and students at UPV Guesthouse on official business in Luzon

UPV faculty, staff and students who attend meetings, conferences, competitions, awarding ceremonies held in Luzon request accommodation at the UPV Guesthouse for a place to stay during the duration of said activities if no accommodation were provided to them by the organizer of said event.

Office or Division	1. Office of Unit Head 2. Deans/Office of Student Affairs 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV faculty, staff and students; UP community			
Checklist of Requirements		Where to Secure		
Reservation thru fill out of Reservation form via email, messenger to Admin Officer, Guesthouse Caretaker of Admin Assistant.		Diliman Liaison Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for accommodation from client stating date/dates of stay.	1.1 Accepts the request and evaluate if space is available. 1.2. If no available space, tells the client of alternative place to stay in UP Diliman.	<u>For Non-UPV</u> Aircon: P1,500 (single) P500 (multiple) Non-aircon: P600 <u>For UPV:</u> Aircon: P7500 (single) P500 (multiple) Non-aircon: P300	1 day	<i>Administrative Officer</i> UPV-DLO
TOTAL		Based on prescribed rate	1 day	



2. Accommodation of UPV faculty at UPV Guesthouse Extension on study leave

UPV faculty on study leave who are pursuing graduate study in Metro Manila can stay at the UPV Guesthouse Extension after securing approval from the VCA. The office gives recommendation of availability of space to those seeking permission to stay during the duration of their study.

Office or Division	1. Office of Unit Head 2. OVCA 3. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV faculty			
Checklist of Requirements			Where to Secure	
Application letter of intention to stay at UPV Guesthouse Extension with recommendation of availability of space from DLO.			OVCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for accommodation from client stating duration of stay.	1.1 Unit head endorses the request of applicant for availability of space.	- 2500 per month plus actual electricity cost divided among fellow staying	1 day	<i>Administrative Officer</i>
	1.2. Applicant secures approval from OVCA.	None	1 day	<i>OVCA Staff OVCA</i>
	1.3. Guesthouse Caretaker accepts the fellow and orient him/her of rules and regulations for stay at the UPV Guesthouse.	None	1 day	<i>Administrative Aide III UPV-DLO</i>
TOTAL		Based on prescribed rate	3 days	



3. Transport services to the Chancellor/UPV officials on official business in Luzon

UPV officials requiring transport services to and from their meetings, in Luzon can avail of transport services if the Chancellor is not using the official service. They can reserve for the use of the same via phone, text or email.

Office or Division	1. Office of the Chancellor 2. Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV officials			
Checklist of Requirements		Where to Secure		
Reservation thru phone, email/text to Admin Officer/Admin Assistant.		Diliman Liaison Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for transport services by client stating date, time and place where to go.	1.2 DLO accepts the request, determine if not used by the Chancellor and consult the driver if vehicle is available.	None	1 day	<i>Administrative Officer</i> UPV-DLO
	1.3 Tells the client if transport services is feasible or not.	None	1 day	<i>Driver</i> UPV-DLO
	1.4 Provide transport services.	None	1 day	<i>Driver</i> UPV-DLO
TOTAL		None	3 days	



4. Release of Check payments to suppliers

Purchases of supplies, materials, laboratory supplies, laboratory equipment, services by UPV are usually paid thru check/ADA. These are usually accompanied by Disbursement Vouchers and requires official receipt/collection receipt as supporting document to release said check payments to suppliers.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV Iloilo			
Checklist of Requirements			Where to Secure	
Check payment with DV from UPV Cash Office.			UPV Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV from UPV Cash Office.	1.1 Receive /compare listing of checks with DV from UPV Cash Office, signs acknowledgment copy.	None	1 day	<i>Admin. Officer; Admin Asst.</i>
	1.2. Schedule checks for delivery and contact suppliers for pick-up of checks.	None	1 day	<i>Admin. Officer</i>
	1.3. Release the check and have the recipient acknowledged the DV from UPV Cash Office.	None	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.4. Send thru pouch the acknowledged DV and receipts.	None	1 day	<i>Admin. Asst.</i>
TOTAL		None	4 days	



5. Shipment of donations, supplies, reading materials/publications to Iloilo

DLO receives donations from all sources of government/private institutions intended for UPV Iloilo. It also receives reading materials/publication of UP System for delivery to UPV as well as supplies/laboratory supplies purchased in Manila for UPV use.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	Public			
Checklist of Requirements		Where to Secure		
Donor contact DLO for donations intended for UPV Iloilo.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donor/suppliers deliver to DLO the item or ask DLO if they can pick the item.	1.1 Receive/ acknowledge listing of publications from UP System, donations, supplies from suppliers, intended for UPV Iloilo.	None	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.2. Collate, prepare listing of donated books/publication then packed the items for shipment to Iloilo	None	1 day	<i>Admin. Asst.; driver</i>
	1.. Calls the cargo forwarder for schedule of pick-up for shipment.	None	1 day	<i>Admin. Officer</i>
	1.4. Pays the shipper for cost of shipment.	None	1 day	<i>Admin. Officer</i>
TOTAL		None	4 days	



6. Secure VISA, Extension/Conversion, ACR, I-Card, Special Study Permit

As a result of the Internationalization Program of the University of the Philippines System, UP Visayas accepts foreign exchange students/faculty and staff from foreign Universities where it has memorandum of agreements for collaboration/research. Wherein student's/faculty and staff undergo an exchange program for fields of specialization of each university. The processing of said documents is done through the accredited liaison officer.

Office or Division	Diliman Liaison Office			
Classification	Complex			
Type of Transaction	G2G			
Who may Avail	UPV Foreign exchange students/faculty			
Checklist of Requirements		Where to Secure		
1. Request from UPV College (CAS, CFOS, CM); graduate student thru GPO; undergraduate thru College Dean, both endorsed by VCAA.		Bureau of Immigration and Deportation-Student Visa Section		
2. List of requirement from UPV Registrar's Office		UPV Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request from UPV foreign exchange students.	1.1. Accepts the request and assess the accompanying requirement for processing.	None	1 day	Admin. Asst.
	1.2. Filing of request for conversion, extension, ACR I-card/renewal, special study permit.	None	1 day	Admin. Asst.
	1.3. For conversion of student visa, accompany the concerned student for Biometric/person	amount prescribed by BID	1 day	Admin. Asst.



	al appearance at at BID.			
	1.4. For application of extension visa release.	None	1 day	<i>Admin. Asst.</i>
	1.5. For application of ACR I-card release.	None	1 day	<i>Admin. Asst.</i>
	1.6. For application of special student permit. Transmittal to OVCAA for release of student concerned.	Actual pouch cost/rate	1 day	<i>Admin. Asst.</i>
TOTAL		Actual pouch cost/rate	7 days	



7. Transmittal of documents from UPV to concerned offices in Diliman and other offices in Metro Manila

UPV Iloilo communication letters to different offices in UP Diliman, government/private offices in Metro Manila are usually delivered personally for prompt action/urgency of action required by the sending offices/college concerned.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	UPV Iloilo			
Checklist of Requirements		Where to Secure		
Documents from UPV Miagao, UPV Iloilo City for delivery to concerned offices in Diliman, government/private offices in Metro Manila		UPV Iloilo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned offices in UPV Miagao, Iloilo City sends documents for UP System, UP Diliman offices, government/private offices in Metro Manila	1.1 Receives documents, compare with listing then signs acknowledgement copy.	None	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.2. Sort out received documents/ schedule for delivery to recipient offices.	None	1 day	<i>Admin. Officer</i>
	1.3. Delivers documents to intended recipients.	None	1 day	<i>Admin. Asst; driver</i>
	1.4. Xerox received/acknowledgment copies for transmittal back to senders.	None	1 day	<i>Admin. Officer</i>
TOTAL		None	4 days	



8. Transmittal of documents from UP System and other offices intended for UPV Miagao and Iloilo City Campus.

UP System's actions/approval of UPV request, communication letters for UP Visayas are usually sent to the Diliman Liaison Office who in turn collate the same and send it to Iloilo thru LBC/JRS.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	UP System; UP Diliman Offices, National Government Offices/Private Institutions			
Checklist of Requirements		Where to Secure		
Documents from UP System, government/private offices in Metro Manila intended for UPV Miagao, Iloilo City Campus.		UP System, government/private offices in Metro Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All documents from government/private offices in Metro Manila are delivered to DLO.	1.1. Receives all documents intended for UPV.	No	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.2. Sort out, collate and record all received documents for shipment via pouch intended for UPV.	None	1 day	<i>Admin. Asst.</i>
	1.3. Send the packed documents via LBC/JRS to Iloilo.	None	1 day	<i>Admin. Asst.</i>
	1.4. Pays the shipment cost.	Actual shipment cost	1 day	<i>Admin. Asst.</i>
TOTAL		Actual shipment cost	4 days	



9. Secure check funding releases from government agencies (DOST, NHP, NCAA, CHED, PCARRD, OVP, DA, DA-BAR, UP System)

UPV as the leading institution in fishery study undertakes various researches which are usually funded by DOST, PCARRD, DA, DA-BAR, UP System, DA, CHED. It's social sciences courses also conducts researches/outreach program for the community. Funding for said endeavor are usually released by government agencies located in Manila. Hence the need to secure them after obtaining authorization from proponents of said researches and issuing the corresponding receipt and sending them thru interbank deposit to UP Visayas.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	UPV Iloilo; Government funding agencies (DOST, NCAA, CHED, PCARRD, OVP, DA, DA-BAR; UP System			
Checklist of Requirements		Where to Secure		
Authorization from research proponents.		Research proponents; UPV officials concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorization letter sent via email or thru pouch with xerox copy of authorizing person ID.	1.1. Receives the authorization and schedule pick-up of check if outside Metro Manila.	None	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.2. Pick-up funding check together with Official Receipt to be issued to funding agencies.	None	1 day	<i>Admin. Asst.</i>
	1.3. Deposit funding check to UPV Trust Fund Account and prepare transmittal letter to UPV Cash Office.	None	1 day	<i>Admin. Officer</i>



	1.4. Send thru pouch the transmittal letter together with xerox copy of check and OR issued to UPV Cash Office.	Actual pouch cost/rate	1 day	Admin. Asst.
TOTAL		Actual pouch cost/rate	4 days	



10. Deliver/remit unexpended balances of UPV research projects to concerned funding agencies (CHED, DOST, PCARRD, DA, DA-BAR, NHP, OVP, NCCA)

UPV as an institution conducts researches whose duration are for 1 – 2 years. After completion of said researches liquidation of expenses are usually made to it's funding sources and unused amount are usually returned back. UPV Cash Office usually issue checks covering the unexpended amount of research funds together with liquidation report which are in turned delivered to the funding agencies who issue official receipt to acknowledge the check delivered by DLO.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2G; G2C			
Who may Avail	UPV Iloilo			
Checklist of Requirements		Where to Secure		
Check payment with DV and Liquidation Report from UPV Cash Office.		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV and Liquidation Report from UPV Cash Office.	1.1. Receive/ compare completeness of check, DV, supporting documents and acknowledge listings from UPV Cash Office.	None	1 day	<i>Admin. Officer; Admin. Asst.</i>
	1.2. Schedule delivery of unexpended check balances to concerned funding agency.	None	1 day	<i>Admin. Asst.</i>
	1.3. Secure Official Receipt and acknowledgement of DV from the funding agency.	None	1 day	<i>Admin. Asst.</i>



	1.4. Send thru pouch the OR and DV acknowledged by the funding agency.	Actual pouch cost/rate	1 day	<i>Admin. Asst.</i>
TOTAL		Actual pouch cost/rate	4 days	



11. Release check payment of honorariums to UPV resource persons

UPV conducts symposiums, conferences and evaluation of thesis proposals of its undergraduate and graduate students. Resource persons are usually hired for these activities from different fields of expertise. Some of them comes from Manila. Check payment of their honorariums are usually sent to Diliman Liaison Office for release to the person concerned.

Office or Division	Diliman Liaison Office			
Classification	Simple			
Type of Transaction	G2C – Government Client			
Who may Avail	UPV Iloilo			
Checklist of Requirements		Where to Secure		
Check payment with DV from UPV Cash Office.		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check payment with DV from UPV Cash Office.	1.1. Receives/ check completeness of check and DV, acknowledged the listing sent by UPV Cash Office.	None	1 day	<i>Admin. Officer; Admin. Asst. UPV-DLO</i>
	1.2. Schedule delivery if needed/contact the honorarium recipient.	None	1 day	<i>Admin. Officer UPV-DLO</i>
	1.3. Release/ deliver the check and have the recipient acknowledged the DV from UPV Cash Office.	None	1 day	<i>Admin. Officer; Admin. Asst. UPV-DLO</i>
	1.4. Send through the acknowledged DV to UPV Cash Office.	Actual pouch cost/rate	1 day	<i>Admin. Asst. UPV-DLO</i>
TOTAL		Actual pouch cost/rate	4 days	



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS



EXTERNAL SERVICE

1. Application for Readmission from Dismissed Status

The action to the application for the Readmission from Dismissed Status (Dismissal and Permanent Disqualification) is delegated to the Vice Chancellor for Academic Affairs (1379th BOR Meeting dated 03 April 2023 and OVPA Memomandum 2023-109 dated 11 August 2023)

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Document 1. Duly accomplished Request for Readmission Form with the recommendation from the college and the Office of the University Registrar. (1 copy, original)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the University Registrar (OUR) submits a duly endorsed application for readmission from the dismissed status of the student.	1. Receives the endorsement with complete attachment.	None	1 day	<i>Job Order Personnel</i> OVCAA
	1.2 Checks and verifies the completeness of the documents.	None		<i>Administrative Officer IV</i> OVCAA
	1.3 VCAA approves/disapproves the request for readmission from dismissed status of the student.	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA



	1.4 Issues Notice of Action (NOA).	None		<i>Administrative Officer IV</i> OVCAA
	1.5 Records and forwards the Notice of Action with complete supporting documents to the Office of the College Secretary of the home unit of the student.	None		<i>Job Order Personnel</i> OVCAA
TOTAL		None	1 day	



2. Request for Waiver of Maximum Residency Rule

The action for the request for waiver of maximum residency rule and extension of residence is delegated to the Vice Chancellor for Academic Affairs as per Memorandum Number 90-12 dated 07 March 1990 issued by Chancellor Francisco Nemenzo and clarified in the OVPAAM Memorandum 2023-109 dated 11 August 2023.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Document 1. Duly accomplished Request for Waiver of MRR Form with the recommendation from the college and the Office of the University Registrar (1 copy, original)		Office of the College Secretary		
Document 2. Approved readmission from dismissed status, if applicable (1 copy)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the University Registrar (OUR) submits a duly endorsed application for waiver of MRR	1. Receives the endorsement with complete attachment.	None	1 day	Job Order Personnel OVCAA
	1.2. Checks and verifies the completeness of the documents.	None		Administrative Officer IV OVCAA
	1.3. VCAA approves/disapproves the request for the waiver of MRR	None		Vice Chancellor for Academic Affairs OVCAA
	1.4. Issues Notice of Action (NOA).	None		Administrative Officer IV OVCAA



	1.5. Records and forwards the Notice of Action with complete supporting documents to the Office of the University Registrar.	None		<i>Job Order Personnel OVCAA</i>
TOTAL		None	1 day	



INTERNAL SERVICE

1.Computation of Overload Claims of Faculty

Faculty members who already have a teaching load and at the same time, have ALC and/or RLC/CWLC*, may be entitled to an overload teaching honorarium if the total load is beyond the normal 12 units. However, the maximum combined sum of ALC and RLC/CWLC* which shall be counted for purposes of overload shall be 12 units, even if the actual sum is more than 12. (Chapter 4.4 of UP Diliman Faculty Manual, and OP Memo No.40, dated July 21, 1992).

**Subject to existing guidelines as the basis for claiming of overload honoraria.*

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPV Faculty			
Checklist of Requirements		Where to Secure		
Document 1. UP Form 67 - Faculty Service Record (4 copies, original)		Division/Institute/Department/College		
Document 2. UP Form 67A - Application for Overload Honorarium (4 copies, original)		Division/Institute/Department/College		
Document 3. UP Form 67B - Summary of Claims for the Overload Teaching Services (12 copies, original)		Division/Institute/Department/College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Division/ Department/Institute submits the duly accomplished UP Form 67, UP Form 67A, and UP Form 67B.	1. Receives and records the necessary documents needed for the claim of overload.	None	20 days*	Job Order Personnel OVCAA
	1.1. Checks the completeness of documents per faculty and recomputes the overload claims.	None		Administrative Assistant II OVCAA
	1.2. Records and forwards the evaluated/recomputed UP Form 67B to the Budget Office	None		Administrative Assistant II OVCAA



	for budget clearance.			
	1.3. Budget office receives the UP Form 67B.	None		<i>Staff-in-charge</i> Budget Office
	1.4. Budget Office identifies fund source and clears the budget for the overload claims.	None		<i>Chief</i> Budget Office
	1.5. Returns to OVCAA the UP Form 67B with budget clearance.	None		<i>Staff-in-charge</i> Budget Office
	1.6. Receives the UP Form 67B with clearance of the Chief, Budget Office.	None		<i>Job Order</i> <i>Personnel</i> OVCAA
	1.7. Approves UP Form 67B.	None		<i>Vice Chancellor</i> <i>for Academic</i> <i>Affairs</i> OVCAA
	1.8. Forwards the approved UP Form 67B to the Accounting office for the processing of the release of payment of overload honorarium. The unit, college, Budget Office, and COA were provided with a copy of the approved UP Form 67B	None		<i>Job Order</i> <i>Personnel</i> OVCAA
TOTAL		None	20 days	

Note: The processing time for the computation of the overload honoraria for the 1st semester will start upon receipt of the Faculty Service Records for the Second Semester of the current academic year. This is to verify that the faculty has met the regular load of 24 units per academic year.



2. Issuance of Travel Orders for Local Official Trips

Executive Order No. 2002-01 dated 31 January 2002 of the former Chancellor, Dr. Ida M. Siason, regarding Authority Delegated to the Vice Chancellor for Academic Affairs, on Fellowship, Study, and Official Trips.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Faculty members and REPS (more than 8 calendar days) Dean and Vice Chancellors (not more than 7 days)			
Checklist of Requirements		Where to Secure		
Document 1. Request for issuance of Travel Order Form (1 copy, original/digital)		Colleges/ Offices / Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request for a travel order.	1. Receives and records the request for travel order.	None	1 day	<i>Job Order Personnel</i> OVCAA
	1.1. Checks completeness of entries, signatures, and attachments.	None		<i>Administrative Officer IV</i> OVCAA
	1.2. VCAA approves the request for travel order.	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.3. Staff-in-charge prepares the travel order.	None		<i>Administrative Aide VI</i> OVCAA
	1.4. VCAA signs the travel order.			<i>Vice Chancellor for Academic Affairs</i> OVCAA



2. Receives the travel order.	2. Release the travel order to the requester.	None		<i>Job Order Personnel OVCAA</i>
TOTAL		None	1 day	



3. Request for grant of Research Load Credit (RLC) of not more than 6 units

UP Diliman Faculty Manual Chapter 4, (4.3.3): Research Load Credits (RLC), Faculty members doing research may be granted RLC which may partially satisfy the faculty members required load of 12 units.

Executive Order # 2002-01 dated 31 January 2002 of former Chancellor, Dr. Ida M. Siason on the Authority delegated to the Vice Chancellor for Academic Affairs states that "Approval of request for research load credit not exceeding six (6) units."

Office or Division	Office of the Vice Chancellor for Academic Affairs	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	UPV Faculty	
Checklist of Requirements		Where to Secure
Document 1. Endorsement of the Vice Chancellor for Research and Extension (1 copy, original)		Office of the Vice Chancellor for Research and Extension
Document 2. Letter request from faculty addressed to the Chancellor duly endorsed/recommended by the Division Chair/ Institute Director and the College Dean and Division/ College APC (1 copy, original), with the following attachment: For New/Original Application: a. Approval of the project. (1 copy) b. Notice to proceed or any proof that an activity will be conducted or Memorandum of Agreement (MOA) (1 copy) For Renewal: a. Certification of submission of required semestral output as enumerated in MEMO No. RAE-2017-10-080. (1 copy, original)		Division/Institute/Department/College



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVCRE submits duly endorsed application for RLC of the faculty.	1. Receives the endorsement with complete attachment	None	1 day	<i>Job Order Personnel</i> OVCAA
	1.1. Checks and verifies the completeness of the documents.	None		<i>Administrative Officer IV</i> OVCAA
	1.2. VCAA approves/disapproves the request for RLC.	None		<i>Vice Chancellor for Academic Affairs</i> OVCAA
	1.3. Records the action of the VCAA and forwards the approved request to HRDO.	None		<i>Job Order Personnel</i> OVCAA
TOTAL		None	1 day	



UNIVERSITY LIBRARY



EXTERNAL SERVICE

1. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only)

Borrowing and returning a serial/thesis/dissertation allows UPV clientele to borrow materials from Reference/Serials Section (*i.e. serials, thesis, dissertations, and other reference materials*) that are for room-use or photocopying only.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
Reader's Information Slip (UPV-LIB-018)		Circulation Desk		
Identification Card		Client		
Book Card (UPV-LIB-002)		Books, Circulation Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing				
1. Scans validated ID upon entrance at the Reference/Serials Section 1.1. Pulls out reference material/s from the shelves	1. Provides client with Reader's Information Slip (UPV-LIB-018)	None	2 minutes	College Librarian/ Admin Aide Section's Loan Desk
Returning				
2. Fills in the Reader's Information Slip (UPV-LIB-018) and insert in corresponding materials borrowed	2. Receives the Reader's Information Slip (UPV-LIB-018) 2.1. Collects the used library material/s 2.2. Scans/Records the used library material/s in the "Reference/Serials Materials Used" database	None	2 minutes/ material	College Librarian/ Admin Aide Section's Loan Desk



	2.3. Shelves the material/s			
TOTAL		None	4 minutes	



2. Document Delivery

Document delivery is a type of service that allows library users to request copies of literature including book chapters, journal articles, images, maps, reports and other library materials that are available only in the University Library, either in soft or hard copy.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
Document Delivery Form (UPV-LIB-023)		Link: https://forms.gle/7W57WPHKfBKvrN6YA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests document through email or by filling in the Document Delivery Request Form at: URL: https://forms.gle/7W57WPHKfBKvrN6YA	1. Receives and verify email or request 1.1. Process request/s (Scanning or requesting of documents from external linkages)	None	5 minutes (See Library Manual - Annex 5. Section VII. A. 2.)*	Librarian I/ Admin Asst II Virtual Platform
2. Claims/Receives requested document/s	2. Emails/Sends requested document/s	None	2 minutes	Librarian I/ Admin Asst II Virtual Platform
TOTAL		None	7 minutes	

* Request from external linkages or for scanning might be sent 2-3 workings days or if the material is available



3. Photocopying Services (Miagao Campus Only)

Photocopying Services serves as an additional services of the library in order not to take out Reserve and Reference material/s.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non UPV-constituents			
Checklist of Requirements		Where to Secure		
Photocopy Slip (UPV-LIB-009)		Photocopying Area		
Provisional Receipt		Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in the Photocopy Slip (UPV-LIB-009) and provides the document/s to be photocopied	1. Receives the accomplished Photocopy Slip (UPV-LIB-009) and the document/s to be photocopied	None	2 minutes	Senior Library Aide Photocopying Area
2. Receives Photocopy Slip and pays the corresponding photocopying service fee	2. Indicates the amount in the Photocopy Slip (UPV-LIB-009), and return to client	PHP 2.00/page	1 minute	
3. Pays the amount indicated at the Collecting Officer	3. Receives payment of provides Provisionary Receipt	As indicated	1 minute	Admin Aide VI Payment Area
4. Returns to the photocopying section and presents the Provisional Receipt	4. Receives Provisional Receipt and photocopies the documents	None	3 minutes (as needed)	Senior Library Aide Photocopying Area
5. Claims document/s (original and photocopies) and Provisional Receipt	5. Releases the original and photocopied documents, together with the Provisional Receipt	None	1 minute	
TOTAL		None	8 minutes	

* Minimum of 7 minutes



4. Reader's Advisory

Reader's Advisory provides assistance to our library clientele regarding simple reference questions, with regards to library resources and facilities, bibliographic information, location of our resources, as well as orientations regarding the library and its services and sections.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks simple reference query	1. Listens and analyzes the query	None	3 minute	College Librarian UPV Library Miagao Campus
2. Checks recommendation	2. Advices/ recommends possible solutions to client's query	None	5 minutes (as needed)	
TOTAL		None	8 minutes*	

* Minimum of 8 minutes



5. Use of Library by Non-UPV

Use of Library by Non-UPV allows non-UPV constituents to use library resources within the library premises

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	Non-UPV constituents			
Checklist of Requirements		Where to Secure		
Appointment Form (UPV-LIB-022)		Link: https://forms.gle/Czu4oULJNFDC6hvSA		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in the Appointment Form via link below: https://forms.gle/Czu4oULJNFDC6hvSA	1. Receives and verifies Appointment Form 1.1. Forwards Appointment Form with remarks	None	1 minute	<i>College Librarian/ Admin Aide/ Admin Asst. Section's Loan Desk</i>
During the Library Visit:				
2. Fills in Logbook for Non-UPV Constituent (UPV-LIB-013) with the following information: <i>Name; School/Agency; Research Topic</i> 2.1. Proceeds to the corresponding section of the library	2. Checks Appointment Form and Referral Letter 2.1. Asks client to fill in the Logbook for Non-UPV constituents	None	1 minute	<i>College Librarian/ Admin Aide/ Admin Asst. Section's Loan Desk</i>
After Library Use:				
2. Pays research fee at the Cash Office or via online payment or to the	3. Provides Assessment Slip for research fee*	Php 50.00	2 minutes	<i>Cash Office/ Authorized Library Staff</i>



Authorized Library Staff				
3. Presents Official/Provisional Receipt to the library staff assigned	4. Receives and verifies Official/Provisional Receipt	None	1 minute	<i>College Librarian/ Admin Aide/ Admin Asst. Section's Loan Desk</i>
TOTAL		None	5 minutes	



6. Virtual Reference Services (BISAY)

Virtual Reference Services (BISAY) aids clients' reference questions regarding library resources/services (i.e. electronic resources, online services, etc.) through the use of an online platform.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends query to library's virtual assistant, BISAY, via: Facebook messenger m.me/UPVUniversityLibrary ; or email: mailto:chatbisay.upvisayas@up.edu.ph	1. Analyzes and processes the online queries/questions	None	5 minutes	College Librarian/ Librarian/ Admin Asst. Virtual Platform
2. Checks BISAY's reply(ies)	2. Sends auto/saved replies or serves the client's need/s	None	5 minutes	College Librarian/ Librarian/ Admin Asst. Virtual Platform
TOTAL		None	10 minutes*	

* Minimum of 10 minutes



INTERNAL SERVICE

1. Borrowing/Lending of Book (For UPV Constituents) – Face-to-Face

Borrowing/lending of books is one of the main services of the library. It allows UPV clientele to borrow library materials for either room-use or for home reading. Library users can only borrow a limited number of library materials for a certain period of time. Borrowing period may be renewed, provided the material does not have prior reservations.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV constituents			
Checklist of Requirements		Where to Secure		
Registration for Library Privileges		Please refer to Registration for Library Privileges or go to this link: https://forms.gle/zuSyTHfjm4KYi4bS7		
Book Card (UPV-LIB-002)		University Library		
Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID at the loan desk	1. Receives and checks ID 1.1. Scans ID to verify records on the iLib system	None	0.5 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
2. Presents book with signed Book Card (UPV-LIB-002) at the loan desk	2. Receives Book Card (UPV-LIB-002) and scans book in the iLib 2.1. Stamps date in the Date Due Slip (UPV-LIB-003) and Book Card (UPV-LIB-002); and affixes signature on it	None	1 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
3. Receives borrowed book	3. Releases borrowed book and ID	None	0.5 minute	College Librarian/ Admin Staff/Senior



and ID at the loan desk				<i>Library Aide/Junior Library Aide Section's Loan Desk</i>
TOTAL		None	2 minutes	



2. Borrowing and Returning A Serial/Thesis/Dissertation (Room-Use Only)

Borrowing and returning a serial/thesis/dissertation allows UPV clientele to borrow materials from Reference/Serials Section (*i.e. serials, thesis, dissertations, and other reference materials*) that are for room-use or photocopying only.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
Reader's Information Slip (UPV-LIB-018)		Circulation Desk		
Identification Card		Client		
Book Card (UPV-LIB-002)		Books, Circulation Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing				
2. Scans validated ID upon entrance at the Reference/Serials Section 2.1. Pulls out reference material/s from the shelves	3. Provides client with Reader's Information Slip (UPV-LIB-018)	None	2 minutes	College Librarian/ Admin Aide Section's Loan Desk
Returning				
3. Fills in the Reader's Information Slip (UPV-LIB-018) and insert in corresponding materials borrowed	4. Receives the Reader's Information Slip (UPV-LIB-018) 4.1. Collects the used library material/s 4.2. Scans/Records the used library material/s in the "Reference/Serials Materials Used" database 4.3. Shelves the material/s	None	2 minutes/ material	College Librarian/ Admin Aide Section's Loan Desk
TOTAL		None	4 minutes	





3. Document Delivery

Document delivery is a type of service that allows library users to request copies of literature including book chapters, journal articles, images, maps, reports and other library materials that are available only in the University Library, either in soft or hard copy.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
Document Delivery Form (UPV-LIB-023)		Link: https://forms.gle/7W57WPHKfBKvrN6YA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Requests document through email or by filling in the Document Delivery Request Form at: URL: https://forms.gle/7W57WPHKfBKvrN6YA	3. Receives and verify email or request 3.1. Process request/s (Scanning or requesting of documents from external linkages)	None	5 minutes (See Library Manual - Annex 5. Section VII. A. 2.)*	Librarian II/ Admin Asst II Virtual Platform
3. Claims/Receives requested document/s	4. Emails/Sends requested document/s	None	2 minutes	Librarian II/ Admin Asst II Virtual Platform
TOTAL		None	7 minutes	

* Request from external linkages or for scanning might be sent 2-3 working days or if the material is available



4. Internet Services (Login)

Internet Service (Login) aids UPV constituents to login and access the electronic resources of the library. Through the use of computers, UPV constituents will be able to access the library's electronic resources, which could supplement their information needs for academic and research.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV constituents			
Checklist of Requirements		Where to Secure		
Validated UPV Identification Card		Client		
Internet Access Slip (UPV-LIB-005)		Computer Corner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID at the login desk	1. Checks validity of ID	None	1 minute	<i>Admin. Aide</i> Computer Corner
2. Receives Internet Access Slip (UPV-LIB-005) and proceeds to the assigned unit	1. Issues Internet Access Slip (UPV-LIB-005) 1.1. Assigns a computer unit to the client 1.2. Records the login time	None	2 minutes	<i>Admin. Aide</i> Computer Corner
TOTAL		None	3 minutes	



5. Internet Services (Logout)

Internet Service (Logout) serves as a proper logout after using the computers for monitoring of hours for internet use. According to the University Library Organic Act, as approved during the 1039th BOR meeting on 14 March 1991, the library can collect computer usage fee.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV constituents			
Checklist of Requirements		Where to Secure		
Internet Access Slip (UPV-LIB-005)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in Internet Access Slip (UPV-LIB-005) and presents at the login desk	1. Receives Internet Access Slip (UPV-LIB-005) 1.1. Records the logout time	None	2 minutes	<i>Admin. Aide</i> Computer Corner
2. Receives ID at the login desk	2. Returns ID	None	1 minute	<i>Admin. Aide</i> Computer Corner
TOTAL		None	3 minutes	



6. Permit to Use Non-UPV Libraries

Permit to Use Non-UPV Libraries enables the UPV constituents to secure a permit/referral letter to use the library resources and facilities of a non-UPV library with consortia to the UPV Library regarding resource sharing, subject to their own library rules and regulations. First visit to these libraries is free, while succeeding visits will require payment of library fee.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Request to Use Non-UPV Library Form (UPV-LIB-007)		Library Admin Office Link: cutt.ly/upvlib_use-non-upvlibv		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks Request to Use Non-UPV Library Form (UPV-LIB-007) from the Librarian's Office or fills in the Request to Use Non-UPV Library Form (UPV-LIB-007) or via the link: cutt.ly/upvlib_use-non-upvlibv	1. Provides client with the Request to Use Non-UPV Library Form (UPV-LIB-007) or its online link	None	1 minute	SDO // Admin. Aide VI Administrative Section



2. Submits the Request to Use Non-UPV Library Form (UPV-LIB-007) to the staff-in-charge or via online: cutt.ly/upvlib_us_e-non-upvlib	2. Receives and validates request to Use Non-UPV Library Form (UPV-LIB-007) 2.1. Prepares Permit to Use Non-UPV Library Form (UPV-LIB-008) 2.2. Forwards the Permit to Use Non-UPV Library Form (UPV-LIB-008) to the University/Head Librarian for signature	None	5 minutes	<i>Admin. Aide VI</i> Administrative Section <i>Admin. Aide VI</i> Administrative Section <i>University/</i> <i>Head Librarian</i> Administrative Section
3. Receives the Permit to Use Non-UPV Library Form (UPV-LIB-008) and signs the duplicate copy at the Librarian's Office or acknowledges email	3. Releases the Permit to Use Non-UPV Library Form (UPV-LIB-008)	None	1 minute	<i>Admin. Aide VI</i> Administrative Section
TOTAL		None	7 minutes	



7. Photocopying Services (Miagao Campus Only)

Photocopying Services serves as an additional services of the library in order not to take out Reserve and Reference material/s.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non UPV-constituents			
Checklist of Requirements		Where to Secure		
Photocopy Slip (UPV-LIB-009)		Photocopying Area		
Provisional Receipt		Collecting Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Fills in the Photocopy Slip (UPV-LIB-009) and provides the document/s to be photocopied	6. Receives the accomplished Photocopy Slip (UPV-LIB-009) and the document/s to be photocopied	None	2 minutes	Senior Library Aide Photocopying Area
7. Receives Photocopy Slip and pays the corresponding photocopying service fee	7. Indicates the amount in the Photocopy Slip (UPV-LIB-009), and return to client	PHP 2.00/page	1 minute	Senior Library Aide Photocopying Area
8. Pays the amount indicated at the Collecting Officer	8. Receives payment of provides Provisionary Receipt	As indicated	1 minute	Admin Aide VI Payment Area
9. Returns to the photocopying section and presents the Provisional Receipt	9. Receives Provisional Receipt and photocopies the documents	None	3 minutes (as needed)	Senior Library Aide Photocopying Area



10. Claims document/s (original and photocopies) and Provisional Receipt	10. Releases the original and photocopied documents, together with the Provisional Receipt	None	1 minute	
TOTAL		None	8 minutes	

* Minimum of 7 minutes



8. Reader's Advisory

Reader's Advisory provides assistance to our library clientele regarding simple reference questions, with regards to library resources and facilities, bibliographic information, location of our resources, as well as orientations regarding the library and its services and sections.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Asks simple reference query	3. Listens and analyzes the query	None	3 minute	<i>College Librarian</i> UPV Library Miagao Campus
3. Checks recommendation	4. Advices/ recommends possible solutions to client's query	None	5 minutes (as needed)	<i>College Librarian</i> UPV Library Iloilo City Campus
TOTAL		None	8 minutes*	

* Minimum of 8 minutes



9. Receiving Request for Purchase of Library Materials from Faculty

Library Purchase Request allows the faculty to submit a request for purchase of any library material for academic and research needs of students. It proceeds to acquisition process if the requested material/s is/are not available in the library collection.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV Faculty			
Checklist of Requirements		Where to Secure		
Library Purchase Request Form (UPV-LIB-001)		UPV Library Technical Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Library Material Purchase Request Form (UPV-LIB-001) to the library staff/college librarian or fill in via the link: cutt.ly/upvlib_material-request	1. Receives the accomplished Library Material Purchase Request Form (UPV-LIB-001) 1.1. Checks availability of each title in the library collection or iLib database	None	1 minute 3 minutes/title	<i>College Librarian II/ SDO I/Admin. Aide/ Virtual Platform</i> <i>College Librarian/ Library Staff</i>
2. Receives the photo/duplicated copy/e-copy of the Library Material Purchase Request Form (UPV-LIB-001) with verification remark/s	2. Returns/Emails a photo/duplicated copy/e-copy (pdf) of the accomplished Library Material Purchase Request Form (UPV-LIB-001) with verification remark/s	None	1 minute	<i>College Librarian II/ SDO I/Admin. Aide/ Virtual Platform</i> <i>College Librarian/ Library Staff</i>



	• <i>Forwards verified Library Material Purchase Request Form (UPV-LIB-001) to the Acquisition Librarian (If for purchase)</i>			
TOTAL		None	5 minutes	



10. Registration for Library Privileges

Registration for Library Privileges enables the UPV students to have their IDs validated, and be able to avail library resources and services, such as borrowing of books, computer use, and inter-library resource sharing.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
Registration for Library Privileges Form (UPV-LIB-010-E)		Link: https://forms.gle/HkxQWifmZeoHQ6KA8		
Form 5		Client		
* Student Identification Card – <i>if available</i>		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the Registration for Library Privileges Form via: Link: https://forms.gle/HkxQWifmZeoHQ6KA8	1. Checks and verifies the Registration for Library Privileges Form against student's Form 5	None	1.5 minutes	College Librarian/ Admin Asst./ Admin. Aide/ Senior Library Aide Registration Corner
2. Submits Student Identification Card to the library, if available, for validation	2. Countersigns and tick a validation sticker on the ID, if available	None	1 minute	
3. Claims validated ID at the validation desk	3. Returns the validated ID	None	0.5 minute	
TOTAL		None	2 minutes	

* Step 2-3 are for old Identification Card only, non-RFIDs (sticking of validation sticker)



11. Request to Use Media Services

Request to Use Audio-Visual Room (AVR) provides access to the library's media facilities and resources. Faculty may request to use the Audio-Visual Room (AVR) for video presentations and viewing, and library's media resources. They may also ask their students to request on their behalf, as long as a written authorization letter is provided.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Faculty			
Checklist of Requirements		Where to Secure		
Media Reservation Form (UPV-LIB-011)		University Library		
Authorization Letter*		Faculty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for Media Reservation Form (UPV-LIB-011) at the Media Services Section	1. Provides Media Reservation Form (UPV-LIB-011)	None	1 minute	Admin. Aide VI AV Room
2. Fills in and submits Media Reservation Form (UPV-LIB-011) <i>*Submits request together with the authorization letter if the request is being done by the student</i>	2. Receives the Media Reservation Form (UPV-LIB-011) 2.1. Verifies the availability of the following: a. Schedule/date of viewing b. Title/s of material/s needed	None	3 minutes	
3. Receives approved Media Reservation Form (UPV-LIB-011) from the staff-in-charge	3. Approves request and reminds client to return on scheduled date	None	1 minute	
TOTAL		None	5 minutes	

* If request is to be made by the student



12. Returning of Borrowed Book (For UPV constituents) – (Face-to-Face)

Returning borrowed library materials is done in order to avoid overdue fines. This service ensures that library materials being out will have an efficient circulation of the resources.

Office or Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Client; G2B – Government to Business Entity		
Who may Avail		UPV constituents		
Checklist of Requirements		Where to Secure		
Logbook of Returned Books (UPV-LIB-006)		Library Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowed book at the loan desk	1. Receives borrowed book 1.1.Scans the book in the iLib for checking-in 1.2.Checks due date and book card against the returned book	None	1 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
2. Signs in the Logbook of Returned Books (UPV-LIB-006) at the loan desk	2. Asks students to fill in the Logbook of Returned Books (UPV-LIB-006)	None	1 minute	College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk
TOTAL		None	2 minutes	



13. Signing of University Clearance for Faculty and Staff

Signing of University Clearance for Faculty and Staff enables UPV faculty and staff to clear their accountabilities in the library. Faculty and staff who has pending/unsettled accountabilities in the library will not have their university clearance signed.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2C – Government to Client; G2B – Government to Business Entity			
Who may Avail	UPV Faculty and Staff			
Checklist of Requirements		Where to Secure		
Certificate of Clearance Request Form		HRDO		
College/Office Clearance from Money and Property Accountabilities		HRDO		
Statement of Remaining Obligation		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. HRDO staff-in-charge emails the following documents being requested by the clients: ○ Certificate of Clearance Request Form (Attachment A) ○ College/Office Clearance from Money and Property Accountabilities (Attachment B) ○ Statement of Remaining Obligation that Employee Must Settle (Attachment C)	1. Acknowledges receipt of the email from HRDO 1.1. Verifies against the list of accountabilities 1.2. Verifies the accountability from the staff-in-charge	None	5 minutes	<i>Admin. Officer IV/ Admin. Aide VI Administrative Section</i> <i>College Librarian/ Admin Staff/Senior Library Aide/Junior Library Aide Section's Loan Desk</i>



2. HRDO staff-in-charge acknowledges the Attachment B. ○ HRDO staff-in-charge acknowledges the Attachment C ○ Client acknowledges the Attachment C and settles the accountabilities with specified section via email	2. Fills in attachment B and email to the HRDO ○ HRDO staff-in-charge acknowledges the Attachment C ○ Client acknowledges the Attachment C and settles the accountabilities with specified section via email	None As assessed	1 minute	Admin. Officer IV Administrative Section
TOTAL		None	6 minutes	



14. Virtual Reference Services (BISAY)

Virtual Reference Services (BISAY) aids clients' reference questions regarding library resources/services (i.e. electronic resources, online services, etc.) through the use of an online platform.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Students, Faculty and Staff; Non-UPV constituents			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sends query to library's virtual assistant, BISAY, via: Facebook messenger m.me/UPVUniversityLibrary ; or email: mailto:chatbisay.upvisayas@up.edu.ph	3. Analyzes and processes the online queries/questions	None	5 minutes	<i>College Librarian/ Librarian/ Admin Asst.</i> Virtual Platform
3. Checks BISAY's reply(ies)	4. Sends auto/saved replies or serves the client's need/s	None	5 minutes	<i>College Librarian/ Librarian/ Admin Asst.</i> Virtual Platform
TOTAL		None	10 minutes*	

* Minimum of 10 minutes



NATIONAL SERVICE TRAINING PROGRAM



INTERNAL / EXTERNAL SERVICE

1. ATTEND/ REPLY TO INQUIRIES

The NSTP Office provides assistance and timely responses to student inquiries related to Selection of NSTP component, class sectioning and assignments, Subject enlistment and registration concerns, schedule of classes and change of matriculation (adding/dropping/changing subjects).

Office or Division	National Service Training Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	NSTP Students			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries to email, SMS or via messenger, if online	1. NSTP Admin Staff check, verifies and reply to all queries online	None	3 minutes	<i>NSTP Admin Staff</i>
2. Visit the office if face to face transaction	2. NSTP Admin Staff check, verifies and answer all queries of the client	None	3 minutes	<i>NSTP Admin Staff</i>
TOTAL		None	6 minutes	



2. ISSUANCE OF NSTP CERTIFICATE OF COMPLETION with SERIAL NUMBER

The NSTP Office issues certificate of completion with NSTP Serial Number to its graduates. If the NSTP Serial Number is not yet available or has not yet been issued, a certification will be issued in the office by presenting the required documents.

For the students who transferred to another school, the same procedure is being applied.

Office or Division		National Service Training Program		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		NSTP Students/graduates		
Checklist of Requirements		Where to Secure		
Request from other school		From other school or NSTP graduates		
School ID or any Valid ID, if school ID is not available		From the requestor		
Billing Statement		From NSTP Office		
Official receipt		From the Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request or UPV School ID	1. NSTP Admin Staff receives the request, check the CRS (https://crs.upv.edu.ph/) and verifies the students record (Academic Year when the NSTP was taken and completed)	None	5 minutes	<i>NSTP Admin Staff</i>
2. Requestor receives and fill up the form	2. NSTP Admin Staff issues Billing statement form to the requestor (https://drive.google.com/file/d/1hiMOAqmilAhZTf1i8epSHFYU1fMHf5O)	None	3 minutes	<i>NSTP Admin Staff</i>



	I/view?usp=drive_ link)			
3. Requestor pays at the Cash Office	3. Cashier Receives payment and issues the official receipt	Php 40.00	5 minutes	<i>Cashier/Cash Office Staff</i>
4. Requestor receives the official receipt and presents to the NSTP Admin Staff	4. NSTP Admin Staff receives the Official Receipt and records the OR number and inform the requestor when to claim the certification	None	5 minutes	<i>NSTP Admin Staff</i>
5. Requestor receives email / SMS that the Certification is now available to be released	5. NSTP Admin Staff prepares the certification and have it signed by the NSTP Director and the University Registrar; and Inform the requestor once it is already signed	None	10 minutes 1 day 1 minute	<i>NSTP Admin Staff</i> <i>NSTP Director</i> <i>University Registrar</i> <i>NSTP Admin Staff</i>
6. Requestor present (again) the Official receipt to the NSTP Admin to claim the certification and signs the logbook after receiving	6. NSTP Admin Staff release the Certification and stamp the official receipt "CLAIMED"	None	2 minutes	<i>NSTP Admin Staff</i>
TOTAL			2 days	



3. REQUEST OF ROTC SERVICES

The NSTP- ROTC Unit provides logistical and administrative support during institutional events. Facilitates request for official university colors and ensures that university representation is accurate, consistent, and aligned with institutional standards while supporting the smooth conduct of activities and programs.

Office or Division	National Service Training Program-Reserved Officers Training Corps			
Classification	Simple			
Type of Transaction	G2C – Government to Client/Citizen / G2G – Government to Government			
Who may avail	Committees / Organizers of Events			
Checklist of Requirements		Where to Secure		
Request from the concerned agency/committee/organizer		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor presents request	1. NSTP Admin Staff receives request from the requestor, check and verify the availability of Cadet corps	None	5 minutes	<i>NSTP Admin Staff</i>
2. Requestor receives the list of requirements	2. NSTP Admin staff records/ booked the schedule of event and gives the list of requirements to the requestor	None	5 minutes	<i>NSTP Admin Staff</i>
3. Requestor complies the requirements	3. NSTP Admin staff informs the requestor the approval of request	None	2 minutes	<i>NSTP Admin Staff</i>
TOTAL		None	5 minutes	



INTERNAL SERVICE

4. REQUEST FOR NSTP EQUIPMENT

The use of NSTP equipment is intended for NSTP classes and to provide support to other academic related activities. The office regulates borrowing and utilization of NSTP equipment such as monobloc chairs, multimedia projectors and public address systems strictly for internal service activities and official university-related functions. This service ensures proper coordination, scheduling and accountability in the use of equipment to support academic and institutional events.

Office or Division		National Service Training Program		
Classification		Complex/Highly Technical		
Type of Transaction		G2C – Government to Client		
Who may Avail		UPV Constituents		
Checklist of Requirements		Where to Secure		
Application form or Letter request		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submit request	1. NSTP Admin Staff receives request	None	3 minutes	<i>NSTP Admin Staff</i>
2. Fills up the borrower form duly signed by the accountable person	2. Check the availability of equipment and give the borrowers form to the requestor to fill up	None	3 minutes	<i>NSTP Admin Staff</i>
3. Submit the form to the NSTP Staff	3. NSTP Admin Evaluates and validates the accomplished form and record for booking and refer to the NSTP Director for approval	None	10 minutes	<i>NSTP Admin Staff</i> <i>NSTP Director</i>



4. Arrange the schedule of hauling	4. NSTP Admin Staff informs the requestor once the request is approved	None	2 minutes	<i>NSTP Admin staff</i>
5. Requestor signs the release form and receives the equipment	5. Release the equipment as scheduled	None	3 minutes	<i>NSTP Admin Staff</i>
6. Returns the equipment right after the activity/the day after the activity	6. Check the equipment if it is in good condition	None	2 minutes	<i>NSTP Admin Staff</i>
TOTAL		None	23 minutes	



OFFICE OF THE UNIVERSITY REGISTRAR



EXTERNAL SERVICE

1. Admission of Incoming First-Year Students through Automatic Admission (High School Graduate Abroad and Iskolar ng Bayan)

The process for admission of incoming first-year students who qualify for automatic admission will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Newly Admitted Incoming First Year Students through Automatic Admission (Filipino and Non-Filipino)
Checklist of Requirements	
Where to Secure	
For Filipino and non-Filipino Graduates Abroad: Document 1. Official Transcript of Records (1 original) Document 2. High School diploma (1 photocopy)	School/s attended by the applicant in which they have earned credit units
Local Filipino Graduates Document 3. High School Card (Form 138) duly signed by the Principal and bearing the remark: "Graduated and Eligible for Admission to College." (original) Document 4. Senior High School Transcript with attached certified true copy of Junior High School Transcript, with remarks "Graduated and Eligible for Admission to College" and "Copy for UP Visayas" (original)	School/University last attended by the student
Document 5. Birth Certificate	
Filipino and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original)	Philippine Statistics Authority
Non-Filipino Student born abroad Registry of Birth (1 original)	Issuing Agency abroad
Document 6. Medical Certificate (1 original)	Health Services Unit (Miagao/Iloilo City campuses), UP Visayas



Document 7. Special Power of Attorney for Legal Guardian (applicable to student whose provincial address is outside Iloilo province) (1 original)		Downloadable at the https://crs.upv.edu.ph/		
Document 8. Certificate of Completion of Bridging Program, if applicable (1 original)		Teaching and Learning Resource Center, UP Visayas		
Document 9. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
Document 10. Long-size, cream-colored folder (1 piece)		Applicant		
Document 11. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		https://crs.upv.edu.ph/		
Document 12. Additional Requirements for Foreign Students				
Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL – https://www.ets.org/toefl Certification – from the school/s attended by the applicant		
Visa (will be processed through the UPV Liaison Office at UP Diliman) For Degree-Earning Foreign Students: Student Visa 9(f) Alien Certificate of Registration (i-Card)		Bureau of Immigration		
Document 13. Additional Requirements for Students with Dual Citizenship (e.g. Filipino-American, Filipino-Chinese) who wish to be considered as Filipino for the purpose of studying in UP Visayas				
Identification Certificate (1 photocopy, duly authenticated)		Bureau of Immigration		
Bio-page, Philippine Passport (1 photocopy, duly authenticated)		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents 1.1 Checks and verifies authenticity of	None	10 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



	documents submitted 1.2 Posts in the CRSIS the submitted documents			
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Awaits the updated personal information by the student	None	Variable	School Credits Evaluator/ Senior Office Aide OUR
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints the Student Directory	None	10 Minutes	
3. Proceeds enrollment at the college	3. Prints and sends admission slips to college via pouch or hand carry	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
TOTAL		None	25 Minutes	



2. Admission of Incoming First-Year Students through UPCAT

The admission processes for incoming first-year students start upon receipt of the result of successful applicants from the Office of Admissions and usually take two months to complete before the registration period. The processing time is for one client being served at one time.

Office or Division	Office of the University Registrar	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Local Students from other UP Units and other Schools/Universities (undergraduate transfer/second degree/non-degree/special student)	
Checklist of Requirements		Where to Secure
Document 1. High School Card (Form 138) duly signed by the Principal and bearing the remark: “Graduated and Eligible for Admission to College” (original)		Senior High School where the student graduated
Document 2. Senior High School Transcript with an attached certified true copy of Junior High School Transcript, with remarks “Graduated and Eligible for Admission to College” and “Copy for UP Visayas” (original)		
Document 3. Birth Certificate		
Filipino and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original)		Philippine Statistics Authority
Non-Filipino Student born abroad: Registry of Birth (1 original)		Issuing Agency abroad
Document 4. Medical Certificate (1 original)		Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
Document 5. Special Power of Attorney for Legal Guardian (applicable to student whose provincial address is outside Iloilo province) (1 original)		Downloadable at the https://crs.upv.edu.ph/
Document 6. Certificate of Completion of Bridging Program, if applicable (1 original)		Teaching and Learning Resource Center, UP Visayas



Document 7. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
Document 8. Long-size, cream-colored folder (1 piece)		Applicant		
Document 9. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		https://crs.upv.edu.ph/		
Document 10. Additional Requirements for Non-Filipino Students (will be processed through the UPV Liaison Office at UP Diliman): • Student Visa 9(f) • Alien Certificate of Registration (i-Card)		Bureau of Immigration		
Document 11. Additional Requirements for Students with Dual Citizenship (e.g. Filipino-American, Filipino-Chinese) who wish to be considered as Filipino for the purpose of studying in UP Visayas:				
Document 11.1. Identification Certificate (1 photocopy, duly authenticated), or		Bureau of Immigration		
Document 11.2. Bio-page, Philippine Passport (1 photocopy, duly authenticated)		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements (Items 1 to 8) to the Office of the University Registrar	1. Receives the submitted documents and forwards to Records Officers	None	10 Minutes	Senior Office Aide/ Administrative Aide III OUR
	1.1 Checks and verifies authenticity of documents submitted	None	4 Minutes	Administrative Officer III (Records Officer II)
	1.2 Posts in the CRSIS the submitted documents	None	5 Minutes	Administrative Officer V (Records Officer III)/



				<i>Student Records Evaluator I OUR</i>
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Awaits the updated personal information by the student	None	Variable	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints the Student Directory	None	10 Minutes	
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
TOTAL		None	34 minutes	



3. Admission of New Transfer/Second Degree/Non-Degree/Special Students

The admission processes for incoming students who are not admitted through UPCA will start upon receipt of the Notice of Acceptance issued by the University Registrar. The processing time is for one client being served at one time.

Office or Division	Office of the University Registrar
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Newly Admitted Incoming First Year Students through Automatic Admission/New Transfer/Second Degree/Non-Degree/Special
Checklist of Requirements	Where to Secure
Document 1. Academic Records For Transfer Students from other School/University: a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Honorable Dismissal or Certificate of Transfer Credential (1 original) For Transfer Students from other UP Units: a. Official Transcript of Records with remarks: "Copy for UP Visayas" (1 original) b. Approved Permit to Transfer (1 original) c. University and College Clearances (1 original)	School/University last attended by the student
Document 2. Birth Certificate	
Filipino Student and Non-Filipino Student born in the Philippines: PSA-issued Certificate of Live Birth (1 original)	Philippine Statistics Authority
Non-Filipino Student born abroad Registry of Birth (1 original)	Issuing Agency abroad
Document 3. Medical Certificate (1 original)	Health Services Unit (Miagao/Iloilo City campuses), UP Visayas
Document 4. 2 x 2 or passport size photos (2 pieces, original)	Applicant



Document 5. Long-size, cream-colored folder (1 piece)		Applicant		
Document 6. Student Directory (to be printed by staff-in-charge upon completion of enrollment data at the CRSIS) (1 original)		https://crs.upv.edu.ph/		
Document 7. Additional Requirements for Non-Filipino Students				
Document 7.1 Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant		
Document 7.2 Visa (will be processed through the UPV Liaison Office at UP Diliman For Degree-Earning Foreign Students: 1. Student Visa 9(f) 2. Alien Certificate of Registration (i-Card) For Exchange Foreign Students: 1. Exchange Fellow Visa 47(a)(2) 2. Alien Certificate of Registration (i-Card)		Bureau of Immigration		
Document 8. Additional Requirements for Non-Filipino Student who is transferring from another Philippine school Permit to Transfer		Commission on Higher Education		
Document 9. Additional Requirements for Students with Dual Citizenship (e.g. Filipino-American, Filipino-Chinese) who wish to be considered as Filipino for the purpose of studying in UP Visayas				
Identification Certificate (1 photocopy, duly authenticated)		Bureau of Immigration		
Bio-page, Philippine Passport (1 photocopy, duly authenticated)		Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements and other documents prescribed for every category of student at the Office of the University Registrar	1. Receives the submitted documents 1.1 Checks and verifies authenticity of	None	10 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



	documents submitted			
	1.1 Posts in the CRSIS the submitted documents			
2. Updates personal information and enrollment data and conform with the Data Privacy Statement in the CRSIS	2. Awaits the updated personal information by the student	None	Variable	School Credits Evaluator/ Senior Office Aide OUR
	2.1 Checks completeness of information encoded by the student at the CRSIS and prints the Student Directory	None	10 Minutes	
3. Proceeds enrollment at the college	3. Prints and sends admission slip to college via pouch or handcarry	None	5 Minutes	School Credits Evaluator/ Senior Office Aide OUR
TOTAL		None	25 Minutes	



4. Appeals Regarding Student Admissions, Progress, and Graduation

The Vice-Chancellor for Academic Affairs and the University Registrar, chair, and secretary-member of the University Council-Committee on Student Admissions, Progress, and Graduation (UC-CSAPG), respectively, initially evaluate the appeals. The committee meets to deliberate on cases and comes up with an appropriate action/ recommendation. The processing time can be more than the actual processing time indicated herein, depending on the availability of the committee members and signatories.

Office or Division	1. Division/Department 2. College/School Secretaries 3. Office of Student Affairs (for readmission cases) 4. Office of the University Registrar 5. Office of the Vice-Chancellor for Academic Affairs 6. Office of the Chancellor			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students or faculty members with academic-related concerns			
Checklist of Requirements		Where to Secure		
Document 1. Written appeal addressed to the Chancellor through channels		Appellant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits an appeal to the appellant's respective Division/College	1. Receives the appeal request from forwarding unit, logs the document, and forwards it to the staff-in-charge	None	15 Minutes	Senior Office Aide/ Admin Aide III OUR
	1.1 Evaluates and checks completeness of requirements. If incomplete, gives recommendation, and notice to appellant's Division/College	None	5 Minutes Variable	Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/ Student Records Evaluator I



	*Awaits complete requirements			OUR
	1.2 Evaluates student's academic records, prepares other pertinent documents, and forwards to VCAA	None	1 Day	<i>Student Records Evaluator I</i> OUR
	1.3. Set a meeting schedule of the UC-CSAPG	None	1 Day	<i>Student Records Evaluator I</i> OUR
	1.4 Deliberates and decides on the appeal *For graduation-related cases, CSAPG's recommendation is for deliberation of the UC	None	Variable	UC-CSAPG
	1.5 Prepares the Notice of Action (NOA) for signature of the VCAA	None	2 Hours	<i>Student Records Evaluator I</i> OUR
	1.6 Signs the NOA	None	Variable	<i>Vice Chancellor for Academic Affairs</i> OVCAA
2. Receives an electronic copy of the NOA	2. Provides electronic copy of the NOA to the appellant, copy furnished the	None	1 Hour	<i>Student Records Evaluator I</i> OUR



	concerned division/ college			
	TOTAL	None	2 Days, 3 Hours, 20 Minutes	



5. Application for Admission of Filipino Students to UPV

A Filipino applicant with previous college work from other UP units, schools, or universities in the Philippines or abroad may be admitted as an undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

Applicants for transfer and second degree shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant from other school/university are:

1. Must have completed at least 33 units of collegiate academic courses (excluding religion, P.E., NSTP, and vocational courses);
2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.

- The basic qualifications for undergraduate transfer applicant from other UP unit are:

- a. Must have completed at least 30 units of academic courses (excluding P.E., NSTP);
- b. The academic status is Good Standing;

*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.

- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate)
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level



- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean
- The requirements for application should be submitted at least one month prior to registration
- The processing time is for one client being served at one time and may be extended when there are more local applicants for admission

Office or Division	Office of the University Registrar	
Classification	Highly Technical	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Local Students from other UP Units and other Schools/Universities (undergraduate transfer/second degree/non-degree/special student)	
Checklist of Requirements		Where to Secure
Document 1. U.P. Form 3.1 - Undergraduate Admission Application Form for Filipino Students (1 original)		Office of the University Registrar and downloadable at the https://crs.upv.edu.ph/
Document 2. Applicants from Other School/University Official Transcript of Records (1 original, 2 photocopies) Applicants from other UP Units True Copy of Grades with the signature of the Registrar or his/her authorized representative (1 original, 2 photocopies)		Office of the Registrar from the latest school attended by the applicant
Document 3. 2 x 2 or passport size photos (2 pieces, original)		Applicant
Document 4. Other Documents that maybe Required for Further Evaluation: Document 4.1. Course Syllabus (1 original, 2 photocopy) Document 4.2. Course Description (1 original, 2 photocopy) Document 4.3. Certifications (1 original, 2 photocopy)		Latest school attended by the applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents Email the electronic copy to: admissions.our.upvisayas@up.edu.ph Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Receives completely accomplished application form and other required documents 1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants	None None None	10 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
2. For Filipino and Non-Filipino applicants, receives billing, pays the corresponding fees to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment and issues Official Receipt *Awaits payment	Second-degree Application Fee: PHP 100 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Note: Application	(Variable) Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or	<i>Administrative Officer V Cash Office, UPV Miagao/ Administrative Officer III Cash Office, UPV Iloilo City</i>



		Fee is waived for Filipino undergraduate applicants	online payment centers.	
3. Submits Official Receipt to OUR	3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14	None	1 Hour	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants 4.1 Prepares the transmittal slip, result of initial evaluation and the requirements. 4.2 Turns-over to staff-in-charge of	None None None	15 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



	outgoing communications			
	4.3 Delivers/ prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 Minutes	<i>Administrative Aide III/ Senior Office Aide OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents 4.5 Forwards to Department/ Division concerned.	None None	30 Minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for (may require	None	15 Days	<i>Program Coordinators Department/ Division/ Institute</i>



	interview, or written, or oral examination)			
	4.7 Approves/ Disapproves the application and forwards recommendation to the Office of the College Secretary			
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 Day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards it to the staff in charge of outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.11 Receives the result of the	None	5 Minutes	<i>Administrative Aide III/ Senior Office Aide</i>



	application and forwards to the staff-in-charge			OUR
	4.12 Prepares Notice of Disqualification/Acceptance/ Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide</i> OUR
	4.13 Signs the Notice of Disqualification/Acceptance/Non-Acceptance	None	10 Minutes	<i>University Registrar</i> OUR
	4.14 Issues the Notice of Disqualification/Acceptance/Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide</i> OUR
TOTAL		PHP 100 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	16 Days, 2 Hours, 50 Minutes	



6. Application For Admission of Non-Filipino Students to UPV

A non-Filipino applicant who has earned credits for college work either in the Philippines or abroad may be admitted as undergraduate transfer/second degree/non-degree/special student to the University of the Philippines Visayas through this service.

- Applicants for transfer shall be considered for admission to the University only during the first semester of each academic year. The basic qualifications for undergraduate transfer applicant are:
 1. Must have completed at least 33 units of academic courses;
 2. Must have obtained a general weighted average of 2.0, 86%, or B or better for all the collegiate academic units the student has earned outside of the University;
 3. The applicant will have to complete in the University no less than 50% of the units required for his program; and
 4. The quota set by the Dean of the college or school concerned for the course to which he seeks admission, has not yet been filled up.

*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.
- For applicants for Second degree, the grade requirement is generally waived for a bachelor's degree holder, but not for those who have earned a title below a baccalaureate degree (e.g., certificate).
- For applicants as non-degree, a degree holder or undergraduate student who is not currently enrolled in any other institution of higher learning may be allowed to take for credit courses on the undergraduate level.
- For applicants as special students: A student even if he/she does not fully satisfy the entrance requirements, may be admitted as a special student, and may enroll for such subjects which in the opinion of the instructor and the Dean.
- The requirements for application should be submitted at least six (6) months prior to registration.
- The processing time is for one client being served at one time and may be extended when there are more foreign applicants for admission.

Office or Division	1. Office of the University Registrar (OUR)
	2. Cash Office



	3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Foreign student from local or abroad			
Checklist of Requirements		Where to Secure		
Document 1. U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar and downloadable at the https://crs.upv.edu.ph/		
Document 2. Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units		
Document 3. Course syllabus, school catalogue, and handbook of examination (2 original)		School/s attended by the applicant which they have earned credit units		
Document 4. Certification regarding capability to finance the Travel and Education (1 original)		Reputable bank from the applicant's country		
Document 5. Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant		
Document 6. Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant		
Document 7. 2 x 2 or passport size photos (2 pieces, original)		Applicant		
Document 8. Permit to transfer from CHED for applicants transferring from another Philippine school.		CHED		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents Email the electronic copy to: admissions.our.upvisayas@up.edu.ph	1. Receives completed application form and other required documents	None	10 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



Mail original documents to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants			
2. Receives billing and pays the corresponding fees to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment and issues Official Receipt *Awaits payment	Resident foreign Application Fee: PHP 150 Non-resident foreign Application Fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Note: Application Fee is waived for Filipino applicants	Variable Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	<i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Administrative Officer III</i> Cash Office, UPV Iloilo City
3. Submits Official Receipt to OUR	3. Evaluates the academic	None	1 Hour	



	credentials submitted. For qualified applicants, proceed to Step 4.1. For disqualified applicants, proceed to Step 4.14.			<i>School Credits Evaluator/ Senior Office Aide OUR</i>
Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants 4.1 Prepares the transmittal slip, result of initial evaluation and the requirements. 4.2 Turns-over to staff-in-charge of outgoing communications	None	15 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



	4.3 Delivers/ prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 Minutes	<i>Administrative Aide III/ Senior Office Aide OUR</i>
	4.4 Receives the transmittal slip and the requiremen ts and records to incoming documents 4.5 Forwards to Department / Division concerned.	None	30 Minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.6 Evaluates and deliberates the application documents according to admission requirement s of the degree program applied for (may require interview, or written, or	None	15 Days	<i>Program Coordinators Department/ Division/ Institute</i>



	oral examination)			
	4.7 Approves/ Disapproves the application and forwards recommendation to the Office of the College Secretary			
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 Day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards it to the staff in charge of outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>



	4.11 Receives the result of the application and forwards to the staff-in-charge	None	5 Minutes	<i>Administrative Aide III/ Senior Office Aide OUR</i>
	4.12 Prepares Notice of Disqualification/Acceptance/Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
	4.13 Signs the Notice of Disqualification/Acceptance/Non-Acceptance	None	10 Minutes	<i>University Registrar OUR</i>
	4.14 Issues the Notice of Disqualification/Acceptance/Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



7. Application for Automatic Admission of Filipino and Non-Filipino High School Graduates from Abroad

A Filipino or non-Filipino applicant who graduated from a high school abroad and has not enrolled in college may be admitted as first year student without taking the UPCAT (automatic admission), if he/she meets the following qualifications:

1. Completion of a high school program in the country where s/he had secondary education (including the completion of a one- or two-year pre-university education in a country where such is a prerequisite for admission to a bachelor's degree program);
2. Qualifies in any of the following college-qualifying national or international foreign-administered examination:

a. Scholastic Aptitude Test (SAT)

SECTION SCORES	REQUIRED MINIMUM SAT SCORES
Math	620
Critical Reading	-
Evidence-Based Writing + Critical Reading	650
Total Score	1270

- b. General Certificate of Education (GCE) Examination: 3 ordinary level passes and 2 advanced level passes
 - c. International Baccalaureate (IB) Diploma
3. In the case of an applicant's native language or medium of instruction in secondary school is not English, a minimum score (500 if paper based or 173 if computer based) in the Test of English as a Foreign Language (TOEFL).
 - The requirements for application should be submitted at least six (6) months prior to registration
 - The processing time is for one client being served at one time and may be extended when there are more applicants for admission

*Note: If the applicant did not meet the minimum requirements (GWA and number of units earned) after the evaluation in Step 3, the Notice of Disqualification will be issued to the applicant, as stated in Item No. 4.



Office or Division	1. Office of the University Registrar (OUR) 2. Cash Office 3. Office of the College Secretary (OCS) of the School/Colleges concerned 4. Departments/Divisions/Institutes concerned			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Foreign and Filipino High School graduates from abroad			
Checklist of Requirements		Where to Secure		
Document 1. U.P. Form 3.2 - Undergraduate Admission Application Form for Foreign Students (1 original)		Office of the University Registrar - and downloadable at the https://crs.upv.edu.ph/		
Document 2. Official Transcript of Records (1 original, 2 photocopies)		School/s attended by the applicant which they have earned credit units		
Document 3. High School diploma (1 photocopy)				
Document 4. Official results of:				
Scholastic Aptitude Test (SAT); or		SAT: The College Board – Educational Testing Service (https://www.collegeboard.org)		
General Certificate of Education (GCE) Examination; or		GCE: International Schools which follows the British Education Curriculum		
International Baccalaureate (IB) Diploma		IB Diploma: ibo.org		
Test of English as a Foreign Language (TOEFL) result or certification of English as Medium of Instruction		TOEFL - https://www.ets.org/toefl Certification - from the school/s attended by the applicant		
Document 5. Valid passport (1 photocopy, duly authenticated)		Passport-issuing agency from the country of the applicant		
Document 6. 2 x 2 or passport size photos (2 pieces, original)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished U.P. Form 3.2 and other required documents	1. Receives accomplished application form and other required documents	None	10 Minutes	School Credits Evaluator/ Senior Office Aide OUR



Emails the electronic copy to: admissions.our.upvisayas@up.edu.ph Mails original documents to: Office of the University Registrar UP Visayas, 5023, Miagao, Iloilo	1.1 Checks for completeness of the entries in the application form and the required documents 1.2 Issues billing of application fee for non-Filipino applicants			
2. For Filipino and non-Filipino applicants, receives billing and pays the corresponding fees to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment and issues Official Receipt *Awaits payment	Resident foreign Application Fee: PHP 150 Non-resident foreign Application Fee: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Note: Application Fee is waived for	Variable Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	<i>Administrative Officer V</i> Cash Office, UPV Miagao/ <i>Administrative Officer III</i> Cash Office, UPV Iloilo City



		Filipino applicants		
3. Submits Official Receipt to OUR	3. Evaluates the academic credentials submitted. For qualified applicants, proceed to Step For disqualified applicants, proceed to Step 4.14	None	1 Hour	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
4. Receives the result of application	4. Processes the application for evaluation of the college for qualified applicants or prepares Notice of Disqualification for non-qualified applicants 4.1 Prepares the transmittal slip, result of initial evaluation and the requirements. 4.2 Turns-over to staff-in-charge of outgoing communications	None	15 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>



	4.3 Delivers/ prepares for pouch the transmittal slip and the application documents to the Office of the College Secretary concerned	None	30 Minutes	<i>Administrative Aide III/ Senior Office Aide OUR</i>
	4.4 Receives the transmittal slip and the requirements and records to incoming documents 4.5 Forwards to Department/ Division concerned.	None	30 Minutes	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.6 Evaluates and deliberates the application documents according to admission requirements of the degree program applied for (may require interview, or written, or oral examination) 4.7 Approves/ Disapproves the application and forwards	None	15 Days	<i>Program Coordinators Department/ Division/ Institute</i>



	recommendation to the Office of the College Secretary			
	4.8 Receives the recommendation and forwards to the College Secretary for endorsement	None	1 Day	<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.9 Endorses the result of the application and forwards it to the staff in charge of outgoing communications	None		<i>College Secretary OCS</i>
	4.10 Forwards the result of application to the Office of the University Registrar	None		<i>Administrative Assistant/ School Credits Evaluator/ School Records Evaluator OCS</i>
	4.11 Receives the result of the application and forwards to the staff-in-charge	None	5 Minutes	<i>Administrative Aide III/ Senior Office Aide OUR</i>
	4.12 Prepares Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
	4.13 Signs the Notice of Disqualification/	None	10 Minutes	<i>University Registrar OUR</i>



	Acceptance/ Non-Acceptance			
	4.14 Issues the Notice of Disqualification/ Acceptance/ Non-Acceptance	None	5 Minutes	<i>School Credits Evaluator/ Senior Office Aide OUR</i>
	TOTAL	Resident foreign applicati on fee: PHP 150 Non- resident foreign applicati on fee: USD 30 Convenie nce Fee: PHP 10 For payment made through MAYA- QRPH	16 Days, 2 Hours and 50 Minutes	



8. Application for Paperless University Clearance

This paperless clearance service provided by the Office of the University Registrar applies to students with enrollment from 2007 to present.

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All graduated and transferring students			
Checklist of Requirements		Where to Secure		
For graduated students:				
Document 1. Payment of graduation fee		Cash Office: Miagao Campus/Iloilo City Campus/UPVTC Campus. Online payment (instructions and details sent thru email to the student)		
Document 2. Accomplished Alumni Form 5 (online)		Student needs to access his/her CRSIS account at: http://crs.upv.edu.ph/		
No accountability		Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS		
For transferring students:				
Document 1. Not currently enrolled		1 & 2. Checked and verified by the staff-in-charge of records at the Office of University Registrar thru the CRSIS		
No accountability				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for clearance at the Records Section, OUR OR Informs the Records Section, OUR the need for clearance	1. Checks student’s records/ accountabilities in the CRSIS	None	15 Minutes	Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR



2. Receives status of clearance	2. Clears and informs student and prints clearance for the OUR file For students transferring to other CU's, a printed and countersigned clearance is issued.	None	15 Minutes	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR
TOTAL		None	30 Minutes	



9. Issuance of Authenticated Document

Authenticated document is a machine copy of the original document (e.g. diploma, OTR, certification etc.) duly certified by the University Registrar.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may avail	UPV Graduates/UPV Former Students/UPV Active students			
Checklist of Requirements		Where to Secure		
Document 1. Accomplished Online Academic Document Request through the OADRTS Portal		Accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)		
Document 2. Original copy of official transcript of records or photocopy/scanned copy of original diploma, certification(s) and honorable dismissal		Requestor		
Document 3. Any valid Government/Private Company-issued ID or passport, bearing photo and signature of UPV graduate upon requesting and claiming.		Requestor		
Additional requirements to request and to claim by a REPRESENTATIVE:		By Representative:		
A. Duly signed authorization letter executed by the UPV student		A. Person being represented		
B. Photocopy of valid identification card of the UPV student		B. Authorized Representative		
C. Valid identification card of the representative (1 original)		C. Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request through the Online Academic	1. Receives academic document request form, Official Receipt	None	30 Minutes	Senior Office Aide Junior Office Aide OUR



Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	(OR) and other required documents 1.1 Checks completeness of the requirements and entries in the academic document request form 1.2 Retrieves student records 1.3 Checks records at CRSIS 1.4 Finalize billing and confirms request in the OADRTS portal *Awaits the payment and checks payment status in the OADRTS portal	Authentication fee: PHP 50/page If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Mailing Fee: (Actual mailing cost depending on destination)	Variable Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.	



	1.5 Logs application and payment/ checks payment status in the OADRTS portal	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR
	1.6 Forwards all documents to OTR person-in-charge			
	1.7 Receives and verifies completeness of all required documents	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)/ Administrative Aide IV OUR
	1.8 Processes authenticated documents	None	1 Day	
	1.9 Prepares the authenticated document/s			
	1.10 Photocopy document (s)			
	1.11 Affixes initial on the document (s)			
	1.12 Signs the OTR(s)	None	1 Day	University Registrar OUR
	1.13 Affixes dry seal to the document/s	None	30 Minutes	Senior Office Aide/
1.14 Tags finish OTR request(s) on OADRTS portal	None	1 Hour	Administrative Officer III	



	1.15 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing	None	15 Minutes	(for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC)/
	1.16 Logs final finish of all documents for walk-in clients	None	15 Minutes	<i>Administrative Aide IV</i> OUR
2. Receives the original and authenticated document/s	2. Issues the original and authenticated document/s to the client 2.1 Verifies Official Receipt/ID card of the requestor 2.2 Checks the completeness of documents to be issued 2.3 Retrieves requested document from the file 2.4 Gives logbook to the client	None	30 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	For documents to be mailed: 2.5 Prepares envelope for mailing with complete	None	(for mailed documents usually takes	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/



	address and contact number and encloses OTR in the envelope		another 1 day)	<i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC)/ <i>Administrative Aide IV</i> OUR
	2.6 Staff in-charge of out-going communications logs and dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following day after it was tagged "mailed".	None	Variable	<i>Junior Office Aide/</i> <i>Senior Office Aide</i> OUR
	2.7 Encodes tracking number on the OADRTS portal	None	5 Minutes	<i>Senior Office Aide</i> OUR
	TOTAL	PHP 20/Page If to be mailed, Administrative Cost: PHP 10 Envelope Fee: PHP10	2 Days, 3 Hours, 35 Minutes	



	actual mailing cost		
	Convenience Fee: PHP: 10 For payment made through MAYA- QRPH		



10. Issuance of Certificate of Course Description (CD)

This Certificate of Course Description is issued to UPV graduates, former students, and active students for purposes such as transfer to another school, further studies, and employment, among others.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

Office or Division	3.Office of the University Registrar (OUR) 4.Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Formers Students/Active Students	
Checklist of Requirements		Where to Secure
First time request		
Document 1. Accomplished/CRSIS generated clearance (1 original)		Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
Document 2. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		1.3 Requestor
Succeeding request		
Document 1. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		Requestor

Additional requirements to request and to claim by REPRESENTATIVE:				
Document 1. Duly signed authorization letter executed by the UPV student		Person being represented		
Document 2. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student		Person being represented		
Document 3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ed online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt	1. Receives the accomplished online academic document request form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the online academic document request form 1.4 Finalize billing and confirms request of	None Certificate of CD: PHP 50/page If to be mailed,	30 Minutes Variable Note: It usually takes more than 1 Day for the Cash	<i>Senior Office Aide/ Junior Office Aide OUR</i>



View: Payment Options and Instructions	the student in the OADRTS portal *Awaits the payment and checks payment status in the OADRTS portal	Administrative Cost: PHP 10 Envelope: PHP 10 Convenience Fee: PHP 10 For payment made through MAYA-QRPH Mailing Fee: (Actual mailing cost depending on destination)	Office to issue the official receipt for payments through banks or online payment centers.	
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.7 Processes the Certificate of CD 1.8 Receives and verifies	None	5 Days	<i>Administrative Aide</i> IV OUR



	completeness of all required documents and necessary data 1.9 Prepares the Certificate of CD 1.10 Affixes initial on the document			
	1.11 Signs the Certificate of CD	None	1 Day	<i>University Registrar</i> OUR
	1.12 Affixes dry seal 1.13 Tags finish Certification request(s) on OADRTS portal 1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing 1.15 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	<i>Administrative Aide</i> IV OUR
2. Receives the Certificate of CD	2. Issues the Certificate of CD 2.1 Verifies Official Receipt/ID card of the requestor /representative 2.2 Retrieves requested	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR



	document from the file 2.3 Checks the completeness of documents to be issued 2.4 Issues the document to the client			
	For documents to be emailed 2.5 Scans document for email 2.5 Email documents 2.6 Prints proof of email	None		<i>Senior Office Aide/ Administrative Aide IV OUR</i>
	For documents to be mailed: 2.7 Prepares envelope for mailing with complete address, contact number and encloses Certificate of CD in the envelope. 2.8 Logs, dispatches and Indicate date for mailing on the request form Note: For mailed documents, the courier picks up the document the	None	Variable	<i>Administrative Aide IV OUR</i>



	following Day after it was tagged "mailed 2.9 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.			
	2.10 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
	TOTAL	PHP 50/page x no. of pages; If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: Php 10 For payment made through	6 Days, 1 Hour, 20 Minutes	



	MAYA- QRPH		



11. Issuance of Certificate of Non-Issuance of Honorable Dismissal (CNIHD) And Honorable Dismissal/Certificate of Transfer Credentials (HD/CTC)

Leaving the University by means of graduation is different from a student's voluntary withdrawal from the University. Certificate of Honorable Dismissal is not issued to graduates. In lieu of this, a certification is issued stating that UPV does not issue honorable dismissal to graduates. The CNIHD is also issued to students who voluntarily leave the University not for reason of expulsion due to disciplinary action.

The Honorable Dismissal is issued to UPV students transferring to another college/school/university outside of the UP System. CNIHD and HD are issued only once.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

Office or Division	1. Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates/ Students transfer to another college/school/university	
Checklist of Requirements		Where to Secure
Document 1. Accomplished/CRSIS generated clearance (1 original)		Please refer to the Issuance of Manual or Paperless Clearance Service Specification or Check CRSIS accountability
Document 2. Accomplished Online Academic Document Request through the OADRTS Portal		OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 3. Petition for Honorable Dismissal form (1 original/ Fax/ Scanned/ photocopy)		Available at the Office of the University Registrar and downloadable at (https://crs.upv.edu.ph/documentrequest/)
Document 4. Any valid Government/Private Company Issued ID/ passport. bearing photo and signature of requestor (1 original)		Requestor



Document 5. Accomplished waiver form (if CNIHD or HD is to be mailed)		Available at the Office of the University Registrar and is downloadable at (https://crs.upv.edu.ph/documentrequest/)		
Additional requirements to request and to claim by REPRESENTATIVE:				
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		Person being represented		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash	1. Receives the accomplished Academic Documents Request form/Petition for Honorable Dismissal form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form	None	30 Minutes	<i>Senior Office Aide/ Junior Office Aide OUR</i>



Office and receives Official Receipt View: Payment Options and Instructions	and Petition for HD 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the online academic document request form at CRSIS 1.4 Finalize billing and confirms request of the student in the OADRTS portal *Awaits payment and checks payment status in the ODRTS portal	Honorable Dismissal Fee: PHP 50 If to be mailed, Administrative Cost: PHP 10 Envelope: PHP10 Convenience Fee: Php 10 For payment made through MAYA-QRPH Mailing fee: (actual cost depending on the address of	Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	



		destination		
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.7 Processes CNIHD/HD 1.8 Receives and verifies completeness of all required documents and necessary data 1.9 Prepares the CNIHD/HD 1.10 Affixes initial on the document	None	1 Day	<i>Administrative Aide</i> IV OUR
	1.11 Signs the Certificate of CNIH/HD	None	1 Day	<i>University Registrar</i> OUR
	1.12 Affixes dry seal 1.13 Tags finish Certification request(s) on OADRTS portal	None	15 Minutes	<i>Administrative Aide</i> IV OUR



	1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing 1.15 Logs finish all documents requested through walk-in and files student folder for pick up			
2. Receives the CNIHD/HD	2. Issues the Certificate of CNIHD/HD 2.1 Verifies Official Receipt/ID card of the requestor 2.2 Retrieves the documents 2.3 Checks the completeness of document/s to be issued 2.4 Issues the certificate to the client	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	For documents to be mailed:	None	Variable	



	2.5 Prepares envelope for mailing with complete address, contact number and encloses Certificate of CNIHD/HD in the envelope 2.6 Logs, dispatches and Indicate date for mailing on the request form Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed" 2.7 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.			<i>Administrative Aide</i> <i>IV</i> <i>OUR</i>



	2.8 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
		PHP 50 HD Fee If to be mailed , Admini strativ e Cost: PHP 10 Envelo pe: PHP 10 TOTAL actual mailin g cost Conve nience Fee: Php 10 For payme nt made throug h MAYA- QRPH	2 Days, 1 Hour, 20 Minutes	



12. Issuance of Certificate of Weighted Average Grade (WAG)

The Certificate of WAG is issued to the requestor who is applying for the next higher education degree and employment.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

Office or Division	5.Office of the University Registrar (OUR) 6.Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Former Students/Active Students	
Checklist of Requirements		Where to Secure
First time request		
Document 1. Accomplished/CRSIS generated clearance (1 original)	1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability	
Document 2. Accomplished online Academic Document Request through the OADRTS Portal	1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)	
Document 3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)	1.3 Requestor	
Succeeding request		
Document 1. Accomplished online Academic Document Request through the OADRTS Portal	2.1 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)	
Document 2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)	2.2 Requestor	

Additional requirements to request and to claim by REPRESENTATIVE:				
a.	Duly signed authorization letter executed by the UPV student	3.1 Person being represented		
b.	Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student	3.2 Person being represented		
c.	Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim	3.3 Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt	1. Receives the accomplished online academic document request form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the	None GWA Computation Fee: PHP 100/computation/ degree	30 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to	<i>Senior Office Aide/ Junior Office Aide</i> OUR



View: Payment Options and Instructions	online academic document request form at CRSIS 1.4 Finalize billing and confirms request of the student in the OADRTS portal *Awaits the payment and checks payment status in the OADRTS portal1.	Certification Fee PHP 50/copy If to be mailed, Administrative Cost: PHP10 Envelope: PHP10 Convenience Fee: Php 10 For payment made through MAYA-QRPH Mailing Fee: (Actual Cost depending on destination)	issue the official receipt for payments through banks or online payment centers.	
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents	None	15 Minutes	<i>Senior Office Aide/ Junior Office Aide OUR</i>



	to Student Records Evaluator staff in-charge			
	1.7 Process the Certificate of WAG 1.8 Receives and verifies completeness of all required documents and necessary data 1.9 Evaluates academic records and computes WAG based on student's academic programs	None	4 Days	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/ Student Records Evaluator I</i> OUR
	1.10 Receives computed WAG and prepares the certificate of WAG 1.11 Prepares Cert. of WAG 1.12 Affixes initial on the document	None		<i>Administrative Aide IV</i> OUR



	1.13 Signs the Certificate of WAG	None	1 Day	<i>University Registrar</i> OUR
	1.14 Affixes dry-seal all documents 1.15 Tags finish Certificate of WAG on OADRTS portal 1.16 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailling 1.17 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	<i>Administrative Aide</i> IV OUR
2. Receives the sealed document/s	2. Issues the Certificate of WAG 2.1 Verifies Official	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR



	Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Checks the completeness of documents to be issued 2.1 Issues the document to the client			
	For documents to be emailed 2.5 Scans document for email 2.5 Email documents 2.6 Prints proof of email	None		<i>Senior Office Aide/</i> <i>Administrative Aide</i> <i>IV</i> <i>OUR</i>
	For documents to be mailed: 2.7 Prepares envelope for mailing with complete	None	Variable	<i>Administrative Aide</i> <i>IV</i> <i>OUR</i>



	address, contact number and encloses Certificate of WAG in the envelope. 2.8 Logs, dispatches and Indicate date for mailing on the request form Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed" 2.9 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.			
	2.10 Encodes tracking number on	None	5 Minutes	Mai Tabanda Senior Office Aide OUR



	the OADRTS portal			
	TOTAL	PHP 100/ computation/ degree+ PHP 50/copy; If to be mailed, Administrative Cost: PHP10 Envelope: PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH		



13. Issuance of Certification (With Grades for Cross Registrants from other Schools/Universities other than UP)

Processing and issuance of the Certification begins at the end of the semester/term or upon posting of final grades at the CRSIS.

Office or Division	1. Office of the University Registrar 2. School or College the Student Belongs			
Classification	Simple			
Type of Transaction	G2B – Government to Business/G2G – Government to Government			
Who may avail	The Cross Registrant/authorized representative/School/University other than UP units			
Checklist of Requirements		Where to Secure		
Document 1. Duly approved Cross Registration request (1 photocopy)		Requestor		
Document 2. Form 5 (Registration Form) from UP Visayas (1 original)		Requestor		
Document 3. Valid ID of the authorized representative (1 original)		Authorized Representative by the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests certification of final grades for subjects enrolled after the end semester/term at the OUR Email to: our.upvisayas@up.edu.ph	1. Checks if grades are posted at the CRSIS and rechecks the documents forwarded by the Colleges/School 1.1 Prepares the certification	None None	10 Minutes	For step 1.1: Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
	1.2 If to be mailed, bills the client (proceed to step 2)	None	10 Minutes	



Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1.3 Signs the certification (proceed to step 3)	None	15 Minutes	<i>University Registrar OUR</i>
2. For non- Filipino applicants, receives billing, pays the corresponding fees to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment for mailing and issues Official Receipt *Awaits payment	Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: PHP 10 For payment made through MAYA- QRPH	Variable Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	<i>Administrative Officer V Cash Office, UPV Miagao/ Administrative Officer III Cash Office, UPV Iloilo City</i>
3. Submits Official Receipt to OUR and receives certifications	3. Receives Official Receipts and mails or emails the certifications to the client	None	5 Minutes (for mailed documents usually takes another 1 Day)	<i>Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/</i>



				<i>Student Records Evaluator I OUR</i>
		None If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA-QRPH	40 Minutes	
	TOTAL			



14. Issuance of Certification (with Grades) for CHED and other Scholarships

A certification is issued to students which includes enrollment, grades, and other academic-related information for a specific term/semester.

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	CHED Scholars & Other Scholarships			
Checklist of Requirements		Where to Secure		
Document 1. Templates (applicable for CHED scholarship only) Note: No templates for other scholarships. A standard certification is issued to scholarships that do not have templates		CHED (applicable for CHED scholarship only)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits templates, if applicable. Email to: our.upvisayas@up.edu.ph Mail to: Office of the University Registrar UP Visayas 5023 Miagao, Iloilo	1. Checks, evaluates and verifies student's record	PHP 50 (for non-CHED scholarship)	30 Minutes	<i>Administrative Officer III (Records Officer II)</i>
	1.1 Bills the client			<i>Administrative Officer V (Records Officer III)/</i>
	1.2 Accomplishes templates of certifications			<i>Student Records Evaluator I</i> OUR
	1.3 Signs the certifications	None	25 Minutes	<i>University Registrar</i> OUR
2. Receives billing, pays the corresponding	2. Receives proof of payment and issues Official Receipt	Certification Fee: PHP50/	Variable Note:	<i>Administrative Officer V</i> Cash Office, UPV Miagao/



fees to the Cash Office View: Payment Options and Instructions	*Awaits payment	certification (for standard certifications issued other than CHED) If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: Php 10 For payment made through MAYA-QRPH	The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	<i>Administrative Officer III</i> Cash Office, UPV Iloilo City
3. Submits Official	3. Receives Official Receipt and mails or emails the	None	5 Minutes	<i>Administrative Officer III (Records Officer II)</i>



Receipt to OUR OR Provides copy of proof of payment to Cash Office and OUR through email: cash.upvisayas@up.edu.ph AND our.upvisayas@up.edu.ph	certifications to client Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed"		Variable	<i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR
		PHP50 / certification If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: Php 10 For payment	1 Hour	
	TOTAL			



	made through MAYA- QRPH		



15. Issuance of Certification, Authentication and Verification (CAV)

The Certification, Authentication, and Verification (CAV) is issued to UPV students/graduates applying for authentication at the DFA or complying with the requirement of the Department of Education.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).

Office or Division	1. Office of the University Registrar (OUR) Cash Office (CO)	
Classification	Complex	
Type of Transaction	G2C – Government to Client	
Who may avail	Graduates/Former Students/Active Students	
Checklist of Requirements		Where to Secure
First time request		
Document 1. Accomplished/CRSIS generated clearance (1 original)		Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
Document 2. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		Requestor
Succeeding request		
Document 1. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)		Requestor
Additional requirements to request and to claim by REPRESENTATIVE:		
a. Duly signed authorization letter executed by the UPV student		Person being represented

b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student		Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives the accomplished online academic document request form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the online academic	None OTR PHP 50/page Authenticated OTR & Diploma PHP 20/page	30 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt	Senior Office Aide/ Junior Office Aide OUR



	document request form at CRSIS	English Translation of Diploma	for payments through banks or online payment centers.	
	1.4 Finalize billing and confirms request of the student in the OADRTS portal	PHP 50		
	*Awaits the payment and checks payment status in the OADRTS portal	COG PHP 50 / copy		
		CAV Certification on: PHP 100/copy		
		If to be mailed, Administrative Cost: PHP 10		
		Envelope: PHP 10 Actual mailing cost		
		Convenience Fee: PHP 10 For payment made through MAYA-QRPH		
		Mailing Fee:		



		(Actual mailing cost depending on destination)		
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.7 CAV Certification Processing	None	1 Day	<i>Administrative Aide IV/</i> <i>Administrative Officer III/</i> <i>School Credits Evaluator</i> OUR
	1.8 COG Processing	None	1 Day	
	1.9 OTR Processing	None	1-3 Days	
	1.10 Authenticated OTR Processing	None	1 Day	
	1.11 Authenticate	None	1 Day	



	d Diploma Processing			
	1.12 English Translation of Diploma Processing	None	1 Day	
	1.13 Signs the documents	None	1 Day	<i>University Registrar</i> OUR
	1.14 Affixes dry-seal all documents 1.15 Tags finish Certification, OTR, & other request(s) on OADRTS portal 1.16 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailling 1.17 check & enclosed all documents to envelope 1.18 Affixes initial on the envelope	None	15 Minutes	<i>Administrative Aide</i> IV/ <i>Administrative Officer III/</i> <i>School Credits Evaluator</i> OUR
	1.19 Signs the envelope	None	1 Day	<i>University Registrar</i> OUR



	1.20 Tags finish sealed envelope on OADRTS portal 1.21 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	<i>Administrative Officer III/</i> <i>School Credits Evaluator</i> OUR
2. Receives the sealed documents	2. Issues the sealed documents 2.1 Verifies Official Receipt/ ID card of the requestor 2.3 Retrieves requested document from the file 2.4 Checks the completeness of documents to be issued 2.5 Issues the document to the client	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
				<i>Administrative Officer III/</i>



	For documents to be mailed: 2.6 Prepares envelope for mailing with complete address and contact number and encloses Certification in the envelope. 2.7 Logs, dispatches and Indicate date for mailing on the request form Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed". 2.8 Forwards to staff in-charge of out-going communications to be	None	Variable	<i>Credits Evaluator/</i> <i>Administrative Aide</i> IV OUR



	brought to courier/post office for dispatch.			
	2.9 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
		OTR PHP 50/page		
		Authentic ated OTR & Diploma PHP 20/page		
		English Translatio n of Diploma PHP 50	8-10 Days, 1 Hour, 35 Minutes	
		COG PHP 50 / copy		
		CAV Certificati on: PHP 100/copy		
		If to be mailed, Administr		
	TOTAL			



	ative Cost: PHP 10 Envelope: PHP 10 Actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA- QRPH		



16. Issuance Of Certifications (English as a Medium of Instruction; Enrolment; Grade Equivalent; Graduation; Special Order Exemption; Philippine Law School Test (PHILSAT) and Units Earned

The Certificate of English as a Medium of Instruction is issued to UPV students/graduates stating that English is generally used as the Medium of Instruction at UPV.

The Certificate of Enrolment is issued to inactive UPV students, and can be granted after accomplishing the University Clearance.

The Certificate of Grading System is issued to UPV students/graduates for purposes of employment, promotion, or further studies, showing the equivalent in percentage, letter grade, and grade points of the University of the Philippines grade.

The Certificate of Graduation is issued to new UPV graduates while their diploma is being processed. It is also issued to affirm the graduation, degree earned, and date of graduation of UPV graduates for purposes of employment, promotion, and further studies, among others.

***Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment to first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);
 - b. UP Students who have not yet completed ("working students") or on leave of absence (LOA) from their programs who intend to work;



- c. Other individuals whose first job/employment shall be at the University.
2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
 - a. Transcript of Records (TOR)
 - b. Certified of Graduation (COG)
 - c. Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document. Subsequent requests and/or additional copy/ies shall be charged with appropriate fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A barangay Certification, signed by the Punong Barangay of his authorized officer, shall only be issued to an individual if he or she is a:

- Filipino
- First time jobseeker
- Actively looking for employment
- Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

The Certificate of No Special Order is issued to UPV students/graduates stating that UPV, being a state university, is exempted from the issuance of Special Order.

A certification is issued to UPV students for the Philippine Law School Test (PhilSAT) stating the status of the applicant, i.e. graduating, on the final/last year of studies, or has graduated with degree and date of graduation indicated.

The Certificate of Units Earned is issued to UPV students/graduates for purposes of employment, promotion, or further studies.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the OADRTS, and the office receives the copy of the official receipt (OR).



Office or Division	1. Office of the University Registrar (OUR) 2. Cash Office (CO)
Classification	Simple
Type of Transaction	G2C – Government to Client
Who may avail	Graduates/Former Students/Active Students
Checklist of Requirements	
Where to Secure	
First time request	
Document 1. Accomplished/CRSIS generated clearance (1 original)	1.1 Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
Document 2. Accomplished online Academic Document Request through the OADRTS Portal	1.2 OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 3. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)	1.3 Requestor
Document 4. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261) – applicable for the COG only	1.4 Requestor
Succeeding request	
Document 1. Accomplished online Academic Document Request through the OADRTS Portal	2.1. OADRTS is accessible at CRSIS website (https://crs.upv.edu.ph/documentrequest/)
Document 2. Any valid Government/Private Company Issued ID/passport bearing photo and signature of requestor (1 original)	2.2. Requestor
Additional requirements to request and to claim by REPRESENTATIVE:	
a. Duly signed authorization letter executed by the UPV student	3.1 Person being represented
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student	3.2 Person being represented



c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the person authorized to claim		3.3 Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives the accomplished online academic document request form, valid ID and other documents 1.1 Checks completeness of the requirements and entries in the online academic document request form 1.2 Retrieves student records 1.3 Checks records and verifies the entries in the online academic document request form at CRSIS 1.4 Finalize billing and confirms request of the student in the OADRTS portal *Awaits the payment and checks payment	None Certification: PHP 50/page If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10	30 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	Senior Office Aide/ Junior Office Aide OUR



	status in the OADRTS portal	Convenience Fee: PHP 10 For payment made through MAYA-QRPH Mailing Fee: (Actual mailing cost depending on destination)		
	1.5 Logs application and payment/ checks application status in the OADRTS portal 1.6 Forwards all documents to Certification in-charge	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.7 Processes the certification/s 1.8 Receives and verifies completeness of all required documents and necessary data	None	1 Day	Administrative Aide IV OUR



	1.9 Prepares the Certification/s			
	1.10 Affixes initial on the document			
	1.11 Signs the Certification/s	None	1 Day	<i>University Registrar</i> OUR
	1.12 Affixes dry seal 1.13 Tags finish Certification request(s) on OADRTS portal 1.14 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing 1.15 Logs finish all documents requested through walk-in and files student folder for pick up	None	15 Minutes	<i>Administrative Aide IV</i> OUR
2. Receives the Certification/s	2. Issues the Certification/s 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR



	2.3 Checks the completeness of documents to be issued			
	2.4 Issues the document to the client			
	For documents to be emailed	None		Senior Office Aide/ Administrative Aide IV OUR
	2.5 Scans document for email			
	2.6 Email documents			
	2.7 Prints proof of email			
	For documents to be mailed:	None	Variable	Administrative Aide IV OUR
	2.8 Prepares envelope for mailing with complete address and contact number and encloses Certification in the envelope.			
	2.9 Logs, dispatches and Indicate date for mailing on the request form			
	Note: For mailed documents, the courier picks up the document the following day			



	after it was tagged “mailed”. 2.10 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch.			
	For documents to be mailed: 2.8 Prepares envelope for mailing with complete address and contact number and encloses Certification in the envelope. 2.9 Logs, dispatches and Indicate date for mailing on the request form Note: For mailed documents, the courier picks up the document the following day after it was tagged “mailed”. 2.10 Forwards to staff in-charge of out-going communications	None	Variable	<i>Administrative Aide IV</i> OUR



	to be brought to courier/post office for dispatch.			
	2.11 Encodes tracking number on the OADRTS portal	None	5 Minutes	<i>Senior Office Aide</i> OUR
TOTAL		PHP 50/copy x no. of pages; or RA 11261* If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 actual mailing cost Convenience Fee: PHP 10 For payment made through MAYA-QRPH	2 Days, 1 Hour, 20 Minutes	



17. Issuance of Certified Diploma Text/English Translation Of Diploma

The certified diploma text is issued to UP Visayas graduates from 1988 and earlier while the English translation of the diploma is issued to UP Visayas graduates from 1989 to present. These documents are requested by the graduates for employment and further studies abroad. The certified diploma text/English translation of diploma can only be issued after the original diploma was claimed or available.

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

Office or Division	1.Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates	
Checklist of Requirements		Where to Secure
Document 1. Copy of diploma (1 original/ scanned /photocopy)		Requestor
Document 2. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS Portal: https://crs.upv.edu.ph/documentrequest
Document 3. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming.		Requestor
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:
a. Duly signed authorization letter executed by the UPV graduate (1 Original or photocopy/scanned copy)		Person being represented
b. Photocopy of any valid Government/Private Company-		Person being represented



issued ID/passport, bearing photo and signature of UPV graduate (1 photocopy/scanned copy)				
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives the accomplished academic document request form other required documents 1.1 Checks completeness of required documents and the entries in the academic document request form 1.2 Retrieves student records 1.3 Checks records at CRSIS 1.4 Finalize billing and confirms request in the OADRTS portal *Awaits and checks payment	None Certified text of diploma/ English translation of diploma Fee: PhP 50/Copy	15 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.	Senior Office Aide/ Junior Office Aide OUR



	in the OADRTS portal	If to be mailed, Administrative Cost: PHP 10 Envelope: PhP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: PhP 10 For payment made through MAYA-QRPH		
	1.5 Logs application and payment/ checks payment status in the OADRTS portal	Certification/ Translation Fee: PHP	15 Minutes Note: For payment through banks or online	<i>Senior Office Aide/ Junior Office Aide</i> OUR



	1.6 Forwards all documents to OTR person-in-charge	50/Copy If to be mailed, Administrative Cost: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: Php 10 For payment made through MAYA-QRPH	payment centers, the issuance of OR by the Cash Office usually takes more than 1 Day.	
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/



				<i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.8 Processes Certified Diploma Text/English Translation of Diploma 1.9 Initials the English Translation of Diploma	None	2 Days, 7 Hours	<i>Administrative Officer III</i> (for CAS, SOTECH, and UPCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.10 Signs the Certified Diploma Text/English Translation of Diploma	None		<i>University Registrar</i> OUR
	1.11 Affixes dry seal to the document/s	None		<i>Administrative Officer III</i> (for CAS, SOTECH, and UPCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
2. Receives the Certified Diploma Text/English Translation of Diploma	2. Verifies Official Receipt and ID card 2.1 Checks the completeness of document/s to be issued	None	15 Minutes	<i>Senior Office Aide/ Junior Office Aide</i> OUR



	2.2 Gives logbook to the client			
3. Signs logbook and receives the Certified Diploma Text/English Translation of Diploma *Clients who requested that the documents be sent through mail awaits delivery.	3. Issues/mails the Certified Diploma Text/English Translation of Diploma to client 3.1 Prepares envelope for mailing with complete address and contact number 3.2 Prepares document/s to be mailed and encloses in an envelope	None	15 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, and UPCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC)/ <i>Senior Office Aide/ Junior Office Aide</i> OUR
	3.3 Forwards to staff in-charge of out-going communications to be brought to courier/post office for dispatch	None	(for mailed documents usually takes another 1 Day)	<i>Junior Office Aide/ Senior Office Aide</i> OUR
	3.4 Logs and dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following	None	Variable	



	Day after it was tagged "mailed".			
	3.5 Encodes tracking number on the OADRTS portal	None	5 Minutes	<i>Senior Office Aide</i> OUR
		PHP 50/copy If to be mailed , Administrative Cost: PHP10 Envelope: PHP 10 TOTAL actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	3 Days, 20 mins.	



18. Issuance of CRSIS Login Credentials

UPV students are required to have login credentials in accessing the CRSIS while enrolled in the university.

Office or Division	Computerized Registration and Student Information System Office			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Students			
Checklist of Requirements		Where to Secure		
Document 1. Email containing request sent from client's email indicated in their CRS account		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends E-mail request containing student number and full name to crs.upvisayas@up.edu.ph using the email address indicated in the student's CRS account	1. Retrieves and checks student's records	None	1 Minute	<i>Information Systems Analyst II</i> CRSIS
	1.1. Checks and verifies student information	None	1 Minute	
	1.2. Generates login credential	None	2 Minutes	
2. Receives login credentials	2. Emails login credentials	None	1 Minute	<i>Information Systems Analyst II</i> CRSIS
TOTAL		None	5 Minutes	



19. Issuance of Diploma

Diploma is a document granted by the Board of Regents after confirming the degree of the UPV graduate. It is available at least one (1) year after the Commencement Exercises of every academic year. This document is issued only once.

Office or Division	1. Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates	
Checklist of Requirements		Where to Secure
Document 1. Duly accomplished academic document request form or letter (Original/Fax/ Scanned/Photocopy).		Downloadable at CRSIS website (crs.upv.edu.ph)
Document 2. Accomplished clearance (1 original) If the student has been issued with OTR, clearance is no longer required since it is already with the OUR file.		Refer to the Issuance of Manual or Paperless Clearance Service Specification.
Document 3. Duly accomplished waiver form for mailed diploma		The Waiver for Mailed Diploma Form is downloadable at CRSIS website (crs.upv.edu.ph)
Document 4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV graduate (1 original) upon requesting and claiming		Requestor
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		Person being represented
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		Person being represented
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished academic document request form via OADRTS, valid ID, and other required documents Through OADRTS: https://crs.upv.edu.ph/documentrequest/ Email to: our.upvisayas@up.edu.ph u.ph Mail to: Office of the University Registrar, UP Visayas 5023 Miagao, Iloilo	1. Receives the accomplished academic document request via OADRTS, valid ID other required documents 1.1 Checks completeness of required documents and the entries in the academic document request form 1.2 Retrieves and checks records 1.3 Sends waiver form if diploma is to be mailed 1.4 Bills the client for the mailing of the diploma	None	2 Hours	<i>Senior Office Aide / Junior Office Aide</i> OUR
2. Receives billing and pays corresponding fee to the Cash Office View: Payment Options and Instructions	2. Receives proof of payment with itemized billing and issues Official Receipt	Mailing Fee: (actual cost depending on the address)	30 Minutes Note: It usually takes more than 1 Day for the Cash Office to issue	<i>Administrative Officer V</i> Cash Office, UPV Miagao / <i>Administrative Officer III</i> Cash Office, UPV Iloilo City



	*Awaits and checks payment	Envelope: PHP 10 Administrative Cost: PHP 10 Convenience Fee: PHP 10.00 For payment made through MAYA-QRPH	an official receipt for payments through banks or online payment centers.	
3. Submits Official Receipt to OUR	3. Prepares diploma 3.1 Retrieves records and original diploma of student 3.2 Affixes notarial seal and dry seal the diploma 3.3 Photocopies diploma for OUR file	None	1 Hour	<i>Senior Office Aide/ Junior Office Aide OUR</i>



4. Signs logbooks and/or receives diploma *Client who requested that the diploma be sent through mail requires waiver form for mailed diploma	4. Issues original diploma to client	None	30 Minutes	Senior Office Aide/ Junior Office Aide OUR
	For diploma to be mailed: 4.1 Prepares a brown envelope for mailing with a complete address and contact number. 4.2 Encloses diploma in brown envelope 4.3 Logs and dispatches documents for mailing	None	5 Minutes	
TOTAL		Administrative Cost: PHP 10 Envelope : PHP 10 actual mailing cost Convenience	4 Hours, 5 Minutes	



	Fee: PHP 10 For payme nt made throug h MAYA- QRPH		



20. Issuance of Letter of No Objection (LONO)

The Letter of No Objection is a document informing the last school attended by the student prior to UPV that the University interposes no objection to his/her intention to secure Official transcript of Records from them. LONO is issued only for the following purposes:

1. For board examination
2. For Certification, Authentication and Verification (DepEd, DFA) of degree from the last school attended prior to UPV.
3. For employment purposes

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

Office or Division	1. Office of the University Registrar 2. Cash Office	
Classification	Simple	
Type of Transaction	G2C - Government to Client	
Who may avail	UPV Graduates/UPV Former Students/UPV Active students	
Checklist of Requirements		Where to Secure
Document 1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal		Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest
Document 2. Accomplished clearance (1 original). For active students: Cleared of all accountabilities.		Refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS account for accountability.
Document 3. Letter request for the LONO indicating the purpose of acquiring the academic records from school attended immediately prior to UPV		Requestor
Document 4. Any valid Government/Private Company-issued ID/passport, bearing photo and signature		Requestor



of UPV graduate (1 original) upon requesting and claiming				
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:		
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		Person being represented		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		Person being represented		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt	1. Receives the accomplished online academic document request valid ID, letter request for LONO (for UR approval and other required documents) 1.1 Checks completeness of required documents and the entries in the online academic	None	15 Minutes	Senior Office Aide/ Junior Office Aide OUR



View: Payment Options and Instructions	document request 1.2 Retrieves student records 1.3 Checks records at CRSIS and verifies student's status			
	1.4 Acts on the letter request for LONO	None	Variable	<i>University Registrar</i> OUR
	1.5 If request is approved, finalize billing and confirms request in the OADRTS portal *Awaits and checks payment in the OADRTS portal	Letter of No Objection Fee: PhP 50/Copy If to be mailed, Administrative Cost: PHP 10 Envelope: PhP 10 Mailing Fee: (Actual mailing cost depend	5 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR



		ding on destina tion) Conve nience Fee: PhP 10 For payme nt made throug h MAYA- QRPH		
	1.6 Logs application and payment/ checks payment status in the OADRTS portal 1.7 Forwards all documents to OTR person- in-charge	None	15 Minutes Note: For payment through banks or online payment centers, the issuance of OR by the Cash Office usually takes more than 1 Day	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.8 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR



	1.9 Processes LONO 1.10 Prepares and prints LONO 1.11 Initials the LONO	None	1 Day, 3 Hours and 40 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, and UPCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, & UPVTC) OUR
	1.12 Signs the LONO	None	1 Day	<i>University Registrar</i> OUR
	1.13 Affixes dry seal to the document/s	None	30 Minutes	<i>Senior Office Aide/ Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.14 Tags finish OTR request(s) on OADRTS portal	None	1 Hour	
	1.15 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing	None	15 Minutes	
	1.16 Logs final finish of all documents for walk-in clients	None	15 Minutes	
2. Signs logbook and receives requested LONO document *Client who requested that the documents be sent	2. Issues the LONO	None	15 Minutes	<i>Senior Office Aide/ Junior Office Aide</i> OUR



through mail awaits delivery.				
	2.1 Verifies Official Receipt/ID card of the requestor/ representative	None	15 Minutes	
	2.2 Retrieves requested document from the file 2.3 Checks the completeness of document/s to be issued 2.4 Gives logbook to the client	None	15 Minutes	
	For LONO to be mailed: 2.5 Encloses LONO in an envelope with complete address and contact number of the requestor	None	(for mailed documents usually takes another 1 Day)	
	2.6 Staff in-charge of out-going communications logs and dispatches documents for mailing Note: For mailed documents, the courier	None	Variable	<i>Administrative Officer III</i> (for CAS, SOTECH, and UPCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR <i>Junior Office Aide/</i> <i>Senior Office Aide</i> OUR



	picks up the document the following Day after it was tagged "mailed"			
	2.7 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
TOTAL		PHP 50/copy If to be mailed , Administrative Cost: PHP 10 Envelope: PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through	3 Days, 7 Hours, 20 Minutes	



	MAYA- QRPH		



21. Issuance of Official Transcript of Records (OTR)

Student records are confidential, and information is released only at the request of the student or appropriate institutions with duly signed consent form of the student. Clearance is required for the issuance of OTR. Issuance of a copy of a student's permanent academic record is for purposes of employment, enrolment, scholarship, and others. Active students with no accountability may be issued with an OTR subject to the approval of the University Registrar except for purposes of enrollment to other schools. A request for OTR is considered first time if the student has not been issued an OTR after last enrolment in UPV. A request for OTR is considered succeeding if the student has been issued an OTR after last enrolment in UPV.

Student Classification	Processing Days (Excluding courier transit time)
With student no. 2006 to present	3-11 working Days
With student no. 2005 and below, transfer students and graduate students	6-16 working Days

Each OUR staff can only process a maximum of thirty (30) academic documents (i.e. English translation of diploma, certifications, OTRs, authenticated documents, etc.) per Day, provided that the payment for the said document (s) is already encoded in the Online Academic Document Request Tracking System (OADRTS) Portal and the office receives the copy of the official receipt (OR).

***Waiver of Charges and Fees under RA 11261**

First Time Jobseekers Act

Republic Act (RA) 11261, or the 'First Time Jobseekers Assistance Act', was signed into law on 10 April 2019, with the objective of ensuring and improving the accessibility of government services and employment to first time jobseekers. Through this law, government fees and charges, including those collected by State Universities/Colleges (SUCs), shall be waived if the documents requested are required in the employment application of first time job seekers.

In compliance with RA 11261, the Office of the University (OUR) is implementing this law subject to the following guidelines:

Scope

With consideration to the specific stakeholder groups of the University, the scope of its implementation is defined and operationalized as follows:

1. First Time Job Seekers shall include the following:
 - a. UP Graduates (pre-baccalaureate diploma, undergraduate, basic education);



- b. UP Students who have not yet completed (“working students”) or on leave of absence (LOA) from their programs who intend to work;
 - c. Other individuals whose first job/employment shall be at the University.
2. Waiver of Fees and Charges. Services for which fees and charges shall be waived include:
- a. Transcript of Records (TOR)
 - b. Certified of Graduation (COG)
 - c. Diploma

Note: Fees and charges shall be waived only ONCE and for only ONE (1) COPY of each document. Subsequent requests and/or additional copy/ies shall be charged with appropriate fees.

Proof of Eligibility

The barangay where the first-time jobseeker is a resident of has the primary responsibility of ascertaining the eligibility of the individual. The requirement to process the request is a Barangay Certification.

A barangay Certification, signed by the Punong Barangay of his authorized officer, shall only be issued to an individual if he or she is a:

- a. Filipino
- b. First time jobseeker
- c. Actively looking for employment
- d. Resident of the barangay issuing the certification for at least six (6) months

The validity of benefits under this law is one (1) year from the issuance date of the Barangay Certification.

A. With student No. 2006 to present

Office or Division	Office of the University Registrar		
Classification	Highly Technical; Complex; Simple		
Type of Transaction	G2C - Government to Client		
Who may avail	UPV Graduates/UPV Former Students/UPV Active students		
Checklist of Requirements		Where to Secure	
Document 1. Valid Government/Private Company-issued ID/passport, bearing photo and signature		Requestor	
Document 2. Accomplished online Academic Document Request through the OADRTS Portal		OADRTS Portal: https://crs.upv.edu.ph/documentrequest	



For first request (per degree program): Document 4. Accomplished/CRSIS generated clearance (1 original) For succeeding request: Clearance is no longer required For active student: Cleared of all accountability		Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability		
Document 5. Passport size ID picture with white background and with collared shirt for Board Examination Purposes		Requestor		
Document 6. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261)		Barangay where the applicant resides		
Document 7. Letter of No Objection issued by the school attended/registered immediately after UPV		Office of the Registrar of the school attended/registered immediately after UPV		
Document 8. Duly signed consent form, if necessary		Downloadable at https://crs.upv.edu.ph		
Additional requirements to request and to claim by REPRESENTATIVE:		By Representative:		
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)		Requestor/authorized representative		
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV student (1 photocopy/ scanned copy)		Requestor/authorized representative		
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Requestor/authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplished online academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives/prints academic document request form and other required documents 1.1 Checks completeness of the requirements and entries in the academic document request form 1.2 Retrieves student records 1.3 Checks records at CRSIS 1.4 Finalizes billing and confirms request in the OADRTS portal *Awaits payment and checks payment in the OADRTS portal	Transcript Fee: PHP 50/page or RA11261 If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination) Convenience Fee: PHP 10 For payment made through	15 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue the official receipt for payments through banks or online payment centers.	Senior Office Aide/ Junior Office Aide OUR



		MAYA-QRPH		
	1.5 Logs application and payment/ checks payment status in the OADRTS portal 1.6 Forwards all documents to OTR person-in-charge	None	15 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	Administrative Officer III (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.8 Processes requests of OTR 1.9 Edits and finalizes student's records in CRSIS 1.10 Generates and prints OTR template 1.11 Signs prepared OTR template	None	Half (1/2) -1 working Day (1-5 OTRs) Three (3) working Days (6-15 OTRs) Five (5) working Days (16-25 OTRs) Eight (8) working Days (exceeding 25 OTRs)	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR



	1.12 Conducts final checking and signs OTR templates	None	Note: Above cited number of working Days maybe extended only once for the same number of Days pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032	<i>Administrative Officer V</i> (For CAS)/ <i>Administrative Officer III</i> (For CM & UPCC Students)/ <i>Student Records Evaluator I</i> (For CFOS & SOTECH) OUR
	1.13 Photocopy OTR template(s) on security paper and collates OTR(s). Returns OTR(s) to person-in-charge	None		<i>Senior Office Aide/ School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.14 Affixes initial on OTR(s)	None		<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.15 Signs the OTR(s)	None	1 Day	<i>University Registrar</i> OUR
	1.16 Affixes dry seal to the document/s	None	2 Minutes	<i>Senior Office Aide/</i> <i>Administrative Officer III</i>
	1.17 Tags finish OTR request(s)	None	1 minute	



	on OADRTS portal			(for CAS, SOTECH, UPVCC)/
	1.18 Consolidates and updates OADRTS portal, tags final finish of all documents for release/mailing	None	2 Minutes	<i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.19 Logs final finish of all documents for walk-in clients	None	2 Minutes	
	1.20 Logs finish all documents requested through walk-in and files student folder for pick up	None	5 Minutes	<i>Senior Office Aide/ Junior Office Aide</i> OUR
2. Signs the logbook for releasing and claims the OTR *Client who requested that the documents be sent through mail awaits delivery	2. Issues the OTR 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Signs the document for issuance 2.4 Indicates date of issuance in the request form	None	25 Minutes	(walk-in) <i>Senior Office Aide/ Junior Office Aide</i> OUR



	For documents to be emailed: 2.5 Scans document for email	None	5 Minutes	<i>Senior Office Aide/</i> <i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC)
	2.6 Email documents 2.7 Prints proof of email	None	2 Minutes	
	For documents to be mailed: 2.8 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope	None	5 Minutes	<i>Senior Office Aide/</i> <i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	2.9 Logs and indicates date of mailing of the request on the student records	None	5 Minutes	
	2.10 Dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".	None	Variable	<i>Junior Office Aide/</i> <i>Senior Office Aide</i> OUR



	2.11 Encodes tracking number on the OADRTS portal	None	5 Minutes	Senior Office Aide OUR
		PHP 50/page or RA 11261 * If to be mailed , Administrative Cost: PHP 10		
	TOTAL	Envelope: PHP 10 Actual mailing cost Convenience Fee: Php 10 For payment made through MAYA-QRPH	2 Days, 1 Hour, 44 Minutes - 10 Days, (courier transit time is not included)	

B. With student No. 2005 and below, transfer students and graduate students



Office or Division	Office of the University Registrar
Classification	Highly Technical; Complex; Simple
Type of Transaction	G2C - Government to Client
Who may avail	UPV Graduates/UPV Former Students/UPV Active students
Checklist of Requirements	Where to Secure
Document 1. Valid Government/Private Company-issued ID/passport, bearing photo and signature	Requestor
Document 2. Accomplished online Academic Document Request through the OADRTS Portal	OADRTS Portal: https://crs.upv.edu.ph/documentrequest
For first request: Document 3. Accomplished manual clearance/CRSIS generated clearance (1 original) For succeeding request: Clearance is no longer required For active student: Cleared of all accountability	Please refer to the Issuance of Manual or Paperless Clearance Service Specification or check CRSIS accountability
Document 4. Passport size ID picture with white background and with collared shirt for Board Examination Purposes	Requestor
Document 5. Barangay Certificate issued by the Punong Barangay for first time job seekers (RA 11261)	Barangay where the applicant resides
Document 6. Letter of No Objection issued by the school attended/registered immediately after UPV	Office of the Registrar of the school attended/registered immediately after UPV
Document 7. Duly signed consent form, if necessary	Downloadable at https://crs.upv.edu.ph
Additional requirements to request and to claim by REPRESENTATIVE:	By Representative:
a. Duly signed authorization letter executed by the UPV student (1 original or photocopy/scanned copy)	Requestor/authorized representative
b. Photocopy of any valid Government/Private Company-issued ID/passport, bearing photo and signature of UPV	Requestor/authorized representative



student (1 photocopy/ scanned copy)				
c. Any valid Government/Private Company-issued ID/passport, bearing photo and signature of the representative (1 original)		Requestor/authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished academic document request through the Online Academic Document Request Tracking System (OADRTS) Portal: https://crs.upv.edu.ph/documentrequest Checks final billing at the OADRTS Portal Pays corresponding fee to the Cash Office and receives Official Receipt View: Payment Options and Instructions	1. Receives/ prints academic document request form and other required documents 1.1 Checks completeness of the requirements and entries in the academic document request form 1.2 Retrieves student records 1.3 Checks records at CRSIS 1.4 Finalizes billing and confirms request in the OADRTS portal *Awaits payment and checks payment in the OADRTS portal	Transcript Fee: PHP 50/page or RA11261 If to be mailed, Administrative Cost: PHP 10 Envelope: PHP 10 Mailing Fee: (Actual mailing cost depending on destination)	15 Minutes Variable Note: It usually takes more than 1 Day for the Cash Office to issue an official receipt for payments through banks or online payment centers.	Senior Office Aide/ Junior Office Aide OUR



		Convenience Fee: PHP 10 For payment made through MAYA-QRPH		
	1.5 Logs application and payment/ checks payment status in the OADRTS portal 1.6 Forwards all documents to OTR person-in-charge	None	15 Minutes	<i>Senior Office Aide/ Junior Office Aide OUR</i>
	1.7 Receives and verifies completeness of all required documents and necessary data	None	15 Minutes	<i>Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC) OUR</i>
	1.8 Processes requests of OTR 1.9 Checks entrance credentials	None	Three (3) working Days (1-5 OTR's) Seven (7) working Days (5-10 OTR's)	<i>Administrative Officer III (for CAS, SOTECH, UPVCC)/ School Credits Evaluator (for CM, CFOS, and UPVTC)</i>



	1.10 Manually encodes the OTR template		Ten (10)) working Days (11-15 OTR's)	OUR
	1.11 Conducts initial checking of draft OTR template		Twelve (12) working Days (exceeding 15 OTR's)	
	1.12 Verify grades if necessary	None	Note: Above cited number of working Days maybe extended only once for the same number of Days pursuant to Rule VII, Sec. 3 (b) on the IRR of RA 11032	<i>Administrative Officer V</i> (For CAS)/ <i>Administrative Officer III</i> (For CM & UPCC Students)/ <i>Student Records Evaluator I</i> (For CFOS & SOTECH) OUR
	1.13 Conducts final checking and signs OTR template			
	1.14 Photocopy OTR template(s) on security paper and collates OTR(s). Returns OTR(s) to person-in-charge	None		<i>Senior Office Aide/</i> <i>Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.15 Affixes initial on OTR(s)	None		<i>Administrative Officer III</i> (for CAS, SOTEC, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.16 Signs the OTR(s)	None	1 Day	<i>University Registrar</i> OUR



	1.17 Affixes dry seal on the document/s	None	2 Minutes	<i>Administrative Officer III</i> (for CAS, SOTEC, UPVCC)/ <i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	1.18 Tags finish OTR request(s) on OADRTS portal	None	1 Minute	
	1.19 Consolidates and updates OADRTS portal, tags final finish of all documents for release/ mailing	None	2 Minutes	
	1.20 Logs final finish of all documents for walk-in client	None	2 Minutes	
	1.21 Logs OTR for pick-up and files student folder	None	5 Minutes	<i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR
2. Presents valid ID and signs the logbook for releasing and claims the OTR *Client who requested that the documents be sent through mail awaits delivery	2. Issues the OTR 2.1 Verifies Official Receipt/ID card of the requestor/ representative 2.2 Retrieves requested document from the file 2.3 Signs the document for issuance 2.4 Indicates date of issuance in the request form	None	25 Minutes	(walk-in) <i>Senior Office Aide/</i> <i>Junior Office Aide</i> OUR



	For documents to be emailed: 2.5 Scans document for email	None	5 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/
	2.6 Email documents 2.7 Prints proof of email	None None	2 Minutes	<i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	For documents to be mailed: 2.8 Prepares envelope for mailing with complete address and contact number and encloses OTR in the envelope	None	5 Minutes	<i>Administrative Officer III</i> (for CAS, SOTECH, UPVCC)/
	2.9 Logs and indicates date of mailing of the request on the student records	None	5 Minutes	<i>School Credits Evaluator</i> (for CM, CFOS, and UPVTC) OUR
	2.10 Dispatches documents for mailing Note: For mailed documents, the courier picks up the document the following Day after it was tagged "mailed".	None	Variable	<i>Junior Office Aide/</i> <i>Senior Office Aide</i> OUR
	2.11 Encodes tracking number	None	5 Minutes	<i>Senior Office Aide</i> OUR



	on the OADRTS portal			
		PHP 50/page or RA 11261 * If to be mailed , Administrative Cost: PhP 10 Envelope: PhP 10 Actual mailing cost Convenience Fee: PhP 10 For payment made through MAYA-QRPH	4 Days, 1 Hour, 44 Minutes - 13 Days (courier transit time is not included) Note: Peak months is on June - October when voluminous requests for OTRs are received	
	TOTAL			



22. Issuance of Re-Assessment Slip

Re-assessment of fees is a required document as an attachment to a student's request for refund, which is being processed by the Accounting & Cash Offices. The re-assessment slip shows whether the student can avail refund of fees or adjustment of matriculation.

Office or Division	1. Office of Student Affairs 2. Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Officially Enrolled			
Checklist of Requirements		Where to Secure		
Document 1. Form 5 (2 photocopies)		Applicant/ Active Student		
Document 2. Official Receipt (1 original & 1 photocopy)		Cash Offices, UPV Iloilo City and Miagao campuses		
Document 3. Certification of Socialized Tuition (ST) bracket assignment/ Certificate from Scholarship donor (1 original & 1 photocopy)		Office of the Student Affairs/ Scholarship donor		
Document 4. Accomplished application form for refund as a basis for the issuance of re-assessment slip (1 original)		1. Application for Refund forms are available at the Office of the University Registrar and is downloadable at: https://crs.upv.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for re-assessment of fees Email to: our.upvisayas@up.edu.ph	1. Receives and assesses the completeness and correctness of the submitted requirements	None	1 Day	Senior Office Aide/ Junior Office Aide OUR



Mail to: Office of the University Registrar, UP Visayas 5023 Miagao,				
	1.1 Computes and prepares the Assessment Slip	None		<i>Administrative Aide IV OUR</i>
2. Receives re- assessm ent slip to the student	2. Issues re- assessment slip to the student	None	10 Minutes	<i>Senior Office Aide/ Junior Office Aide OUR</i>
TOTAL		None	1 Day, 10 Minutes	



23. Issuance of Student RFID

This service may be availed by currently enrolled students (graduate and undergraduate). RFID applications are processed by batch. A specific schedule will be allotted for students to apply for RFID. All received applications will then be processed simultaneously.

Office or Division	1. Office of the University Registrar (OUR) 2. Office of the College Secretary (OCS)/Graduate School Office (GSO)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All Currently Enrolled Students (Graduate and Undergraduate)			
Checklist of Requirements		Where to Secure		
Document 1. Accomplished application form		CRSIS Office Google form (https://bit.ly/UPRFID)		
Document 2. 1 2x2 picture bearing the requestor's student number and name		Requestor		
First time RFID request				
Document 3. Current Form 5 where P130.00 ID fee payment is reflected		Office of the College Secretary/ Graduate School Office		
Succeeding RFID request				
Document 4. Official Receipt (OR) for ID fee payment: P130.00		Cash Office		
Document 5. Affidavit of Loss or any supporting document to justify the request of new UP RFID		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens the Google form (https://bit.ly/UPRFID) and uploads an electronic copy of the Official Receipt and Affidavit of Loss (if applicable)	1. Retrieves/ Downloads and checks each student's records and required attachments	None	5 Minutes	<i>Information Systems Analyst II</i> OUR
2. Fills-out online the RFID application form	2. Checks the filled-out UP RFID application	None	5 Minutes	<i>Information Systems Analyst II</i> OUR



	form and verifies information			
3. Uploads picture on UP RFID application form and submits	3. Downloads individual picture	None	5 Minutes	<i>Information Systems Analyst II</i> OUR
	3.1 Edits individual picture	None	25 Minutes	
	3.2 Inputs information of each student in the UP RFID template	None	Minutes	
	3.3 Compiles all pictures and corresponding information then forwards to Maya for printing	None	30 Minutes	
	3.4 Process and sends the printed UP RFIDs to OUR	None	Variable Note: MAYA has an observed minimum turnaround of 22 Days	MAYA Outside Agency
	3.5 Receives then verify correctness and condition of the UP RFIDs, then sort per college.	None	1 Day	<i>Administrative Aide VI</i> OUR



	3.6 Prepares transmittal slip	None	10 Minutes	
	3.7 Forwards printed UP RFIDs to respective colleges.	None	1 Day	
4. Checks the status of RFID Application (https://bit.ly/UPRFID_Status)	4. Update the status of RFID Application (https://bit.ly/UPRFID_Status)	None	2 Minutes	<i>Information Systems Analyst II</i> OUR
5. Receives UP RFID at the designated claiming area (Office of the College Secretary or Graduate School Office).	5. Issues UP RFID	None	2 Minutes	Staff OCS/GSO
TOTAL		None	24 Days, 1 Hour, 29 Minutes	



24. Process-Required Data Request with Accompanying Forms/Templates

Inquiries on UPV academic information/statistical academic data that requires processing e.g. CHED HEMIS, PRC data from government and non-government institutions/units.

Office or Division	1. Computerized Registration and Student Information System Office 2. Office of the University Registrar			
Classification	Highly technical			
Type of Transaction	G2G – Government to Citizen			
Who may avail	Government and non-government agencies			
Checklist of Requirements		Where to Secure		
Document 1. Letter/email of request with requesting agency seal and unit head signature		Requestor		
Document form/template		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request through email with the attached signed letter and template	1. Receives and validate request then forwards to the University Registrar for approval	None	5 Minutes	Staff OUR <i>Information Systems Analyst II</i> CRSIS
	1.1 Acts on request	None	10 Minutes	<i>University Registrar</i> OUR
	1.2 Processes data. Calls and disseminates to offices the other template/s where some information will come from	None	4 Hours	Staff OUR <i>Information Systems Analyst II</i> CRSIS
	1.3 Consolidates data from other	None	18 Days	



	offices and fills out templates			
	1.4 Records in the logbook the accomplished template details	None	2 Minutes	
2. Receives the data requested	2. Sends through courier or email the filled-out template and informs the client	None	10 Minutes	Staff OUR <i>Information Systems Analyst II</i> CRSIS
TOTAL		None	18 Days, 4 Hours, 27 Minutes	



25. Request for Academic Information and Relevant Information

This pertains to any inquiry regarding UPV academic information such as academic calendar, enrollment and graduation counts.

Office or Division	Computerized Registration and Student Information System Office Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2G – Government to Citizen			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Call / Email request to the concerned office		CRSIS (Email: crs.upvisayas@up.edu.ph , Local 190); OUR (Email: our.upvisayas@up.edu.ph , Telephone: (033) 315-9631 / 315-9632 and Local 191-192		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls / Sends request through email For enrollment and other CRSIS-related information, contact CRSIS. For graduation and other academic information, contact OUR.	1. Answers call / opens email then checks and verifies request	None	5 Minutes	Staff OUR <i>Information Systems Analyst II</i> CRSIS
	1.1 Gets client's basic information; needed information / data	None	10 Minutes	
	1.2 Evaluates request in consideration of the guidelines in Data Privacy Act	None	5 Minutes	
2. Receives the requested information	2. Provides information if available; otherwise, refers client to other sources/units	None	5 Minutes	Staff OUR <i>Information Systems Analyst II</i> CRSIS
TOTAL		None	25 Minutes	



26. Request for Change of Name

All active students whose (1) civil status has been changed or (2) errors in the birth certificate and other cases have been corrected/resolved can request a change of name.

Office or Division	Office of the University Registrar College/School Graduate School Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All active students			
Checklist of Requirements		Where to Secure		
Document 1. Active student during the time of request and as of the effectivity of the change in civil status, or correction in the birth certificate entry has been resolved and finalized		1. Staff-in-charge of records at the Office of the University Registrar		
Document 2. Letter request addressed to the University Registrar, thru channels		2. Requestor		
Document 3. Original Copy of PSA-certified marriage certificate or the finality of annulment of marriage (for change in civil status)		3 & 4. Authorized issuing agency		
Document 4. Copy of PSA-annotated birth certificate (for corrected errors in birth certificate and other cases)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the University Registrar through the respective college/school dean/college secretary, with attached supporting documents	1. Receives and logs in the letter request	None	Variable	Staff College/School
	1.2 Checks the validity of the endorsed letter request and documents submitted for evaluation and	None	1 Hour	Administrative Officer III (Records Officer II) Administrative Officer V



	preparation of documents to be signed by the University Registrar			(Records Officer III)/ Student Records Evaluator I OUR
	1.3 Acts on the request	None	15 Minutes	University Registrar OUR
	1.4 Updates the student's records	None	15 Minutes	Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
2. Receives response letter	2. Sends/emails response letter to the student through the OCS, copy furnish the students and other concerned offices (i.e. College/School, Graduate School Office, Infirmary, Library)	None	30 Minutes	Administrative Officer III (Records Officer II) Administrative Officer V (Records Officer III)/ Student Records Evaluator I OUR
TOTAL		None	2 Hours	



27. Student Records Verification

Student records verification is a formal process used to authenticate and validate the academic credentials of an individual. This ensures that the provided documents are legitimate and issued by the Office of the University Registrar. This process is typically requested by **third-party agencies** or **employers** who need to verify the academic qualifications of an individual before offering employment, scholarships, or other professional opportunities.

Office or Division	1. Office of the University Registrar 2. Cash Office			
Classification	Simple			
Type of Transaction	GTB – Government to Business Entity; G2G – Government to Government			
Who may avail	Verifying agencies (private/public/academic organizations)			
Checklist of Requirements		Where to Secure		
Document 1. Formal verification request		Verifying agency/ies		
Signed consent/authorization of the subject whose records are being verified (1 original/ photocopy/ scanned)		Student/subject being verified		
Valid I.D. of the authorized representative (1 original, 1 photocopy)		Authorized representative of the verifying agency/ies		
Proof of payment (1 original/ photocopy/ scanned)		Official Receipt issued by the Cash Office upon payment/validated copy of the deposit slip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends formal verification request along with the signed consent/authorization of the subject whose records are being verified Email to: our.upvisayas@up.edu.ph Mail to:	1. Checks and verifies requests and student's records 1.1 Bills and sends detailed payment instructions thru email	None	30 Minutes	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR



Office of the University Registrar UP Visayas 5023 Miagao, Iloilo				
2. Receives billing and sends payment View: Payment Options and Instructions	2. Receives proof of payment and issues Official Receipt *Awaits payment	For local requests: PHP 100 For international requests: USD 30 Convenience Fee: PHP 10 For payment made through MAYA-QRPH	Variable Note: The Cash Office usually takes more than 1 Day to issue an official receipt for payments through banks or online payment	Administrative Officer V Cash Office - Miagao/ <i>Administrative Officer III</i> Cash Office - Iloilo City/
3. Submits Official Receipt to OUR	3. Processes the request 3.1 Prepares the verification result by providing the necessary academic information	None	45 Minutes	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i>



	about the subject being verified. This may either be in a letter form or by filling up the prescribed verification form provided by the verifier			OUR
	3.2 Signs the verification result	None	15 Minutes	<i>University Registrar</i> OUR
4. Receives verification result	4. Sends verification result through mail/courier or email	None	15 Minutes	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR
TOTAL		Local request: PHP 100 International request: USD 30 Convenience Fee: PHP 10	1 Hour, 45 Minutes	



	for payme nt made throug h MAYA- QRPH		



INTERNAL SERVICE

1. Confirmation of the List of Honorific Scholars

The list of honorific scholars recommended by the college needs to be confirmed by the University Registrar.

Office or Division	1. Office of the University Registrar College Secretary			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
Checklist of Requirements		Where to Secure		
1. Signed cover letter 2. List of Honorific Scholars recommended by the College with student number, student name, course, and GWA		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of recommended honorific scholars for confirmation	1. Receives and logs documents and forwards to the designated staff.	None	15 Minutes	<i>Administrative Aide III/Senior Office Aide</i> OUR
	1.1 Checks, evaluates and verifies each honorific scholar as recommended by the college. 1.2 Prepares the list of confirmed	None	5 Days	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR



	honorific scholars. 1.3 Prepares cover letter			
	1.4 Signs the cover letter	None		<i>University Registrar</i> OUR
2. Receives confirmed list of honorific scholars	2. Forwards to respective college secretary	None	30 Minutes	<i>Administrative Aide III/Senior Office Aide</i> OUR
TOTAL		None	3 Days, 45 Minutes	



2.Evaluation of the List of Graduating Students

The Office of the University Registrar (OUR) personnel checks, evaluates, and verifies the academic records of the individual graduating student upon receipt of the list from the college/school secretaries. This process is to ensure check and balance between OUR and college/school secretaries.

Office or Division	1. Office of the University Registrar College Secretary			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government; G2C - Government to Citizen			
Who may avail	Office of the College Secretary of CAS, CFOS, CM, SOTECH, and UPVTC			
Checklist of Requirements		Where to Secure		
Document 1. List of Graduating students with student number, student name and course with attached application for graduation.		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the list of graduating students with attached application for graduation	1. Receives and logs documents and forwards to the designated staff	None	15 Minutes	<i>Administrative Aide III/ Senior Office Aide</i> OUR
	1.1 Checks, evaluates and verifies students records 1.2 Prepares the list of deficiencies 1.3 Prepares cover letter	None	19 Days	<i>Administrative Officer III (Records Officer II)</i> <i>Administrative Officer V (Records Officer III)/</i> <i>Student Records Evaluator I</i> OUR



	1.4 Signs the cover letter	None		<i>University Registrar</i> OUR
2. Receives list of deficiencies of graduating students.	2. Forwards the list of deficiencies of graduating students to respective college secretary	None	4 Hours	<i>Administrative Aide III/ Senior Office Aide</i> OUR
TOTAL		None	19 Days, 4 Hours, 15 Minutes	



3. Issuance of Certificate of Attendance or Certified True Copy of Summary of Attendance to the University Council, Executive Council, Chancellor's Advisory Council, Curriculum Committee, Committee on Student's Admission, Progress, and Graduation Meetings, and Commencement Exercises

The Certificate of Attendance or Certified True Copy of Summary of Attendance is issued to affirm the attendance of faculty member/s to the above meetings/activity for whatever purpose.

Office or Division	Office of the University Registrar			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UC, EC, CAC, CC, CSAPG members; For Commencement Exercises: All faculty members			
Checklist of Requirements		Where to Secure		
For the Certificate of Attendance:				
Document 1. Written request/consent duly signed by the requestor addressed to the University Registrar (1 original/fax copy/electronic copy)		Requestor		
For the Summary of Attendance:				
Document 2. Written request duly signed by head of unit addressed to the University Registrar (1 original/fax copy/electronic copy)		Requestor (written request can be secured from the office of the division or department chair/institute director/dean)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written request to the Office of the University Registrar (Door 1) / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Disapproved"; writes reference number, date received and initials; records	None	15 Minutes	<i>Administrative Aide III/ Senior Office Aide</i> OUR



	request in the incoming file; then forwards request to the Secretariat for verification			
	1.1 Checks records and forwards request to the University Registrar for approval	None	10 Minutes	<i>Administrative Officer III</i> (UC, EC, & CAC)/ <i>Student Records Evaluator 1</i> (CSAPG)/ <i>School Credits Evaluator</i> (CC & Commencement) OUR
	1.2 Acts on the request	None	1 Day	<i>University Registrar</i> OUR
	1.3 If approved, prepares the certification or retrieves and photocopy the attendance summary and forwards the documents to the University Registrar for signature; otherwise, informs the requestor of the disapproval.	None	15 Minutes	<i>Administrative Officer III</i> (UC, EC, & CAC)/ <i>Student Records Evaluator 1</i> (CSAPG)/ <i>School Credits Evaluator</i> (CC & Commencement) OUR
	1.4 Signs the certification/ authenticates the copy of the	None	1 Day	<i>University Registrar</i> OUR



	summary of attendance			
	1.5 Keeps files and forwards the original certification or certified true copy of Summary of Attendance to the OUR staff-in-charge of outgoing for issuance	None	15 Minutes	<i>Administrative Officer III</i> (UC, EC, & CAC)/ <i>Student Records Evaluator 1</i> (CSAPG)/ <i>School Credits Evaluator/</i> (CC & Commencement) OUR
2. Claims the certification/ authenticated copy of Summary of Attendance at the OUR or receives the requested documents at their office	2. Records the action, document, and date in the outgoing logbook/ file; then releases the certification/ authenticated copy of Summary of Attendance to client or emails the document to the requesting unit.	None	4 Hours	<i>Administrative Aide III/</i> <i>Senior Office Aide</i> OUR
TOTAL		None	1 Days, 4 Hours, 55 Minutes	



4. Release of Excerpt or Minutes of the University Council (UC), Executive Committee (EC), Chancellor's Advisory Council (CAC), and Curriculum Committee (CC) Proceedings

The Excerpts or Minutes are issued to the requesting unit or individual personnel to affirm the action of the Committee or Council on a particular item in the agenda. These documents must have the approval of the Committee/Council prior to issuance to the requesting party.

Office or Division	1. Office of the University Registrar 2. Office of the Chancellor (for UC, CAC, & EC) or Office of the Vice Chancellor for Academic Affairs (for CC)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UPV Academic and Non-Academic personnel or units who are non-members of the committee/council			
Checklist of Requirements		Where to Secure		
Document 1. Written request duly signed stating the purpose addressed to the Chancellor (for UC, CAC, and EC) or VCAA (for CC)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written request to the Office of the University Registrar (Door 1) / emails at our.upvisayas@up.edu.ph	1. Receives request from client; stamps the document "Received" and "Approved/Dis approved"; writes reference number, date received and initials; records request in the incoming file; then forwards request to the	None	15 Minutes	<i>Administrative Aide III/</i> <i>Senior Office Aide</i> OUR



	Secretariat for verification			
	1.1 Assesses request and checks records then forwards it to the University Registrar for recommendation	None	15 Minutes	
	1.2 Endorses the request to the Chancellor (EC, CAC, UC) or VCAA (CC) as UR and Data Privacy Officer	None	1 Day	<i>Administrative Officer IV</i> (UC, EC, & CAC)/ <i>Senior Office Aide</i> (CC) OUR
	1.3 Logs out the request and forwards it to the OC/OVCAA	None	15 Minutes	
	1.4 Acts on the request	None	2 Days	<i>University Registrar</i> OUR
	1.5 Receives request from OC/OVCAA; logs and forwards it to the Secretariat.	None	15 Minutes	<i>Administrative Aide III/</i> <i>Senior Office Aide</i> OUR
	1.6 If approved, prepares the Minutes or excerpt of a particular item of the proceedings and forwards	None	2 Hours	Chancellor OC/ Vice Chancellor for Academic Affairs OVCAA <i>Administrative Aide III/</i>



	the document to the University Registrar for signature/revi ew; otherwise, calls the client to inform him/her of the disapproval or furnishes with the notice of action.			<i>Senior Office Aide</i> OUR <i>Administrative Officer IV</i> (UC, EC, & CAC)/ <i>School Credits Evaluator</i> (CC) OUR
	1.7 Signs the prepared document and forwards to staff in-charge of outgoing	None	1 Day	<i>University Registrar</i> OUR
2. Claims the Excerpt or Minutes at the OUR or receives the requested documents at their office	2. Records the action, document and date in the outgoing logbook/file; Releases/deliv ers the Minutes/ excerpt to the requesting unit.	None	4 Hours	<i>Administrative Aide III/</i> <i>Senior Office Aide</i> OUR
TOTAL		None	4 Days, 7 Hours	



PAYMENT OPTIONS AND INSTRUCTIONS

Information from the Cash Office

1 AT THE CASH OFFICE



Over-the-counter payment at the Cash Office (Miagao & Iloilo Campus)

We accept CASH and CHEQUE only. Official Receipt will be issued directly upon payment

2 LBP Link.Biz Portal



1. Go to www.landbank.com and click on Link.BizPortal / Scan the QR Code
2. Select **University of the Philippines Visayas** as merchant
3. Click on the applicable transaction type (Ex. OTR)
4. Select your preferred '**Payment Gateway Option**' and supply the other payment details
5. Key in all the requested account details, including the **One-Time Password (OTP)** and **ATM PIN**
6. View and print or download the **Payment Confirmation**

Official Receipt will be issued after 1-2 working days.

3 MAYA ACCOUNT



Scan MAYA-QRPH code using the MAYA App or any preferred-wallet or banking app. **Add P10** to the amount to be paid as convenience fee.

Example:

Document Request	Amount
OTR	200.00
Convenience Fee	10.00
Total amount to be paid	210.00



4 LANDBANK ACCOUNT



Account Name: **U.P. Visayas**
Account Number: **3052-1015-13**
Bank Name: **Land Bank of the Philippines**
(Miagao Branch)

Via over-the-counter or online fund transfer. Official Receipt will be issued after 1-2 working days.

INSTRUCTIONS AFTER PAYMENT

Please email your **successful / completed proof of payment** with “**For issuance of Official Receipt**” as subject heading to:

cash.upvisayas@up.edu.ph and oadrts.our.upvisayas@up.edu.ph

In your email, kindly include the following details:

Name:
Student Number:
Course/Program:
Sem/Trim:
Request (Breakdown):
Office: Office of the University Registrar

IMPORTANT: Attach your **Billing Statement** and **Proof of Payment**.



TEACHING AND LEARNING RESOURCE CENTER



INTERNAL SERVICE

1. Computer Use Services

TLRC offers computer use and internet access to help students in their academic requirements. Students who are officially enrolled have 30 hours free (plus 15 hours free for students doing thesis or special problem) computer use privilege per semester. Students who are doing their thesis or special problem must present a certification from their respective advisers. TLRC computers are connected to the internet and printer and operate using Windows operating systems applications.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID		n/a		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Computer Use and presents UP ID	1. Checks UP ID and assigns computer workstation number	None	1 minute	<i>Administrative Aide VI, TLRC</i>
2. Proceeds to the assigned computer workstation number	2. Encodes the Student Number or scans UP ID to record time log-in	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
3. Informs the staff to end session	3. Verifies the computer workstation number and UP ID	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
	3.1. Clicks “End Session” or scans UP ID to record time log-out	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
4. Retrieves UP ID	4. Returns UP ID	None	30 seconds	<i>Administrative Aide VI, TLRC</i>
TOTAL		None	3 minutes	



2. Document Job Solutions (Lamination, Ring Binding, and Scanning) Services

Only UPV clients can avail of the lamination, ring binding, and scanning services on a first-come first-served basis.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TBAC		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests to avail of the service and presents TBAC	1. Verifies TBAC and prepares the necessary equipment	None	3 minutes	<i>Administrative Aide VI, TLRC</i>
	1.1 Performs the service/request	Please refer to TLRC Rates Matrix-Table C	10 minutes	<i>Administrative Aide VI, TLRC</i>
	1.2. Records transaction in the TBAC	None	5 minutes	<i>Administrative Aide VI, TLRC</i>
2. Claims the service output and TBAC	2. Releases the service output and TBAC	None	2 min	<i>Administrative Aide VI, TLRC</i>
TOTAL		varied	20 minutes	



3. Peer Tutorial Program Services

This is designed for those who need selective learning assistance in certain skills or subject areas such as but not limited to Mathematics, Chemistry, Physics.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tutorial Registration Form (TURF) 2. Form 5 3. Latest Copy of Grades		Online form @bit.ly/TURF_TLRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers online and submits Form 5, and latest Copy of Grades	1. Checks online application, verifies documents and creates the tutorial schedule	None	5 hours	University Extension Associate I, TLRC
	1.1 informs the clients of their respective tutorial schedule	None	2 hours	University Extension Associate I, TLRC
2. Receives notification and attends the orientation on the peer tutorial program	2. Conducts the orientation on the peer tutorial program	None	1 hour	Administrative Assistant VI, TLRC
TOTAL		None	1 day	
Note: 1. Tutorial schedule will be available after the deadline for submission of requirements. 2. Tutors are required to submit the latest Copy of Grades.				



4. Printing and Photocopying Services

Only UPV clients can avail themselves of the printing and photocopying services on a first-come and first-served basis.

Office	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, and staff only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TBAC		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests to print/photocopy and presents UP ID and TBAC	1. Verifies UP ID and TBAC	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	1.1 Receives the document to print/photocopy	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	1.2 Records transaction in the TBAC	Please refer to TLRC Rates Matrix-Table A	2 minutes	<i>Administrative Aide VI, TLRC</i>
2. Claims the print/photocopy materials, UP ID, and TBAC	2. Releases the print/photocopy materials, UP ID and TBAC	None	3 minutes	<i>Administrative Aide VI, TLRC</i>
TOTAL		varied	7 minutes	



5. Request for Use of Facilities and Learning Spaces

The TLRC and MILC facilities are available for class and non-class purposes, i.e. but not limited to lectures, film showing, training, and fora. The Audio-Visual Rooms are fully furnished with multimedia equipment; the TLRC-AVR can accommodate fifty (50) persons while the MILC-AVR can accommodate one hundred (100) persons. Likewise, TLRC has additional learning spaces such as the Interactive Classroom and Multi-Purpose Hub.

Office	1. Teaching and Learning Resource Center 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, staff and non-UPV clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Use of Facilities Form (RUFF)		TLRC office or online form @ https://bit.ly/RUFF_TLRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly filled out form	1. Evaluates and verifies the request to be endorsed to the Unit Head	None	4 hours	<i>Administrative Aide VI, TLRC</i>
	1.1 Unit head approves the request and signs the request form	None	4 hours	<i>Director, TLRC</i>
	1.2 Informs the client to pay at the Cash Office, if applicable	Please refer to TLRC Rates Matrix-Table B	1 day	<i>Administrative Aide VI, TLRC</i>
2. Pays at the Cash Office	2. Collects payment and issues Official Receipt	None	“pause clock”	Cash Office Staff
3. Presents Official Receipt and RUFF	3. Records OR# in the request form and returns original OR to the client	None	4 hours	<i>Administrative Aide VI, TLRC</i>
4. Claims original OR	4. Files the RUFF for records purposes	None	4 hours	<i>Administrative Aide VI, TLRC</i>
TOTAL		varied	3 days	



6. Total Big-time Access Card (TBAC) Services

The Total Big-time Access Card serves as cashless payment to all TLRC services. The card is in three denominations: 20, 50, and 100 pesos. This card is transferable, i.e., students can share the card use if there is remaining amount. To avail of this card, the student will pay for a selected denomination (20, 50, and 100) at the Cash Office. To use the card, the student will

present it to the TLRC staff before availing a particular service. The TLRC staff will deduct the amount of a particular service provided. The balance amount will be recorded at the back of the card for monitoring. Once the amount has been used up, the student will again buy another card.

Office	1. Teaching and Learning Resource Center 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UPV students, faculty, staff, and non-UPV clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished TBAC Payment Slip		TLRC and Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly filled-out payment slip	1. Verifies and instructs client to pay at the Cash Office	None	1 minute	<i>Administrative Aide VI, TLRC</i>
2. Pays at the Cash Office	2. Receives payment and issues Official Receipt	20, 50, or 100	'pause clock'	Cash Office Staff
3. Presents Official Receipt and payment slip (onsite)	3. Verifies payment slip and Official Receipt	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	3.1. Records OR number	None	1 minute	<i>Administrative Aide VI, TLRC</i>
	3.2. Releases TBAC and OR	None	2 minutes	<i>Administrative Aide VI, TLRC</i>
4. Claims the TBAC and the Official Receipt	4. Files the payment slips	None	2 minutes	<i>Administrative Aide VI, TLRC</i>



	for records purposes			
TOTAL		varied	7 minutes	



TLRC RATES MATRIX

Table A. Printing and Photocopying (per PAGE rate)				
Ordinary Paper				Special Paper
Package A		Package B		Package C
Black Printing		Multi-Colored		Multi-Colored
Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)	Large format (A3, Poster)	Standard size (A4, Short, Long)
2.00	10.00	10.00	50.00	25.00
Note: If the client provides the special paper, Package B applies.				

Table B. Use of Facilities and Learning Spaces (per HOUR rate)						
	Venue			Equipment		
MILC-AVR	MILC-IC	TLRC-AVR	TLRC-MPH	Projector	Laptop	PA system
175.00	Free	50.00	30.00	100.00	100.00	50.00

Table C. Document Job Solutions (per JOB/ PIECE rate)						
Lamination				Ring Binding		Scanning
ID size	A5 size	A4 size	A3 size	Thin bind (≤0.5" diameter)	Thick bind (>0.5" diameter)	(Up to A3 size)
10.00	15.00	30.00	50.00	20.00	40.00	2.00



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION



EXTERNAL SERVICES

1. Issuance of Permit for Passage of Delivery Trucks

The number of times of ingress/egress of delivery trucks inside the campus directly affects the traffic and exposure to untoward incidents within the campus and the wear and tear of roads.

Requestors must secure approval for passage of delivery trucks inside the campus and should abide with the conditions set forth. The application form must be submitted to the Office of the Vice Chancellor for Administration in triplicate at least five (5) days before the schedule of delivery. Payment should be made directly to the Cash Office.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2B – Government to Business G2C – Government to Client G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form		Link to Form: https://bit.ly/OVCAForm_PassageofTruck		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application form for Passage of Delivery Trucks in triplicate at least five (5) days before the schedule of the delivery	1.1 OVCA staff receives the request, reviews the application	P50.00 per truckload/entry	1 day	Administrative Officer V, Administrative Assistant II, Junior Office Aide
	1.2 The Vice Chancellor for Administration approves the request	None		Vice Chancellor for Administration
	1.3 Releasing of action through email or physical copy.	None		Administrative Officer V, Junior Office Aide
2. Claims/Receive				



s approved Application Form and pay at the Cash Office				
TOTAL		None	1 day	



2. Issuance of Permit for Entry/Access of Service Providers/Suppliers inside UPV premises

External Service providers must secure approval from the Vice Chancellor for Administration whenever their personnel needs access to their facility to conduct repair and maintenance work located within the UPV premises or bring inside the campus their equipment/tools for event set-up or work. The request should be made at least five (5) working days before the date of entry/access.

Office of the Vice Chancellor for Administration (OVCA)	Office of the Vice Chancellor for Administration (OVCA) Digital Innovation Center (DIC) Campus Development and Maintenance Office (CDMO) Auxiliary Services Office (ASO) Security Service Force (SSF)			
Classification	Complex			
Type of Transaction	G2B – Government to Business G2C – Government to Client G2G – Government to Government			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly endorsed by the Authorized representative of the Service Provider; List of personnel/technicians; valid identification cards or company ID		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for entry, access	1.1 OVCA staff receives and reviews the request and refers it to the DIC or CDMO (For Telecom Service providers) or to ASO, CDMO and SSF (For Food, Goods and Infrastructure Services providers)	None	1-3 days	<i>Administrative Officer V, Administrative Assistant II, Junior Office Aide</i>
	1.2 DIC, CDMO, ASO, SSF gives comments recommends the request to the Vice	None		<i>DIC, Director SSF Chief, CDMO Chief, ASO Head</i>



	Chancellor for Administration.			
	1.3 The Vice Chancellor for Administration reviews the request and the feedback given by DIC, CDMO, ASO and SSF and makes the final decision.	None		<i>Administrative Officer V, Junior Office Aide and Vice Chancellor for Administration</i>
	Releasing of action through email or physical copy.			<i>Junior Office Aide</i>
TOTAL		None	3 days	



INTERNAL SERVICES

1. Inclusion of additional goods and services in the Project Procurement Management Plan (PPMP)

Inclusion of additional goods and services in the Project Procurement Management Plan (PPMP)

End User/Project Leader must secure approval for inclusion of the additional goods and services in their Project Procurement Management Plan before procurement shall be undertaken. These are for emergency purchases or replacement purposes only or in case of projects funded from lump-sum appropriations such as research grants/awards.

Office or Division	1. Office of the Vice Chancellor for Administration 2. Budget Office or Accounting Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	UPV Offices/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request duly endorsed by Head of Unit 2. Approved Line-Item Budget 3. Pre-Repair Inspection with recommendation of the Inspection Committee 4. Complete Specifications of items		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV office/unit submits the request	1.1 OVCA staff reviews the request and refers it to the Budget Office or Accounting Office, depending on the funding source of the request. Budget Office (for identification of fund source i.e. MOOE) - Accounting Office (for outside funded research projects) for	None	1 day	<i>Administrative Officer V, Junior Office Aide</i>



	certification of availability of fund			
	1.2 Budget Office/Accounting Office identifies fund source and gives comments recommends the request to the Vice Chancellor for Administration.	None	2 days	<i>Budget/Accounting Office staff and Budget/Accounting Chief</i>
	1.3 The Vice Chancellor for Administration reviews the request and the feedback given by Budget Office and the Accounting office and makes the final decision.	None	1 day for Agency Action 3-4	<i>Administrative Officer V, Junior Office Aide and the Chancellor for Administration</i>
	1.4 OVCA staff releases the copy of the action and supporting document through email or physical copy.	None		<i>Administrative Officer V, Junior Office Aide</i>
TOTAL		None	4 days	



2. Issuance of appointment for composition of committees or appointment of Officers-in-Charge

An Administrative Order is being issued by the Vice Chancellor for Administration to appoint or designate the composition of committees and OICs for units under OVCA.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Offices/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV OVCA office/unit submits the request for the issuance of appointment of committee members or OIC.	1.1 OVCA staff receives the request, reviews the document, and prepares the Administrative Order (AO).	None	1 day for OIC and 2 days for committees	<i>Administrative Officer V, Administrative Assistant II, Junior Office Aide</i>
	1.2 The Vice Chancellor for Administration approves the request and signs the AO.	None	1 day for Agency Action 2-3	<i>Vice Chancellor for Administration</i>
	1.3 Releasing of document through email or physical copy.	None		<i>Administrative Officer V, Administrative Assistant II, Junior Office Aide</i>
TOTAL		None	3 days	



3. Issuance of authority to hold Petty Cash Fund (PCF)/Cash Advance (CA) for the amount below P5,000

Cash Advances granted to officers and employees to defray the petty operating expenses of their units are now being classified as Petty cash fund (PCF) in accordance with the COA Circular No. 97-002, dated 10 February 1997. The authority to hold a PCF/CA (in the form of an Administrative Order) is required before an employee holds a PCF/CA. He/she must be permanent or tenured employee of the University. The holding of PCF/Cash Advance is subject to Accounting and Auditing rules and regulations.

Office or Division	1. Office of the Vice Chancellor for Administration 2. Accounting Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	All Regular or Tenured UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request duly endorsed by the head of the unit; Approved Summary of Estimated Expenses		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits a request for authority to hold petty cash fund or cash advance.	1.1 OVCA staff refers the request to the Accounting Office for clearance and conditions. 1.2 AO reviews the recommendation of the Accounting Chief 1.3 AO Return to requestor if it requires additional supporting documents or compliance to guidelines/policies 1.4 If cleared, proceed to Step 2.1	None	2 days	<i>Administrative Officer V, Junior Office Aide</i>



	2.1 Once cleared, OVCA staff prepares the authority to hold cash advance for signature of the Vice Chancellor for Administration.	None	1 day for Agency Action 2-3	<i>Administrative Officer V, Administrative Assistant II and the Vice Chancellor for Administration</i>
	3.1 Releasing of the Administrative Order through email or physical copy.	None		<i>Administrative Officer V, Administrative Assistant II, Junior Office Aide</i>
TOTAL		None	3 days	



4. Pouch Transmittal from UPV Iloilo City Campus to UPV Miagao Campus send through shuttle

This service caters the pouches addressed to Office of the Vice Chancellor for Administration (OVCA) from UPV Iloilo City Campus to be distributed to addressees.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Offices/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
11. Sealed pouch with attached three (3) transmittal slips duly accomplished		Transmittal slip is downloadable at https://bit.ly/OVCAForm_TransmittalSlip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits pouch with attached three (3) duly accomplished transmittal slips to Liaison Office, UPV Iloilo City Campus	1.1 Messenger/Staff-in-charge receives pouch/es delivered to OVCA through shuttle.	None	2 hours	Junior Office Aide
	1.2 Messenger/Staff-in-charge checks pouch/es vis-à-vis transmittal slip according to its addressee	None		Junior Office Aide
	1.3 Messenger/Staff-in-charge delivers pouch/es to addressee	None		Junior Office Aide
	1.4 Messenger/Staff-in-charge secures and files received transmittal slip. 1.5 Messenger/Staff-in-Charge sends back acknowledgement copies of transmittal slip to sender weekly.		15 minutes	Junior Office Aide
TOTAL		None	2 hours and 15 minutes	



5. Pouch Transmittal from UPV Miagao Campus to UPV Iloilo City Campus send through shuttle

This service is provided to UPV Offices, Employees and Students who want to transmit documents or other things to UPV Iloilo City Campus as long as it is an official business send through UPV shuttle.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Offices/Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
11. Sealed pouch with attached three (3) transmittal slips duly accomplished		Transmittal slip is downloadable at https://bit.ly/OVCAForm_TransmittalSlip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits pouch with attached four (4) duly accomplished transmittal slips	1.1 Messenger/Staff-in-charge checks and receives pouch and returns one acknowledgement copy of transmittal slip to client.	None	5 minutes	Junior Office Aide
	1.2 Messenger/Staff-in-charge controls all received pouch/es for the day after cut-off time – 4:30 PM.	None	5 minutes	Junior Office Aide
	1.3 Messenger/Staff-in-charge prepares and puts all pouches received after it has controlled, in a one or more pouch/es or box/es depending on the quantity and size of pouches and labels pouch/es according to its destination – Liaison Office, UPV Iloilo City Campus.	None	5 minutes	Junior Office Aide
	1.4 Messenger/ Staff-in-charge sends pouch/es		5 minutes	Junior Office Aide



	to guard on duty at New Admin Building to be transmitted to UPV Iloilo City Campus through UPV shuttle			
TOTAL		None	20 minutes	



ACCOUNTING OFFICE



EXTERNAL SERVICES

1. GRANT OF STUDENT LOAN

Students who cannot afford to pay the full tuition and other fees may apply for loan due to financial incapacity. The student applies for a loan and pays the remaining amount based on the assessment made by their respective college. The Student loan board incharge then computes for the loanable amount and encodes the approved loan in the CRs. In case that the student cannot settle his/her outstanding accountabilities, they will not be allowed to apply for another loan or proceed with the subsequent enrollment process. In the event that the student may appeal to the Chancellor to pay at least 1,000 to be able to proceed with the enrollment process.

Office	1. Student 2. College/School 3. Accounting Office 4. Office of Student Affairs 5. Cash Office
Classification	Complex
Type of Transaction	G2C
Who may avail	UPV Students
CHECKLIST OF REQUIREMENTS	
Loan Application Form	Downloadable from crs.upv.edu.ph
Photocopy of Co-debtors ID	Supplied by UPV Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish 3 copies of loan application form, name a co-debtor (need to be notarized if not a permanent UP employee), and submit to	1. College/School Dean signs the loan application	None	Within the day	College/School Dean



College/School Dean for confirmation of enrollment				
2. Bring the approved loan application form to Accounting Office – Bookkeeping Section for loan computation	2. Student Loan Staff in Charge computes the loanable amount	None	Within the day	Bookkeeping Student Loan Staff in Charge
3. Submit the loan application form with loanable amount to OSA for approval	3. OSA Director approves the loan application of the student	None	Within the day	OSA Director
4. Return 1 copy of the approved student loan form to Accounting Office – Bookkeeping Section for encoding in the CRS	4. Student Loan Staff in Charge inputs the loan amount to the CRS for recording and keep the copy for filing	None	Within the day	Bookkeeping Student Loan Staff in Charge
5. Submit 1 copy of the student loan application form to the Cash Office for filing.	5. Collects payments of fees net of loan, issues Official Receipt and encodes payment in the CRS	Remaining payable (net of loan)	Within the day	Cashier
6. Returns to College/School	6. Presents Official Receipt as proof of payment	None		



2. Request for Financial Report

The purpose of a financial report is to clearly show how the funds provided were used and managed. It helps ensure transparency, accountability, and proper financial management of the project or program.

Office	1. Unit Concerned 2. Accounting Office 3. Cash Office 4. Office of the Chancellor 5. Office of the Vice Chancellor for Research and Extension 6. Commission on Audit	
Classification	Highly Technical	
Type of Transaction	G2G (Government to Government), G2C (Government to Citizen)	
Who may avail	Project-based Personnel, Monitoring Agency, Funding Agency	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Request for Quarterly/Semi-Annual and Financial Reports for Utilization Updates - Request Letter - Template of Reports		Client Funding Agency and/or Monitoring Agency
B. Request for Annual/Terminal Financial Reports for Return of Unexpended Balance for Externally Funded Projects - Request Letter - Justification Letter addressed to the VCRE coursed through proper channels - Template of Reports		
		Client Funding Agency and/or Monitoring Agency

A. Request for Quarterly/Semi-Annual and Financial Reports for Utilization Updates

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



1. Request Letter from Research Staff	1. Research Staff request through email or hard copy	None	Within the day	Research Staff
2. Accounting Staff receives request	2. Accounting Staff facilitates the requested reports	None	3-5 days	Accounting Office
3. Printed Copy of Financial Reports and other supporting documents	3. Accounting Staff forwards the printed copy for signature of the Chief Accountant	None	Within the day	Accounting Staff and Chief Accountant
4. Signed Financial Reports and other Supporting documents	4a. Accounting Staff prepares the receiving copy and informs the research staff for pick up of documents for routing 4b. Research Staff facilitates the routing of the documents for signature 4c. Research Staff returns 1 original copy of documents with COA stamped received to Accounting for filing	None	a. Within the day b. 7-8 days c. 7-8 days	a. Research Staff/Accounting Staff in-charge b. Research Staff/Project Leader/Cash/Chancellor/OVCRE/COA c. Research Staff and Accounting Staff in-Charge

B. Request for Annual/Terminal Financial Reports for Return of Unexpended Balance for Externally Funded Projects

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter from Research Staff	1. Research Staff request through email or hard copy	None	4 hours	Research Staff
2. Accounting Staff receives request	2. Accounting Staff facilitates the requested reports	None	3-5 days	Accounting Office
3. Printed Copy of Financial Reports and other	3. Accounting Staff forwards the printed copy for signature of the Chief Accountant	None	Within the day	Accounting Staff and Chief Accountant



supporting documents				
4. Signed Financial Reports and other Supporting documents	4a. Accounting Staff prepares the receiving copy and informs the research staff for pick up of documents for routing 4b. Research Staff facilitates the routing of the documents for signature 4c. Research Staff returns 1 original copy of documents with COA stamped received to Accounting for filing	None	a. Within the day b. 7-8 days c. 7-8 days	a. Research Staff/Accounting Staff in-charge b. Research Staff/Project Leader/Cash/Chancellor/OVCRE/COA c. Research Staff and Accounting Staff in-Charge
5. Justification Letter for Unexpended Balance	5. Research Staff forwards Justification Letter to Accounting Staff in charge before preparation of Disbursement Voucher for Refund of Unexpended Balance	None	2-3 days	Research Staff
6. Preparation and Processing of DV for Unexpended Balance	6. Once justification is received, Accounting Staff in-charge will prepare and process disbursement voucher for refund of unexpended balance	None	2 days	Accounting Staff, Chief Accountant, VCRE and Cash Office
7. Draft Cover Letter	7a. Once check is available, Accounting Staff in-charge will prepare draft cover letter noted by the Chief Accountant 7b. Letter noted by the chief accountant will be forwarded to OVCRE for endorsement to the Office of the Chancellor	None	Within the day 1-2 days	Accounting Staff and Chief Accountant Office of the Research and Extension, Office of the Chancellor
8. Final Cover Letter	Final Cover Letter will be prepared by the Office of the Chancellor and will be	None	2-3 days	Office of the Chancellor



	forwarded to Cash office for releasing of Check to the Funding Agency			
9. Releasing of Check and Issuance of Official Receipt for Refund of Unexpended Balance	9a. Cash Office will release/deposit the check with Cover Letter attached 9b. Secure Official Receipt from the Funding Agency for the refund of unexpended balance	None	a. Within 24 hours b. Once Available	9a. Cash Office 9b. Funding Agency
10. Official Receipt of Unexpended Balance	Cash Office will furnish a copy of Official Receipt to Accounting and Project once available	None	Once Available	Cash Office, Accounting and Project



INTERNAL SERVICES

- 1. Liquidation of Cash Advance** is the process of Accounting for and reporting how a cash advance was spent by submitting receipts, records and a summary of expenses.

When the employee receives cash in advance (for travel, office supplies, or activities), they must later show proof of how the money was used.

Office	1. Unit Concerned 2. Approving Officers 3. Accounting Office 4. Budget Office 5. Supply and Property Service Office (SPSO) 6. Commission on Audit (COA)	
Classification	Complex	
Type of Transaction	G2G G2B G2C	
Who may avail	UPV Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Liquidation Report (LR) with Box A duly signed by the Accountable Officer/Employee		Downloadable from the UPV intranet: upv.edu.ph
Obligation Request (OBR) duly signed by the Accountable Officer/Employee and budget cleared by Budget Officer indicating the Control No, Fund Source, PPA and UACS Code		Downloadable from the UPV intranet: upv.edu.ph
Supporting Documents for each type of expense:		
Travel Expenses:		
1. Travel order		Chancellor or authorized representatives
2. Approved itinerary of travel		Client Supplied
3. Certificate of appearance or its equivalent		Authorized representative where the employee travels
4. Certificate of travel completed		Client Supplied



5. Used plane/boat/bus tickets/terminal fees (whichever is applicable)	Client Supplied
6. Boarding Pass (for air travel)	Client Supplied
7. Passport (for foreign travel)	Client Supplied
8. Invitation to attend (for seminars and workshops)	Client Supplied
9. Approved request from the Chancellor for actual lodging and vehicle rental	Office of the Chancellor
10. Travel report or other documents if necessary	Client Supplied
Communication Services	
a. Postage stamps	Client Supplied
1. Statement of Account (SOA) / Name and Addresses where the communications were sent	Client Supplied
2. Evidence of payment (RER is allowed only if less than P 1,000.00) by the Post Office	Client Supplied
b. Cell phone and prepaid/postpaid plan	Service Provider
1. Used prepaid cards	Client Supplied
2. Name of card user	Client Supplied
3. Billing or SOA	Service provider
4. Certification that calls paid are all official	Client Supplied
5. Accomplished Report and Certification on Services Rendered using Cellular Phone Load and/or Internet/Mobile Data	Client Supplied
Repair and Maintenance	
1. Job-order request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Pre and post-repair inspection for amount above P1,000.00	SPSO
3. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO / Bids & Awards Committee
4. Letter of award/Notice to commence work	SPSO
5. Job contract or its equivalent duly acknowledged by COA thru SPSO	SPSO
6. Certification of Inspection and Acceptance/Compliance	Downloadable from the UPV intranet: upv.edu.ph
7. Report of waste materials if any	SPSO
Supplies, Equipment and Other Materials	
1. Purchase request (PR)	Downloadable from the UPV intranet: upv.edu.ph
2. Abstract of canvass or bidding for P3,000.00 and above	SPSO / Bids & Awards Committee
3. Purchase Order (PO)	SPSO



4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)	SPSO
5. Certificate of Inspection and Acceptance	Downloadable from the UPV intranet: upv.edu.ph
6. Duly approved trip ticket (for gasoline only)	Client Supplied
7. Warranty/Guaranty Bond if necessary	Service Provider
Other Services (Transportation, printing, reproduction, catering, etc)	
1. Job Order Request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO / Bids & Awards Committee
3. Job contract for transactions P3,000.00 and above	Client Supplied
4. Certificate of Inspection and acceptance/compliance	Downloadable from the UPV intranet: upv.edu.ph
5. Billing or SOA or Charge Invoice whichever is applicable	Service Provider
6. List of participants duly signed in the case of catering / meals and the like	Client Supplied
7. Justification in case of difference of actual number of participants vs. actual order of meals	Client Supplied
Rents	
1. Job Order Request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Billing or Statement of Account	Service Provider
3. Certificate of Job Acceptance	Downloadable from the UPV intranet: upv.edu.ph
4. Job Contract for transactions P3,000.00 and above	Client Supplied
5. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO / Bids & Awards Committee
Extraordinary and Miscellaneous Expenses	
1. Receipt and/or other documents evidencing disbursement	Service Provider
2. Approval of the Chancellor	Office of the Chancellor

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



1. Accountable Officer/Employee prepares Liquidation Report, signs Box A, attached the OBR (for Fund 101 & 164) and required supporting documents.	1. Unit Head/Project Leader/Approving Officer signs on Box B of the LR to certify the purpose of travel/cash advance was duly accomplished	None	1 hour	Unit/Project Approving Officers
2. Unit staff in-charged forwards the LR and other requirements to Accounting Office	2. The Accounting Office receives and records LR. Forwards to assigned staff.	None	Within the day	Accounting Office Receiving Section
	3. Accounting staff pre-audits supporting documents to ensure compliance with the accounting and auditing rules and regulations.	None	Within 3 working days	Administrative Asst. II
	4. Pre-audited LR with discrepancies is sent back to the accountable officer/employee for compliance.	None	Within the day	Accounting Office Receiving Section
3. Accountable Officer/Employee comply with the required supporting documents.	5. The Accounting Office receives returned LR with attached requested documents.	None	Within the day	Accounting Office Receiving Section
	6. Accounting staff re-checks the compliance of previously noted discrepancies in Step 4	None	Within the day	Administrative Asst. II
	7. Chief Accountant signs on Box C of the LR to certify the supporting documents were complete and proper. Also approves expense report in the UIS.	None	Within the day	Chief Accountant
	8. The Accounting Office forwards pre-audited LR with complete supporting documents to the Budget	None	Within the day	Accounting Office Receiving Section



	Office for Fund 101 & 164.			
	9. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to the Bookkeeping Section, Accounting Office.	None	Within 3 working days	Budget Office Chief & Staff
	10. Accounting staff verifies entries and codes for recording in JEV. Expenses are also recorded in UIS.	None	Within 3 working days	Administrative Asst. II
	11. The Accounting Office forwards pre-audited and approved LR to COA office.	None	Within 2 working days	Accounting Office Receiving Section
	12. COA post-audits LR with its supporting documents.	None		COA Auditor



2. Payment of Claims - Externally Funded Projects

Processing payment of claims is to properly record and manage the money a University pays to suppliers, employees, or service providers. It ensures that all financial transactions are accurate, authorized, and reflected correctly in the University's financial records.

Each payment processed creates an audit trail, providing documentation that can be verified during external audits. This demonstrates compliance with financial regulations and accounting standards.

Office	1. Unit Concerned 2. Supply and Property Service Office (SPSO) 3. Accounting Office 4. Budget Office 5. Approving Officers (Vice Chancellors or Chancellors) 6. Cash Office
Classification	Complex
Type of Transaction	G2G G2B G2
Who may avail	UPV Employees, Government Agencies, Business Entity
CHECKLIST OF REQUIREMENTS	
Disbursement Voucher (DV) with Box A duly signed by the Accountable Officer	BULSA for online transactions; Downloadable from the UPV intranet: upv.edu.ph for manual
Obligation Request (OBR) duly signed by the Accountable Officer and budget cleared by Budget Officer indicating the Control No, Fund Source, PPA and UACS Code	BULSA for online transactions; Downloadable from the UPV intranet: upv.edu.ph
Supporting Documents for each type of expense:	
Cash Advance for Petty Operating expenses/Special Activity Operating Expenses	
1. Authority by the Chancellor/authorized representative	Approving Officer
2. Approved application of bond for amounts higher than P5,000.00	Bureau of Treasury c/o Cash Office
3. Estimate of Expenses	Client Supplied



4. Approved budget for COE of the research project/special activity	Client Supplied
Travel Expenses: (before the trip)	
1. Travel order	Chancellor or authorized representatives
2. Approved itinerary of travel	Client Supplied
Travel expenses: (after the trip)	
1. Certificate of appearance or its equivalent	Authorized representative where the employee travelled
2. Certificate of travel completed	Client Supplied
3. Used plane/boat/bus tickets/terminal fees (whichever is applicable)	Service Provider
4. Travel report or other documents if necessary	Client Supplied
Communication Services	
a. Telephone rentals	
1. Original copy of the telephone bill by the telephone company	Service Provider
2. Certification that calls paid are all official	Client Supplied
b. Postage stamps	
1. Statement of Account (SOA) /Name and Addresses where the communications were sent	Client Supplied
2. Evidence of payment (RER) by the Post Office	Client Supplied
c. Cell phone and prepaid/postpaid plan	
1. Used prepaid cards	Client Supplied
2. Name of card user	Client Supplied
3. Billing or SOA	Service Provider
4. Certification that calls paid are all official	Client Supplied
5. Accomplished Report and Certification on Services Rendered using Cellular Phone Load and/or Internet/Mobile Data	Client Supplied
d. Internet and Other IT subscription	
1. Billing or SOA	Service Provider
2. MOA (first payment only)	Client Supplied
Repair and Maintenance	
1. Job-order request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Pre- and post-repair inspection for amount above P1,000.00	SPSO



3. Specifications and costs estimates	SPSO
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO/Bids & Awards Committee
5. Letter of award/Notice to commence work	SPSO
6. Job contract or its equivalent duly acknowledged by COA thru SPSO	SPSO
7. Performance Bond for contracts amounting to P50,000.00 and above	Supplier/Contractor/Insurer
8. Certification of Inspection and Acceptance/Compliance	Downloadable from the UPV intranet: upv.edu.ph
9. Warranty/Guarantee	Supplier/Contractor/Insurer
10. Report of waste materials if any	SPSO
11. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider
Supplies, Equipment and Other Materials	
1. Purchase request (PR)	Downloadable from the UPV intranet: upv.edu.ph
2. Abstract of canvass or bidding for P3,000.00 and above	SPSO/Bids & Awards Committee
3. Purchase Order (PO)	SPSO
4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)	SPSO
5. Certificate of Inspection and Acceptance	Downloadable from the UPV intranet: upv.edu.ph
6. Duly approved trip ticket (for gasoline only)	Client Supplied
7. Warranty/Guaranty Bond if necessary	Service Provider
8. SOA, Charge Invoice, or Delivery Receipt (whichever is applicable)	Service Provider
Other Services (Transportation, printing, reproduction, catering, etc.)	
1. Job Order Request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO/Bids & Awards Committee
3. Job contract for transactions P3,000.00 and above	Client Supplied
4. Certificate of Inspection and acceptance/compliance	Downloadable from the UPV intranet: upv.edu.ph
5. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider
6. List of participants duly signed in the case of catering / meals and the like	Client Supplied



7. Justification in case of difference of actual number of participants vs. actual order of meals	Client Supplied
Rents	
1. Contract of lease (for first payment only)	Contracting Parties
2. Billing or SOA	Service Provider
Extraordinary and Miscellaneous Expenses	
1. Receipt and/or other documents evidencing disbursement	Service Provider
2. Approval of the Chancellor	Office of the Chancellor
CAPITAL OUTLAY	
A. Purchase of Land	
1. Original copy of Deed of Sale	Contracting Parties
2. Certificate of availability of funds	Budget Office
B. Infrastructure	
1. Letter request from contractors for advance / progress / final payment or for substitution in case of release of retention money	Contractor/Supplier
2. Statement of Work Accomplished/Progress Billing	CDMO
3. Inspection Report by the Agency's Authorized Engineer	CDMO
4. Results of Test Analysis, if applicable	CDMO
5. Statement of Time Elapsed	CDMO
6. Monthly Certificate of Payment	CDMO
7. Contractor's Affidavit on payment of laborers and materials	Contractor
8. Pictures, before, during and after construction of items of work especially the embedded items	CDMO
9. Photocopy of vouchers of all previous payments	Cash Office
10. Certificate of completion	CDMO
<u>ADDITIONAL DOCUMENTARY REQUIREMENTS</u>	
For Advance Payment	
1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Service Provider
2. Such other documents peculiar to the contract and/or to the mode of procurement	
For Variation Order/Change Order/Extra Work Order	



1. Copy of Approved Change Order (CO)/Extra Work Order (EWO)	CDMO
2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications	CDMO
3. Copy of the agency's report establishing the necessity/justification for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item; (b) the date of inspection conducted and the result of such inspection; (c) detailed estimate of the unit cost of such items	CDMO
4. Copy of the approved/revised PERT/CPM Network Diagram	CDMO
5. Copy of the approved detailed breakdown of contract cost	CDMO
6. Copy of the COA Technical Evaluation Report for the original contract	COA
7. If the Variation Order to be reviewed is not the 1 st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders	
8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost	Service Provider
9. Such other documents peculiar to the contract and/or to the mode of procurement	
For Final Payment	
1. As-Built plans	CDMO
2. Warranty security	Service Provider
3. Copy of turn-over documents/transfer of project and facilities included in the contract	CDMO
For Release of Retention Money	
1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand	Service Provider
2. Certification from the end-user that the project is completed and inspected	CDMO/SPSO

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Unit staff in charge prepares DV online, attaches the OBR and its required supporting documents.	1. Unit staff prepares OBR/DV; scan and upload its attachments (BULSA transactions); or Unit staff prepares OBR/DV and its attachments (Manual)	None	With in 2 working days	Administrative Officer / Unit Assigned Staff and Unit Head
2. Unit Head checks and approves online/manually	2. Unit Heads Approves online (BULSA); or Unit Head signs on Box A of the DV and OBR/BUR (Manual)	None	Within the day	Unit Head
3. Staff in charge forwards the DV and other requirements to Acctg. Office.	3. Accounting staff pre- audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions.	None	Within 2 working days	General Fund (GF) MOOE: Administrative Officer IV GF PS: Admin Aide VI GF CO: Accountant II RF: Accountant II. Administrative Assistant VI, Admin Aide VI Trust Fund: Officer IV Special Project: Officer IV, COS
	4. Accounting Office forwards the pre-audited DV and other documents to the Budget Office	None	Within the day	Administrative Aide V and Administrative Aide I
4. Budget Office	5. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting Office	None	Within 1 day & 30 minutes	Budget Office Chief & staff
5. Accounting Office	Processing & Disbursing Section inputs accounting entries and prepares and print BIR 2307 if applicable. Initials for Chief Accountant.	None	20 minutes	General Fund (GF) MOOE: Administrative Officer IV GF PS: Admin Aide VI



				GF CO: Accountant II RF: Accountant II. Administrative Assistant VI, Admin Aide VI Trust Fund: Officer IV Special Project: Officer IV, COS
	7. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	8 minutes	GF/RF - Administrative Officer IV Trust - Senior Administrative Assistant II
	8. The Chief Accountant randomly checks and verifies before certifying as to the availability of funds.	None	10 minutes	Chief Accountant
	9. Acctg. Staff forwards to Approving Officer (OVCA)	None	Within the day	Administrative Aide V and Administrative Aide I
6. Approving Officers	10. Chancellor/VCA/VCAA/VCRE approves staff forwards to Cash Office	None	Within 30 minutes (Subject to the availability of Approving officer & its OIC)	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCA – <i>Administrative Matters</i> b. VCAA – <i>Academic Matters</i> c. VCRE – <i>Research, Extension and Public Service Matters</i> d. VCPD – <i>Planning &</i>



				<i>Development Matters</i>
7. Cash Office	11. Cash Office prepares check for signature and pays the client	None	Within 24 hours	Cash Office Chief & Staff
8. Client claims the check/s				

Office	1. Unit Concerned 2. Supply and Property Service Office (SPSO) 3. Accounting Office 4. Approving Officers (Vice Chancellors or Chancellors) 5. Cash Office	
Classification	Complex	
Type of Transaction	G2G G2B G2	
Who may avail	UPV Employees, Government Agencies, Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher (DV) with Box A duly signed by the Accountable Officer		BULSA for online transactions; Downloadable from the UPV intranet: upv.edu.ph for manual
Budget Utilization Request and Status (BURS) duly signed by the Accountable Officer		BULSA for online transactions; Downloadable from the UPV intranet: upv.edu.ph
Supporting Documents for each type of expense:		



Cash Advance for Petty Operating expenses/Special Activity Operating Expenses	
1. Authority by the Chancellor/authorized representative	Approving Officer
2. Approved application of bond for amounts higher than P5,000.00	Bureau of Treasury c/o Cash Office
3. Estimate of Expenses	Client Supplied
4. Approved budget for COE of the research project/special activity	Client Supplied
Travel Expenses: (before the trip)	
1. Travel order	Chancellor or authorized representatives
2. Approved itinerary of travel	Client Supplied
Travel expenses: (after the trip)	
1. Certificate of appearance or its equivalent	Authorized representative where the employee travelled
2. Certificate of travel completed	Client Supplied
3. Used plane/boat/bus tickets/terminal fees (whichever is applicable)	Service Provider
4. Travel report or other documents if necessary	Client Supplied
Communication Services	
a. Telephone rentals	
1. Original copy of the telephone bill by the telephone company	Service Provider
2. Certification that calls paid are all official	Client Supplied
b. Postage stamps	
1. Statement of Account (SOA) /Name and Addresses where the communications were sent	Client Supplied
2. Evidence of payment (RER) by the Post Office	Client Supplied
c. Cell phone and prepaid/postpaid plan	
1. Used prepaid cards	Client Supplied
2. Name of card user	Client Supplied
3. Billing or SOA	Service Provider
4. Certification that calls paid are all official	Client Supplied
5. Accomplished Report and Certification on Services Rendered using Cellular Phone Load and/or Internet/Mobile Data	Client Supplied
d. Internet and Other IT subscription	



1. Billing or SOA	Service Provider
2. MOA (first payment only)	Client Supplied
Repair and Maintenance	
1. Job-order request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
2. Pre- and post-repair inspection for amount above P1,000.00	SPSO
3. Specifications and costs estimates	SPSO
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO/Bids & Awards Committee
5. Letter of award/Notice to commence work	SPSO
6. Job contract or its equivalent duly acknowledged by COA thru SPSO	SPSO
7. Performance Bond for contracts amounting to P50,000.00 and above	Supplier/Contractor/Insurer
8. Certification of Inspection and Acceptance/Compliance	Downloadable from the UPV intranet: upv.edu.ph
9. Warranty/Guarantee	Supplier/Contractor/Insurer
10. Report of waste materials if any	SPSO
11. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider
Supplies, Equipment and Other Materials	
1. Purchase request (PR)	Downloadable from the UPV intranet: upv.edu.ph
2. Abstract of canvass or bidding for P3,000.00 and above	SPSO/Bids & Awards Committee
3. Purchase Order (PO)	SPSO
4. Property Acknowledgement Receipt (PAR) for equipment or Inventory Custodian Slip (ICS)	SPSO
5. Certificate of Inspection and Acceptance	Downloadable from the UPV intranet: upv.edu.ph
6. Duly approved trip ticket (for gasoline only)	Client Supplied
7. Warranty/Guaranty Bond if necessary	Service Provider
8. SOA, Charge Invoice, or Delivery Receipt (whichever is applicable)	Service Provider
Other Services (Transportation, printing, reproduction, catering, etc.)	
1. Job Order Request (JOR)	Downloadable from the UPV intranet: upv.edu.ph
4. Abstract of canvass or bidding (for P3,000.00 and above)	SPSO/Bids & Awards Committee



3. Job contract for transactions P3,000.00 and above	Client Supplied
4. Certificate of Inspection and acceptance/compliance	Downloadable from the UPV intranet: upv.edu.ph
5. Billing or SOA or Charge Invoice (whichever is applicable)	Service Provider
6. List of participants duly signed in the case of catering / meals and the like	Client Supplied
7. Justification in case of difference of actual number of participants vs. actual order of meals	Client Supplied
Rents	
1. Contract of lease (for first payment only)	Contracting Parties
2. Billing or SOA	Service Provider
Extraordinary and Miscellaneous Expenses	
1. Receipt and/or other documents evidencing disbursement	Service Provider
2. Approval of the Chancellor	Office of the Chancellor
CAPITAL OUTLAY	
A. Purchase of Land	
1. Original copy of Deed of Sale	Contracting Parties
2. Certificate of availability of funds	Budget Office
B. Infrastructure	
1. Letter request from contractors for advance / progress / final payment or for substitution in case of release of retention money	Contractor/Supplier
2. Statement of Work Accomplished/Progress Billing	CDMO
3. Inspection Report by the Agency's Authorized Engineer	CDMO
4. Results of Test Analysis, if applicable	CDMO
5. Statement of Time Elapsed	CDMO
6. Monthly Certificate of Payment	CDMO
7. Contractor's Affidavit on payment of laborers and materials	Contractor
8. Pictures, before, during and after construction of items of work especially the embedded items	CDMO
9. Photocopy of vouchers of all previous payments	Cash Office
10. Certificate of completion	CDMO



<u>ADDITIONAL DOCUMENTARY REQUIREMENTS</u>	
For Advance Payment	
1. Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee	Service Provider
2. Such other documents peculiar to the contract and/or to the mode of procurement	
For Variation Order/Change Order/Extra Work Order	
1. Copy of Approved Change Order (CO)/Extra Work Order (EWO)	CDMO
2. Copy of the approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications	CDMO
3. Copy of the agency's report establishing the necessity/justification for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item; (b) the date of inspection conducted and the result of such inspection; (c) detailed estimate of the unit cost of such items	CDMO
4. Copy of the approved/revised PERT/CPM Network Diagram	CDMO
5. Copy of the approved detailed breakdown of contract cost	CDMO
6. Copy of the COA Technical Evaluation Report for the original contract	COA
7. If the Variation Order to be reviewed is not the 1 st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders	
8. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost	Service Provider
9. Such other documents peculiar to the contract and/or to the mode of procurement	
For Final Payment	
1. As-Built plans	CDMO
2. Warranty security	Service Provider
3. Copy of turn-over documents/transfer of project and facilities included in the contract	CDMO
For Release of Retention Money	



1. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit from a commercial bank, GSIS or surety bond callable on demand	Service Provider
2. Certification from the end-user that the project is completed and inspected	CDMO/SPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Unit staff in charge prepares DV online, attaches the OBR and required supporting documents.	1. Unit staff prepares OBR/DV; scan and upload its attachments (BULSA transactions); or Unit staff prepares OBR/DV and its attachments (Manual)	None	Within 2 working days	Administrative Officer / Unit Assigned Staff and/or Project Leader/Unit Head
2. Unit Head/Project Leader checks for update and approves online	2. Unit Head/Project Leader Approves online	None	Within the day	Unit Head/Project Leader
3. Staff in charge forwards the DV and other requirements to Acctg. Office.	3a. Accounting staff pre-audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions. 3b. Processing & Disbursing Section inputs accounting entries and prepares and print BIR 2307 if applicable. Initials for Chief Accountant.	None	Within 2 working days	Trust Fund: Administrative Officer IV Externally Funded Projects: Administrative Officer IV, Administrative Asst VI, COS
4. Accounting Office	4a. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	8 minutes	TF Externally Funded Projects: Senior Administrative Assistant II



	4b. The Chief Accountant checks and verifies before certifying as to the availability of funds.	None	10 minutes	Chief Accountant
	4c. Acctg. Staff forwards to Approving Officer (OVCRE)	None	Within the day	Administrative Aide V and Administrative Aide I
5. Approving Officers	5. Chancellor/VCRE approves staff forwards to Cash Office	None	Within 30 minutes (Subject to the availability of Approving officer & its OIC)	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCRE – <i>Research, Extension and Public Service Matter</i>
6. Cash Office	6. Cash Office prepares check for signature and pays the client	None	Within 24 hours	Cash Office Chief & Staff
7. Client claims the check/s				



3. Payment of First Salary & Salary Adjustments

The first salary of a newly hired employee is processed after submission of the required documents, including the Payroll Inclusion Form, approved Daily Time Record (DTR), and BIR forms. The first salary includes all applicable allowances and benefits. Salary adjustments due to step increments, promotion, or other authorized changes are processed in accordance with the printed notice received from the HRDO. The Disbursement Voucher (DV) for the first salary or salary adjustment is processed by the Payroll Unit or the designated agency unit through BULSA.

Office	1. Unit Concerned 2. Accounting Office 3. Budget Office 4. Office of the Vice-Chancellor for Administration / Approving Officers 5. Cash Office	
Classification	Complex	
Type of Transaction	G2C	
Who may avail	Newly hired employees and employees with salary adjustments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Appointment		HRDO
2. Certificate of Assumption to duty		Downloadable in the UPV intranet: upv.edu.ph
3. Oath of Office		Downloadable in the UPV intranet: upv.edu.ph
4. Certificate of Service or Daily Time Record (DTR) or its Equivalent		Downloadable in the UPV intranet: upv.edu.ph
<u>For Newly Hired Only</u>		
5. Statement of Assets and Liabilities (SALN)		Downloadable in the UPV intranet: upv.edu.ph
6. Land Bank of the Philippines ATM Payroll Account Number		Land Bank of the Phil. (LBP), Miag-ao Branch
7. Payroll inclusion Form		Downloadable in the UPV intranet: upv.edu.ph
8. BIR Form 1902 with attachment		Downloadable in the BIR website
a) photocopy of birth certificate		Client supplied
b) appointment		Client supplied



c) marriage contract (if married)	Client supplied
<u>9. Additional requirements for transferee (if with previous employer):</u>	
a) Clearance from previous employer	Previous employer
b) Certificate of last salary received	Previous employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Newly Hired Employees:				
1. Employee submits the above requirements	1. Payroll Staff checks the documents submitted. Computes the entitlement of the new employee including the computation of statutory deductions. Prepares disbursements voucher (DV)	None	1 hour	AA II - CAS, CDMO, CM, SOTECH, and OSA AO IV- ADMIN, CFOS, BIOTECH, DLO, GPO, ILRC, and LRC Wendy Tejida - OB ORDER (JO)
	2. Staff in-charge forwards to the unit where the new employee belongs.			Elma Sazon or John Grean Morano
2. Staff in-charge at the Unit where the new employee belongs	3. Unit Head signs on Box A of the DV and OBR	None	Within the day	Unit Head
	4. Accounting staff pre-audits the supporting documents and check computation including required statutory deductions. Encodes online thru UIS.	None	Within 8 working hrs upon receipt	Cristine Tilde
3. Unit Head check online for update	5. Unit Heads approved online	None	Within the day	Unit Head
	6. Accounting Office forwards the pre-audited DV and other documents to the Budget Office	None	Within the day upon approval of the unit	Elma Sazon or John Grean Morano



			head on line.	
4. Budget Office	7. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Accounting Office	None	Within 8 working hrs upon receipt	Budget Office Chief & Staff
5. Accounting Office	8. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	Within the day	GF101 & RF164 – Harriet Tilano
	9. Chief Accountant randomly checks and verifies before certifying as to the availability of funds	None	Within 8 working hrs upon receipt	Eleanor Ravena
	10. Acctg. Staff forwards to Approving Officer (Chancellor or Vice Chancellors)	None	Within 8 working hrs upon receipt	Elma Sazon or John Grean Morano
	11. Approval of payment and staff forwards to Cash Office	None	Within 8 working hrs upon receipt	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCA – <i>Administrative Matters</i> b. VCAA – <i>Academic Matters</i> c. VCRE – <i>Research, Extension and Public Service Matters</i> d. VCPD – <i>Planning & Development Matters</i>
	12. Cash Office prepares check for signature and pays the client.	None	Within 8 working hrs upon receipt	Cash Office Chief & Staff



4. Obligation of PR/JOR with ORS/BURS

A PR is an internal document used to request the procurement of goods, supplies, or materials.

A Job Order Request is an internal document used to request services, maintenance, repairs, or specific, short-duration labor tasks (e.g., plumbing, carpentry).

The primary purpose of a Purchase Request (PR) and a Job Order Request (JO) for obligation—the formal commitment of budgeted funds—is to ensure that all expenditures are properly authorized, approved, budgeted, and documented before any external legal commitment, such as issuing a Purchase Order or entering into a contract with a supplier, is made.

They serve as internal checkpoints that help prevent overspending and unauthorized purchases by ensuring that funds are available and properly allocated within the agency's budget.

Cancellation of PR/JOR

This usually happens when:

- The item/repair is no longer needed
- The request was created by mistake or work was already done another way
- There is a change in budget or project
- Wrong request was filed
- The request will be replaced with a new PR/JOR

Office	1. Unit Concerned 2. Supply and Property Service Office (SPSO) 3. Unit with Delegated Authority 3. Accounting Office
Classification	Simple
Type of Transaction	G2C (Government to Citizen)
Who may avail	Project-based Personnel
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	



A. Obligation of PR/JOR through SPSO	
1. PR/JOR with ORS/BURS	E-procure

B. Obligation of PR/JOR through Delegated Authority	
1. PR/JOR with ORS/BURS	Intranet Downloadable Files
2. Certificate of PPMP Inclusion	Client
C. Cancellation of PR/JOR through SPSO	
1. Request Letter from Project Addressed to SPSO Chief 2. PR/JOR with items/services for cancellation 3. Endorsement Letter from SPSO Chief Addressed to Chief Accountant	Client SPSO
D. Cancellation of PR/JOR through Delegated Authority	
1. Request Letter from Project Addressed to Head of Unit with Approved Delegated Authority 2. PR/JOR with items/services for cancellation	Client Unit with Approved Delegated Authority

A. Obligation of PR/JOR through SPSO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Research Staff/Requesting Unit encode items/services in e-procure	1. Research Staff/Requesting Unit encodes items/services and informs SPSO for verification of requested items/services	None	1 day	Research Staff
2. Verification of requested items/services	2. SPSO verifies items/services encoded as to the completeness and propriety of the supporting documents	None	1-2 days	SPSO
3. Recommendation and Approval of requested items/services	3. Once verified, the Research Staff will inform the Recommending and/or Approving Authority to take action	None	Within the day	Research Staff/Unit Staff/ Recommending and/or Approving



				Authority/Project Leader
4. Obligation of approved requested items/services	4. Research Staff/Unit Staff informs the Accounting Staff in-charge to obligate. Accounting Staff in-charges obligates the requested items/services as to availability of funds	None	Within the day	Research Staff/Accounting Staff in-charge
5. Printed Copies of PR/JOR	5. Printing of obligated PR/JOR with BURS/ORS for signature of Approving Authority/Project Leader	None	2-3 days	Research Staff/Unit Staff and Approving Authority
6. Approved Printed Copies of PR/JOR	6. Approved obligated PR/JOR will be forwarded to Accounting for certified as to availability of funds	None	Within the day	Accounting Staff in-charge and Chief Accountant
7. Certified Funds Available PR/JOR	7. Accounting forwards the duly certified PR/JOR to SPSO for procurement	None	Within the day	Accounting and SPSO

B. Obligation of PR/JOR through Delegated Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Research Staff/Requesting Unit encode items/services in manual PR/JOR	1. Research Staff/Requesting Unit forwards the PR/JOR to Recommending/Approving Authority	None	1 day	Research Staff
2. Recommendation and Approval of requested items/services	2. The Recommending and/or Approving Authority to take action	None	2-3 days	Recommending/Approving Authority/Project Leader
3. Approved Printed Copies of PR/JOR	3. Approved obligated PR/JOR will be forwarded to Accounting for certified as to availability of funds	None	Within the day	Accounting Staff in-charge and Chief Accountant
7. Certified Funds Available PR/JOR	7. Accounting forwards the duly certified PR/JOR to Unit for procurement	None	Within the day	Accounting and Unit

C. Cancellation of PR/JOR through SPSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cancellation Letter from Project Addressed to SPSO Chief	1. Research Staff/Requesting Unit prepares and forwards request letter addressed to SPSO chief for cancellation of items/services	None	1 day	Research Staff
2. Endorsement Letter of Cancellation from SPSO to Accounting Chief	2. The SPSO will verify items/services for cancellation and send endorsement letter addressed to Chief Accountant for cancelled items/services	None	1 day	SPSO, Accounting
3. Adjustments on Ledger for Cancellation of item	3. The endorsement letter of cancellation will be forwarded to Accounting Staff-in charge for verification and updating of ledger for adjustments	None	Within the day	Accounting Staff in-charge

1. Cancellation of PR/JOR through Delegated Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cancellation Letter from Project Addressed to Head of Unit with Approved Delegated Authority	1. Research Staff/Requesting Unit prepares and forwards request letter addressed to Head of Unit with Approved Delegated Authority for cancellation of items/services	None	1 day	Research Staff
2. Copy of Request Letter of Cancellation noted by the Director/Head of Unit with Approved Delegated Authority	2. The unit staff with approved delegated authority will verify items/services for cancellation and furnish a copy of request letter to Accounting Office for the cancelled items/services	None	1 day	Unit staff with delegated Authority, Accounting



3. Adjustments on Ledger for Cancellation of item	3. The Accounting Staff will check and update ledger for adjustments	None	Within the day	Accounting Staff in-charge

Overtime and Night Shift Differential

- **Overtime Pay**

Work rendered by authorized personnel beyond the regular 8-hour work schedule, including work on weekends and holidays to ensure the continuous delivery of services and completion of urgent or essential tasks. All overtime work shall be properly authorized by the immediate supervisor or Head of Office and compensated through overtime pay or compensatory time-off (CTO) in accordance with prevailing CSC, DBM, and government accounting guidelines.

- **Night Shift Differential**

Night-shift differential pay may be granted to personnel who render authorized services between 6:00 PM and 6:00 AM of the following day, as approved by the Head of Agency, at a rate not exceeding twenty percent (20%) of the employee's hourly basic rate. Employees whose regular work schedule falls between 6:00 AM and 6:00 PM are not entitled to night-shift differential pay. Any work they render beyond the regular 8-hour schedule shall be compensated in accordance with existing laws, rules, and regulations on overtime services and overtime pay.



Office	1. Unit Concerned 2. Accounting Office 3. Budget Office 4. Office of the Vice-Chancellor for Administration / Approving Officers 5. Cash Office
Classification	Complex
Type of Transaction	G2C
Who may avail	Newly hired employees and employees with salary adjustments
CHECKLIST OF REQUIREMENTS	
1. Daily Time Record (DTR)	HRDO
2. Approved Authority to Render Overtime	Downloadable in the UPV intranet: upv.edu.ph
3. Individual Overtime Accomplishment Report	Downloadable in the UPV intranet: upv.edu.ph
4. Work Schedule (If Applicable)	Client supplied
5. Trip Ticket (For Drivers)	Client supplied



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
OT Claims and Night Shift Differential:				
1. Employee/s submits the above requirements	1. Payroll Staff checks the documents submitted. Computes the entitlement of the employee including the computation of statutory deductions. Prepares summary and disbursements voucher (DV)	None	30 Minutes per person	AA II - CAS, CDMO, CM, SOTECH, OSA ADMIN, CFOS, BIOTECH, DLO, GPO, ILRC, and LRC
	2. Staff in-charge forwards to the unit where the new employee belongs.			Elma Sazon or John Grean Morano
2. Staff in-charge at the Unit	3. Unit Head signs on Box A of the DV and OBR	None	Within the day	Unit Head
	4. Accounting staff pre-audits the supporting documents and check computation including required statutory deductions. Encodes online thru UIS.	None	Within 8 working hrs upon receipt	AA IV
3. Unit Head check online for update	5. Unit Heads approved online	None	Within the day	Unit Head
	6. Accounting Office forwards the pre-audited DV and other documents to the Budget Office	None	Within the day upon approval of the unit head on line.	Elma Sazon or John Grean Morano
4. Budget Office	7. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Accounting Office	None	Within 8 working hrs upon receipt	Budget Office Chief & Staff



5. Accounting Office	8. Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant	None	Within the day	GF101 & RF164 – Harriet Tilano
	9. Chief Accountant randomly checks and verifies before certifying as to the availability of funds	None	Within 8 working hrs upon receipt	Eleanor Ravena
	10. Acctg. Staff forwards to Approving Officer (Chancellor or Vice Chancellors)	None	Within 8 working hrs upon receipt	Elma Sazon or John Grean Morano
	11. Approval of payment and staff forwards to Cash Office	None	Within 8 working hrs upon receipt	The Chancellor for P1 Million and up Vice Chancellors for below P1 Million: a. VCA – Administrative Matters b. VCAA – Academic Matters c. VCRE – Research, Extension and Public Service Matters d. VCPD – Planning & Development Matters
	12. Cash Office prepares check for signature and pays the client.	None	Within 8 working hrs upon receipt	Cash Office Chief & Staff





AUXILIARY SERVICES OFFICE



EXTERNAL SERVICE

Request for Use of UPV Facilities, spaces, etc.

(Memorandum No. IMS-2005-04-44 dated 02 June 2005). These guidelines are issued to rationalize better the use of UPV's minimal budget for Maintenance and Other Operating (MOOE), underscore the importance of good, responsible stewardship in the use of the University's facilities, and ensure that our fixed overhead expenses are kept within reasonable bounds so that our MOOE can still provide adequate financial support for academic activities. Also, these guidelines detail the priorities for the free use of facilities, the payment of fees when warranted, and the availability of alternative venues with minimal or no charges.

Office or Division	Auxiliary Services Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government, G2B Government to Business & G2C -Government to Client			
Who may avail	All outside clients			
Checklist of Requirements		Where to Secure		
1. Write a letter or send an email with a detailed request to the Vice Chancellor for Administration (VCA) through the ASO email at aso@upv.edu.ph 2. Fill out the "Reservation Form and Application for use of UPV facilities." 3. "Reservation and Application forms" should be submitted or emailed to ASO seven (7) calendar days before the activity. 4. No request for a permit to use UPV facilities will be processed that is submitted less than 7 calendar days before the event, except for University activities.		The Reservation and Application Form is available at the Auxiliary Services Office (ASO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants/requesting parties write a letter addressed to the Vice Chancellor for Administration (VCA) * The requester should indicate the complete	1.1 ASO provides the requester a copy of the reservation and facilities application form personally or through email,	none	5 minutes upon receiving the request	Admin Assistant ASO



details for their activity to include: venue, date of set-up, date of event, time, facilities needed, contact number, and personnel needed to assist in their activity (if any)	after receiving the letter			
2. Fill out & accomplish the reservation and facilities use application form with complete signatories		none	10 minutes upon receiving the request	<i>Admin Assistant ASO</i>
3. Submits the reservation and facilities use application form to the ASO *All requesting parties should submit their request within 7 calendar days	3.1 ASO conducts a preliminary assessment of the request & evaluates the sufficiency of the requirements needed	none	30 minutes	<i>Admin Assistant ASO</i>
	3.2 Forwards the application form to the Facility-in-Charge	none	30 minutes upon receiving the request	
	3.3 Facility-in-Charge recommends the request and returns the application form to ASO	none	3 days or upon the availability of the approving official	<i>Chief CDMO</i> <i>Head P.E. Dept.</i> <i>Director GPO (lobby)</i> <i>Director OSA (CUB lobby)</i>
	3.4 ASO computes fees, if applicable,	Based on the requested facilities	30 minutes	<i>Admin Assistant ASO</i>
	3.5 ASO makes a recommendation "ANNEX A" and	Based on the	30 minutes	<i>Head ASO</i>



	forwards it to VCA for approval	requested facilities		
	3.6 VCA acts/approved on the request and returns to ASO	none	1 day, depending on the availability of the approving official	<i>Admin Officer OVCA</i>
	3.7 ASO photocopies the approved permit for distribution to the concerned offices	none	15 minutes	<i>Admin Assistant ASO</i>
4. Obtains a copy of the approved request permit at ASO	4.1 ASO furnishes copies of the approved application form to the requester, SSF, and Facility-in-Charge through messenger/ email *Any approved permit can be cancelled at any time to give way to University activities	none	30 mins (through email/messenger (City campus))	<i>Admin Assistant ASO</i>
5. Secures a copy of the billing statement at ASO	5.1 ASO prepares a billing statement and provides the requester with a copy	Based on prescribed rates	10 mins	<i>Admin Officer /Admin. Assistant ASO</i>
6. Pays Charges to the UPV Cash Office	6.1 Cash Office issues Official Receipt (OR)	Based on prescribed rates	15 mins	<i>Admin Officer Cash Office (Iloilo), Admin Officer Cash Office (Miagao)</i>



7. Present Official Receipt (OR) to ASO	7.1 ASO records the payment with the approved permit	none	3 mins upon receipt of the Official Receipt (OR)	<i>Admin Officer ASO</i>
TOTAL			4 days,3 hours & 28 minutes	



INTERNAL SERVICE

Request for Use of UPV Facilities, space, etc.

(Memorandum No. IMS-2005-04-44 dated 02 June 2005). These guidelines are issued to rationalize better the use of UPV's minimal budget for Maintenance and Other Operating (MOOE), underscore the importance of good, responsible stewardship in the use of the University's facilities, and ensure that our fixed overhead expenses are kept within reasonable bounds so that our MOOE can still provide adequate financial support for academic activities. Also, these guidelines detail the priorities for the free use of facilities, the payment of fees when warranted, and the availability of alternative venues with minimal or no charges.

Office or Division	Auxiliary Services Office			
Classification	Complex			
Type of Transaction	G2G-Government to Government & G2C -Government to Client			
Who may avail	All UPV personnel and students			
Checklist of Requirements		Where to Secure		
1. Accomplished Application Request Form for use of UPV facilities in one (1) Copy 1.1 "Part 1" of the application form must be signed completely (applicable for UPV personnel and students) 1.2 Conforme Form should be attached with a signature of the adviser for activities conducted beyond 8:00 PM (applicable to students only) 2. The Application Request Form should indicate complete details 3. The Application Request Form may be submitted to the ASO by email at aso@upv.edu.ph or dropped off seven calendar days before the event. 5. No request for a permit to use UPV facilities will be processed that is submitted less than 7 calendar days before the event, except for University activities.		The Application Request Form is available at the Auxiliary Services Office (ASO) or at the https://intranet.upv.edu.ph/FileDownload/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure the "Reservation and Application for Use of Facilities Form" at ASO	1.1 ASO provides the requester with a copy of the forms	none	5 minutes upon receiving the request	Admin Assistant ASO
2. Fill out one (1) copy of the "Reservation and Application for Facilities Use" and secure completely the signatory Part 1 (UPV Clients) Only *For activity beyond 8 pm, the Conforme Form should be attached with the signature of the adviser (applicable for students only)		none	10 minutes upon receiving the request	Admin Assistant ASO
3. Submits the reservation and application form to the ASO *All requesting parties should submit their request 7 calendar days before the event.	3.1 ASO conducts a preliminary assessment of the request and evaluates the sufficiency of the needed requirements before receiving the letter request	None	30 minutes	Admin Assistant ASO
	3.2 Forwards the application form to the Facility-in-Charge	none	30 minutes upon receiving the request	
	3.3 Facility-in-Charge recommends and ensures the request is returned to ASO	none	3 days or upon the availability of the approving official	Chief CDMO Head P.E. Dept. Director GPO (lobby) Director OSA (CUB lobby)



	3.4 ASO computes fees, if applicable	Based on the requested facilities	30 minutes	<i>Admin Assistant ASO</i>
	3.5 Makes recommendation "ANNEX A" and forwards to VCA for approval		30 minutes	<i>Head ASO</i>
	3.6 VCA acts/approved on the request and returns to ASO	none	1 day, or upon the availability of the approving official	<i>Admin Officer OVCA</i>
	3.7 ASO sends/emails the approved permit to the requester		15 minutes	<i>Admin Assistant ASO</i>
4. Obtains a copy of the approved request permit at ASO	4.1 ASO, furnish copies of the approved request to the requester, SSF, and Facility-in-Charge *Any approved permit can be cancelled at any time to give way to University activity		30 minutes (through email/messenger City campus)	<i>Admin Assistant ASO</i>
5. Secures a copy of the billing statement at ASO	5.1 ASO prepares a billing statement and provides the requester with a copy	Based on prescribed rates	10 minutes	<i>Admin Officer/ Admin Asst ASO</i>
6. Pays charges to the UPV Cash Office	6.1 Cash Office issues Official Receipt (OR	Based on prescribed rates	15 minutes	<i>Admin Officer Cash Office (Iloilo), Admin Officer Cash Office (Miagao)</i>
7. Present Official Receipt (OR) to ASO	7.1 ASO records the payment with		3 minutes upon receipt	<i>Admin Officer ASO</i>



	the approved permit		of the Official Receipt (OR)	
TOTAL			4 days 3 hours & 28 minutes	



CASH OFFICE



EXTERNAL/INTERNAL SERVICE

1. COLLECTION OF FEES (WALK-IN)

The Cash Office facilitates the collection of fees of the University.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client; GTB-Government to Business Entity; GTG-Government to Government			
Who may Avail	UPV Constituents and Outside Clientele			
Checklist of Requirements		Where to Secure		
Students: Temporary Form 5 or ID		College Secretaries Office/Client		
Outside Client: Billing Statement		Billing statement issued by UPV Units (e.g. Dorm; Registrars etc..)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present billing statement; or	1.1 Verify accuracy of billing statement and ensure all required information are included.	None	2 minutes	Administrative Officer V, Cash Office
1.2 Present Temporary Form 5/ student ID	1.2 Check student assessment in the Computerized Registration System (CRS)	None	2 minutes	
1.3 Accept Official Receipt (OR)	1.3. Encode payment details in the Cash Operating System (COpS) and process the transaction to generate the client's Official Receipt.	As per amount billed	3 minutes	
	1.3.2 Encode OR number in the student assessment form in the CRS	None	1 minute	
TOTAL			8 minutes	



EXTERNAL/INTERNAL SERVICE

2. COLLECTION OF FEES THROUGH PAYMENT GATEWAYS

The Cash Office processes all collections and payments remitted through UPV's Land Bank of the Philippines (LBP) accounts and other authorized payment portals. (e.g. Maya and LBP Link.Biz apps)

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client;			
Who may Avail	UPV Constituents and Outside Clientele			
Checklist of Requirements		Where to Secure		
Billing Statement/Charge Slips		Billing statement issued by UPV Units (e.g. Dorm; Registrars etc..)		
Validated deposit slips or proof of successful transfer from payment apps.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Students or Clients must email the scanned copy or electronic validation of the proof of payment and billing statement to: cash.upvisayas@up.edu.ph .	2.1 Open the email account of Cash Office. Verify the accuracy and completeness of information on the attached documents.	None	2 minutes	Administrative Officer I, Cash Office
	2.1.2 Download and print payee's information and proof of payment.	None	2 minutes	
	2.1.3 Acknowledge/ Respond to email	None	1 minute	



	2.1.4 Verification of on-line payment (<i>Maya & Link.biz</i>) against UPV Bank Statement. 2.1.5 Encode payment details to the Cash Operating System (COpS) and process the transaction to generate the Official Receipt. 2.1.5 (a) Check student assessment in the Computerized Registration System (CRS)	As per amount deposited As per amount	3 days (<i>verification commence on the next working day after acknowledgement of email</i>) 3 minutes	Administrative Officer V, Cash Office
2.2 Receives scanned copy Official Receipt (OR)	2.2 Encodes OR number in the student assessment form in the CRS. 2.2.1 Send scanned OR to payee (thru email)	None	1 minute 2 minutes	Administrative Officer V Cash Office
TOTAL				



EXTERNAL/INTERNAL SERVICE

3. DISBURSEMENT OF CHECK/CASH ON-SITE

The Cash Office manages the University's disbursements, including payments for procurement (goods and equipment), personnel services (salaries and honoraria), scholarships, and the settlement of project-related refunds to partner agencies.

Office or Division	Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; G2G – Government to Government			
Who may Avail	UPV Constituents, private individuals, suppliers, and other government agencies			
Checklist of Requirements		Where to Secure		
Individual Client: Principal				
Government Issued Identification Card (1-Original copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
University Issued Identification Card (1-Original copy)		HRDO (University Employees) or OVCRE (Project-Based Employees)		
Individual Client: Representative				
Special Power of Attorney (SPA)		Check beneficiary		
Authorization Letter (for immediate family of payee)		Check beneficiary		
Government issued Identification Card of the payee (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
Government issued identification Card of the representative		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
Suppliers and other Government Agencies				
Official receipt/Invoices		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Inquire regarding the availability of check/cash in	3.1 Verify the availability of the check/cash and inform the client	None	1 Minute	Administrative Officer I, Cash Office-Miagao



his/her name or business entity.	of the required documents.			
3.2. For individual clients: Present valid ID. For claims made via representative, provide valid ID for both the principal and the representative, along with a formal Authorization Letter or Special Power of Attorney (SPA).	3.2 Verify the recipient/representative ID and other required documents.	None	2 Minutes	Administrative Officer III Cash Office-Miagao
2.2.1 For suppliers and other GAs: Present their official receipt.	2.2.1 Cross reference the supplier's official receipt/acknowledgement receipt/collection receipt.	None	2 Minutes	Administrative Officer III, Cash Office-Miagao
2.3 For individual clients: Fill-out the required fields on the Disbursement Voucher, Warrant Register and or Payroll	2.3 Hand over Disbursement Voucher, Warrant Register, and/or Payroll to client for signature.	None	2 minutes	Administrative Officer III, Cash Office-Miagao
2.3.1 For suppliers and other GAs Issue official receipt, and completely fill-out the required fields on the Disbursement Voucher and Warrant Register.	2.3.1 Validate details on the Supplier's Official receipt to the Disbursement Voucher details.	None	2 minutes	
	2.4 Verify the Disbursement Voucher, Warrant	None	2 minutes	



	Register, and/or Payroll to ensure all required fields are fully completed.			
	2.5 Release check to client		1 minute	
TOTAL			12 Minutes	

EXTERNAL/INTERNAL SERVICE

4. DISBURSEMENT OF CHECK/CASH THROUGH OVER-THE-COUNTER (OTC) DEPOSIT

The Cash office manages the timely deposit of check to authorized banks.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client; GTB-Government to Business Entity; GTG-Government to Government			
Who may Avail	UPV Constituents and Outside Clientele			
Checklist of Requirements		Where to Secure		
Individual Clients: -With Account at Land Bank of the Philippines or Other Commercial Banks		Any Government or Commercial Banks in the Philippines		
Suppliers and other Government Agencies: -With Account at Land Bank of the Philippines or Other Commercial Banks		Any Government or Commercial Banks in the Philippines		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of check/cash issued in the name of the claimant or their respective business.	1. Verify the availability of the check/cash and requires the client valid personal bank account or agency's bank details	None	1 minute	Administrative Officer I, Cash Office
2. For individual clients: Provide bank Account details	2. Prepares deposit slip in 4 copies	None	2 minutes	Administrative Officer III, Cash Office



For suppliers and other GAs: Provide valid agency bank account details				
3. Pays Bank Service Fee for Inter- Branch deposits	3. Deposit the check to the authorized depository bank With LBP account - Inter-branch cash deposit Non-LBP account	Bank Charge: P 100 – less than 50,000 P200 – more than 50,000 Bank charge varies according to bank.	2 days Within a week after receipt of Cash Liaison Office in Iloilo City	Administrative Officer III, Cash Office
4. For suppliers and other GAs: Issue corresponding Official Receipt (OR) for the payment received and sent to UP Visayas Cash Office	4. Scan copy of deposit and send to payee/ agency/office	None	3 minutes	Administrative Officer III, Cash Office
TOTAL				



INTERNAL SERVICE

1. BOND APPLICATION TO THE BUREAU OF THE TREASURY

The Cash office facilitates the fidelity bonding of all accountable officers and employees who handle cash advances exceeding P 5,000.00.

Office or Division	CASH OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	UPV Employees			
Checklist of Requirements		Where to Secure		
1. Fidelity Bond Application Form (1 copy)		1. Cash Office or Bureau of the Treasury (BTr) Website		
2. Authenticated copy of Administrative Order to Hold Cash Advance (3 copies)		2. Office of the Chancellor		
3. Passport size pictures (4 copies)		3. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled-out bond application form	1. Review and verify the completeness of bond application drafts and all supporting documentation	None	5 minutes	Administrative Officer III, Cash Office
	2. Enrolls/Register on-line to the BTr-OFBS (On Line Fidelity Bonding System)	None	10 minutes	
	3. Notify Office of the Vice Chancellor for Administration (OVCA) for On Line Approval	None	variable	VC for Administration
	4. Print List of Bonded Accountable Public Officer/s and Employees		10 minutes	Administrative Officer III, Cash Office



	after approval of On-Line Bond Application by VCA			
	5. Send or email Fidelity Bond Application Form to applicant for signature and notarization.		10 minutes	
	6. Review and verify duly notarized application form for signature of VCA and all supporting documents		5 minutes	
	7. Endorse the notarized application forms and supporting documents to the Vice Chancellor for Administration (VCA) for final signature.			VC for Administration
	8. Scan the approved application form and all supporting documents, and submit to BTr-Online Fidelity Bonding System (OFBS) for issuance of ATAP.		10 minutes	
	9. Print issued ATAP from OFBS <i>(The availability of ATAP is contingent upon</i>			



	<i>the BTr's approval)</i>			
	10. Prepare Obligation Request (ObR) and Disbursement Voucher for payment of bond premium			Administrative Officer III, Cash Office
	11. Forward ObR and DV to <u>Accounting Office</u> for Pre-Audit			Administrative Officer III, Cash Office
	12. Receive duly approved DV & prepare check for payment to the BTr			Administrative Officer III, Cash Office
	13. With duly signed check, prepare On-Coll payment slip and deposit slip.			Administrative Officer III, Cash Office
	14. Deposit payment thru LBP			
	15. Scan and submit validated On-Coll deposit and ATAP to OFBS.	None	10 minutes	Administrative Officer III, Cash Office
	16. Confirmation letter will be sent by BTR.	None	variable	Bureau of the Treasury
	17. Copy of the confirmation letter for approved bonded officials and employees is sent to the applicant.		variable	
TOTAL				



INTERNAL SERVICE

2. CHECK ISSUANCE UPON EXECUTION OF AN ACKNOWLEDGEMENT RECEIPT

The Cash Office facilitates university disbursement through permanent University employees via Acknowledgement Receipt (AR).

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
University issued ID		UPV		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the availability of check for utility payment or COD transaction.	1. Verify the availability of the check.	None	1 minute	Administrative Officer I, Cash Office
	1.1 Prepare AR for signature of the client		3 minutes	
	1.2 Prepare warrant register for signature of the client		1 minute	
2. Accept acknowledgement copy of DV with the check and sign the warrant register	2. Check that AR is duly signed and attach employee ID as basis for the transfer of accountability	Amount on check (failure to return the DV with official receipt)	3 minutes	Administrative Officer I, Cash Office



	2.1 Release check with the acknowledgement copy of the DV and have the warrant register signed		2 minutes	
3. Pay to concerned utility company or supplier and submit to the Cash Office the signed DV, official receipt and other documents required by the Accounting Office	3. Confirm the accuracy of the information on the official receipt and other submitted documents, and the appropriate acknowledgment of the returned DV. 3.1 Release the ID of the client and file the AR	None	5 minutes	Administrative Officer I, Cash Office
TOTAL			15 minutes	



INTERNAL SERVICE

3. PREPARATION OF CHECKS

The Cash Office manages the University's financial obligations through the issuance of checks for various payment transactions.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client; GTB-Government to Business Entity; GTG-Government to Government			
Who may Avail	UPV Constituents, private individuals, suppliers, and other government agencies			
Checklist of Requirements		Where to Secure		
Duly Approved Disbursement Voucher		Office of the Vice Chancellor for Administration or Office of the Chancellor or Vice Chancellor for Research & Extension or Vice Chancellor for Planning & Development or Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly supported disbursement vouchers	1. Ensure that the DVs are properly signed by the approving authorities.	None	2 minutes	Administrative Assistant II, Cash Office
	1.1 Stamp "Received" and date on approved DV			
	1.2 Segregate manual and BULSA processed DV	None	2 minutes	
	1.3 Encode payment details in COPS	None	5 minutes	



	1.4 Process payment and print check	None	6 minutes	Administrative Officer III, Cash Office
	1.5 Facilitate signing of checks by both signatories	None	variable	
	1.6 Ensure checks are duly signed	None	1 minute	Administrative Officer III, Cash Office
	1.7 Generate the check warrant register	None	2 minutes	
	1.8 Sort the checks into two groups: for deposit and for manual release.	None	variable	
				<u>**CHECK SIGNATORIES</u> Chancellor, UP Visayas / VCA, UP Visayas / VCPD, UP Visayas / VCRE, UP Visayas / VCAA, UP Visayas / Chief, Budget Office Chief, Cash Office / SAO, Cash Office
	TOTAL			



INTERNAL SERVICE

4. DISBURSEMENT OF CHECK VIA OTHER U.P. UNITS

The Cash Office facilitates inter-campus disbursement across other university units.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; G2G – Government to Government			
Who may Avail	UPV Constituents, private individuals, suppliers, and other government agencies			
Checklist of Requirements		Where to Secure		
1. Individual Clients: - Exact address and Contact Numbers of U.P. Units/Office & Other Government Agencies				
2. Suppliers and other Government Agencies: - Exact address and Contact Numbers of Supplier or Government Agencies				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of check/s issued in the name of the claimant or their respective business.	1. Verify the availability of the check	None	3 minutes	Administrative Officer III, Cash Office-Miagao
2. For individual clients and Suppliers: Specify the campus for check collection (UP Diliman, UP Los Baños, UP Cebu, UP Tacloban, UPV Iloilo City)	2. Prepare Pouch Transmittal in 3 copies	None	variable	Administrative Officer III, Cash Office
3. UP campuses Receive the	3. Send transmittal		4 days	Administrative Officer III,



Transmittal with the checks sent by UPV and facilitate release to respective payees	through accredited courier of UPV (LBC/ JRS)			Cash Office
4. UP Campuses return copy of duly acknowledged Pouch Transmittal	4. UP Visayas receives the duly acknowledged pouch transmittal for filing and update check status in CoPs	None	Upon receipt	Administrative Assistant II, Cash Office
TOTAL				



INTERNAL SERVICE

5. ISSUANCE OF BUS PASS AND TICKET

The Cash Office manages the sale of bus tickets & pass for UPV employees utilizing the transportation service between Iloilo City and Miagao campuses.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	GTG – Government to Government			
Who may Avail	UPV faculty and staff			
Checklist of Requirements		Where to Secure		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Office to purchase bus tickets/pass	1.1 Verify whether the employee is qualified to purchase a bus pass or bus ticket		1 minute	Administrative Officer I, Cash Office
	1.2 Accept payment and issue appropriate bus pass or ticket.			
	Bus Pass Bus Ticket	P18.00 each P35.00 each	2 minutes	
2. Receive bus pass/ticket				
TOTAL			3 minutes	



INTERNAL SERVICE

6. REQUEST FOR CANCELATION OF CHECK and/or REISSUANCE OF CHECK

The Cash Office manages the cancellation and replacement of checks provided the requesting unit/person submits a valid rationale, settles the required processing fees, and obtain approval of request by the Cash Office Chief.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity; G2G – Government to Government			
Who may Avail	UPV Constituents, private individuals, suppliers, and other government agencies			
Checklist of Requirements		Where to Secure		
Letter request		Requestor/client		
Official Receipt		UPV Cash Office, Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for check cancellation and/or re-issuance of check	1.1 Receive the letter with the check	None	2 minutes	Administrative Officer III, Cash Office
	1.2 Forward the letter of request together with the copy of the DV and check to the Chief of the Cash Office.		2 minutes	
	1.3 Determine Approval/ Disapproval of the request.		2 minutes	
	1.4 Endorse the notice of check cancellation to	None	30 minutes	Administrative Officer III, Cash Office



	COA and Accounting Office, attaching all requisite documentation for audit and internal record-keeping.			
	1.5 File the acknowledgement copy of the Letter	None	2 minutes	Receiving staff of COA and Accounting Office
	1.6 Inform the client regarding the status of the request	None	2 minutes	Administrative Officer III, Cash Office
2. Receive the approved letter of request and pay the required fee.	2.1 Accept the payment and issue official receipt.	P 50.00	5 minutes	Administrative Officer V, Cash Office
	2.2 Process the payment and print check.		6 minutes	Administrative Officer III, Cash Office
	2.3 Facilitate the signing of check by both signatories (availability of signatories)		variable	
	2.4 Verify the completeness of check signatories		1 minute	
			2 minutes	



	2.5 Generate the check warrant register			
3. Claim the replacement check and sign warrant register	3. Release check and sign warrant register	None	5 minutes	Administrative Officer I, Cash Office
TOTAL		P 50.00		



INTERNAL SERVICE

7. RELEASE OF PAYSLIPS TO UPV EMPLOYEES

The Cash Office facilitates the distribution of pay slips which may be released directly to the employee or issued to an authorized unit representative.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Employees			
Checklist of Requirements		Where to Secure		
A. Principal or Individual Release – No requirement		A. None		
B. Representative or Per Unit/Division/Office – List of Employees authorizing to Claim.		B. Concerned Unit/Division/Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request pay-slip	<u>A. Individual Release:</u> 1. Release pay-slip to employee and requires to sign the transmittal log for acknowledgement	None	3 minutes	Administrative Officer I, Cash Office
2. Accepts pay-slip and sign the transmittal log.	2. Receive duly-signed transmittal log.	None		
3. Submits the list of employees of the unit/division/office.	<u>B. Per Unit/Division Release:</u> 1. Release the pay slips to the authorized representative and sign the transmittal log for acknowledgement.	None	15 minutes	Administrative Officer I, Cash Office
4. Accept pay-slips and sign the transmittal log.	Receive duly signed transmittal log.	None		



TOTAL			



INTERNAL SERVICE

8. REQUEST FOR ISSUANCE OF LETTER OF INTRODUCTION TO LAND BANK

The Cash Office issues Letter of Introduction to newly hired employees to facilitate the opening of their payroll accounts with the Landbank of the Philippines.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTG – Government to Government			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
1. Notice of Appointment (1 photocopy)		1. Office of the Chancellor		
2. Tax Identification Number (1 photocopy)		2. BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents	1. Drafts the Letter of Introduction and facilitates its endorsement by the authorized signatory.	None	5 minutes	Supervising Administrative Officer, Cash Office
2. Receives the Letter of Introduction to be presented to the bank	2. Release the signed Letter of Introduction to the requesting employee.	None		
TOTAL			5 minutes	



INTERNAL SERVICE

9. ISSUANCE OF UPV CAR STICKER

The Cash Office manages the issuance of the University Vehicle Sticker to eligible constituents and stakeholders.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Government to Client; GTB-Government to Business Entity;			
Who may Avail	UPV faculty, students, and staff; Business Entity with Official Business to UPV			
Checklist of Requirements		Where to Secure		
1. Duly Approved UPV Car Sticker Application Form		1. Security Service Force		
2. Attached Photocopied OR & CR of the Vehicle		2. Client/Owner		
3. Attached Photocopied Valid ID of the Owner of the Vehicle		3. Client/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly approved UPV Car Application Form	1. Review and verify completeness of the application form and the supporting documents.	None	1 minute	Administrative Officer V, Cash Office
2. Receives the Official Receipt and the UPV Car Sticker	2. Accepts payment for issuance of official receipt and appropriate UPV Car Sticker.	P 300 – Private Cars/ Tricycle P 200 - Motorcycle	4 minutes	
TOTAL			5 minutes	



INTERNAL SERVICE

10. CERTIFICATION OF UNIVERSITY CLEARANCES, HDMF/PAG-IBIG LOAN APPLICATION & CWT AND ECWT OF GLOBE TELECOM TAXES WITHHELD

The chief of Cash Office serves as one of the authorized approvers for HDMF/PAG-IBIG Loan applications, certifies Employee Clearances and approves the BIR Form for taxes withheld from Globe Telecom Monthly Bills Payment

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Client; GTG – Government to Government			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
1. Duly filled out form uploaded in the cash.upvisayas@up.edu.ph (University Clearance & Globe Communications BIR Form);		1. HRDO; or Download to Respective Websites; Globe Portal		
2. Latest employees pay slip for PAG-IBIG/ HDMF loan		2. Accounting Office- Payroll Section or Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Present or send requirements to the Cash Office email (University Clearance)	1.1 Review and verify the duly filled out University Clearance Form;	None	3 minutes	Supervising Administrative Officer, Cash Office
1.2 Presents or email scanned copy of latest employee pay slip for PAG-IBIG/ HDMF loan application; and fill	1.2 Check on-line loan application in PAG-IBIG/HDMF Portal and Globe CWT Portal.	None	3 minutes	Chief, Cash Office



in the Globe Telecom Form 2307) for appropriate action.				
2. Employee applicant notified via on-line	2.1 Sign the University Clearance form; 2.2 Certify/ approve PAG-IBIG/HDMF Form and/or on-line loan approval for PAG-IBIG/HDMF and Globe Telecom CWT.	None None	3 minutes	Chief, Cash Office
3. HRDO Receives scanned clearance via email	3.Scan and send to HRDO through email the duly signed University Clearance Form.	None	2 minutes	Supervising Administrative Officer, Cash Office
TOTAL				



CAMPUS DEVELOPMENT AND MAINTENANCE OFFICE



EXTERNAL SERVICES

1. Use of UPV Facilities in Miagao Campus (UPV Students and Alumni)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities are used by the UPV students, offices, units and employees during university activities and student-related activities.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students and Alumni			
Checklist of Requirements		Where to Secure		
1. Application Form for Use of UPV Facilities (2 original) (For UPV Students and Student Organizations, application form shall be approved by the Adviser, Dean & OSA Director to hold the activity. For activity beyond 8:00 p.m., the Conforme Form with signature of the adviser should be attached.)		Office of Student Affairs, Auxiliary Services Office, CDMO, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (can be done through email) for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and forward the letter request to the section in-charge		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section <i>Or</i> <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.6 Return the application form to the CDMO Administrative Office with confirmation on the availability of the requested facilities		15 Minutes	<i>Labor Foreman</i> Civil Works Section <i>Or</i> <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.8 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and return the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office



	and Facility-in-Charge; prepare billing statement, and provide the requestor a copy			
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> Electrical Section
5. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 6 Hours, 42 Minutes	



2. Use of UPV Facilities in Iloilo City Campus (UPV Students and Alumni)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, microphone, PA system (at UPV Auditorium & Little Theater), industrial fans and bamboo tables. These facilities are used by the UPV students, offices, units and employees during university activities and student-related activities.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students and Alumni			
Checklist of Requirements		Where to Secure		
1. Application Form for Use of UPV Facilities (2 original) (For UPV Students and Student Organizations, application form shall be approved by the Adviser, Dean & OSA Director to hold the activity. For activity beyond 8:00 p.m., the Conforme Form with signature of the adviser should be attached.)		Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (can be done through email) for use of UPV facilities to the Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request, evaluate sufficiency of needed requirements, and check the availability of the requested facilities	None	30 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.3 Review and recommend the request		15 Minutes	<i>Officer-in-Charge</i> CDMO Iloilo City
	1.4 Forward (through email) the application form to CDMO Miagao for confirmation of the CDMO Chief		15 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City



	1.5 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> CDMO Miagao
	1.6 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.7 Record and forward the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.9 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO		3 Days	<i>Const. & Maintenance</i> <i>Gen. Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i>



	CSM Survey to the client			<i>Electricians</i> CDMO Iloilo City Campus
5. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 3 Hours, 52 Minutes	



3. Use of UPV Facilities in Iloilo City Campus (Non-UPV Clients)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, microphone, PA system (UPV Auditorium & Little Theater), industrial fans and bamboo tables. These facilities can be used by other government agencies, businesses, and other organizations which will hold an activity within the UPV Iloilo City Campus.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Letter Request (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request (can be done through email) for use of UPV facilities Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request, evaluate sufficiency of needed requirements, and check the availability of the requested facilities	None	30 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.3 Review and recommend the request		15 Minutes	<i>Officer-in-Charge</i> CDMO Iloilo City
	1.4 Forward (through email) the application form to CDMO Miagao for confirmation of the CDMO Chief		15 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City



	1.5 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> CDMO Miagao
	1.6 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.7 Record and forward the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.9 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office



	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Construction and Maintenance General Foreman</i> <i>Electricians</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>CDMO Iloilo City</i>
5.Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 3 Hours, 52 Minutes	



4. Use of UPV Facilities in Miagao Campus (Non-UPV Clients)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities can be used by other government agencies, businesses, and other public or private organizations which will hold an activity within the UPV Miagao Campus.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Letter Request (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request (can be done through email) for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and forward the letter request to the section in-charge		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.6 Return the application form to the CDMO Administrative Office with confirmation on the availability of the requested facilities		15 Minutes	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.8 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and return the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and	2.1 Furnish copies of approved application form/letter		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office



billing statement (if any) at ASO	request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy			
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> Electrical Section
5. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 6 Hours, 42 Minutes	



5. Use of UPV Bus and Pooled Vehicle

The Campus Development and Maintenance Office renders transportation services to the UPV constituents (including recognized/accredited student groups and UPV Alumni Association). The UPV vehicles that may be requested for use are the buses, dump truck, and L300 vans.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	UPV Constituents only ((including recognized/accredited student groups and UPV Alumni Association)			
Checklist of Requirements		Where to Secure		
1. Application form for Use of UPV Vehicles (1 copy)		Downloadable through this link: https://www.upv.edu.ph/files/application-form-for-the-use-of-upv-vehicles-2023.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) the application form to the Campus Development and Maintenance Office (CDMO)	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.2 Verify itinerary with the requestor and check availability of the vehicle		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Receive and record the request		10 Minutes	<i>Administrative Assistant II</i> CDMO Administrative Section



	1.4	Compute fuel and service charges and make recommendation to the VCA		1 Hour	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.5	Review and sign the recommendation with the computation of fuel and service charges		15 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.6	Record and forward (can be done through email) the form with recommendation to the Office of the Vice Chancellor for Administration (OVCA)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7	Retain a copy of the request and recommendation for office reference and file		5 Minutes	<i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.8	Act on the request, forward the duly acted request to CDMO and notify the requestor of action on the request		4 Hours	<i>Vice Chancellor for Administration</i> <i>Admin. Staff</i> Office of the Vice Chancellor for Administration
2. Receive duly acted request and pay charges to the UPV Cash Office. For charge payment	2.1	Issue Official Receipt (OR) to the requestor/client	Fuel = actual market price X distance of travel;	2 Minutes	<i>Administrative Officer V</i> Cash Office



(UPV Offices only), prepare online Disbursement Voucher payable to UP Visayas.		Service charge = hourly overtime rate X number of hours of services to be rendered		
3. Coordinate with the CDMO, present Official Receipt/signed Disbursement Voucher, and scan & answer the CDMO CSM Survey	3.1 Provide the requested vehicle (if approved) on the scheduled date and send the QR Code of CDMO CSM Survey to the client		1 Day	<i>Driver II</i> CDMO Administrative and Transportation Section
TOTAL		Fuel = actual market price X distance of travel; Service charge = hourly overtime rate X number of hours of services to be rendered	1 Day, 6 Hours, 47 Minutes	



6. Minor repairs of buildings and structures

Minor repairs of UPV buildings and structures are carried out in-house in order to maintain functionality of the facilities. These include repairs that can be done with the expertise of the CDMO and requires 80 man-hour work or less to complete. Services includes carpentry, masonry, plumbing and electrical repairs.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	UPV Constituents (Students and Alumni) only			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258E_BJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section Or CDMO Iloilo City
	1.3 Conduct coordinated site inspection with the		1 Day	<i>Labor Foreman</i> Civil Works Section Or



	requestor; determine the scope of work, materials needed and schedule of implementation .			<i>Construction and Maintenance General Foreman Electrical Section Or CDMO Iloilo City Or Engineer III Sanitation and Water Utilities Section</i>
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the CDMO central store for the needed materials		1 Hour	<i>Labor Foreman Civil Works Section Or Construction and Maintenance General Foreman Electrical Section Or CDMO Iloilo City Or Engineer III Sanitation and Water Utilities Section</i>
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form for the accomplished job and acknowledgment in the Requisition Issuance Slip (RIS) for the materials received. Send the QR Code of CDMO CSM Survey to the client.		5 Days	<i>Carpenter II and Utility Worker Civil Works Section Or Plumber II Civil Works Section Or Plumber and Utility Worker Sanitation and Water Utilities Section Or Electrician II Electrical Section Or CDMO Iloilo City</i>
2. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 1 Hour, 45 Minutes	



7. Support Services during Activities

The Campus Development and Maintenance Office provides support services during activities of outside clients in which UPV is the venue of the activity. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) letter request for personnel services to the Auxiliary Services Office	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form/letter request		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form/letter request to the CDMO		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the application form/letter request		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	1.5 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.6 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Forward the application form/letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of personnel needed and rate per hour for overtime services.		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Review the application form/letter request for signature of the CDMO Chief		10 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.9 Review and sign the application form/letter request		10 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.10 Record and return (through email) the application form/letter request to the Auxiliary Services Office		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.12 Record, review, act on the request		30 Minutes and/or upon	<i>Junior Office Aide</i>



	and return the acted application form to ASO		availability of the approving official	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay*	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Personnel-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	4.2 Render the services requested during the activity. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> Campus Development and Maintenance Office
5. Scan and answer the CDMO CSM Survey				
	TOTAL	Approved overtime pay	3 Days 1 Hour 14 Minutes	

*Hourly rate x total number of hours for actual services rendered



8. Payment of utilities expenses (telephone, water, and electricity)

The Campus Development and Maintenance Office takes charge of the processing of payment for utilities expenses of both UPV Miagao and Iloilo City Campuses. These utilities include telephone, water, and electricity. Payment of utilities expenses is processed on a monthly basis.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government G2B – Government to Businesses			
Who may Avail	Utilities Provider			
Checklist of Requirements		Where to Secure		
Statement of Account (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Statement of Account to Campus Development and Maintenance Office (CDMO), UPV Miagao Campus.	1.1 Receive and record the Statement of Account.	None	15 Minutes	<i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.2 Prepare online Disbursement Voucher (DV)		40 Minutes	<i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.3 Review the DV for signature of the CDMO Chief		5 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.4 Sign the DV		5 Minutes	<i>Chief</i> Campus Development and Maintenance Office



	1.5 Record and forward the Statement of Account with attached DV to the Accounting Office		1 Hour	<i>Administrative Assistant II</i> <i>Driver II</i> CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Budget Office		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.7 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.8 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office
	1.9 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.10 Prepare check payment and facilitate signing of the check.		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III</i> Cash Office
	1.11 Bring the check of payment to the concerned company. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Administrative Assistant II</i> CDMO Administrative and Transportation Section Or <i>Utility Worker</i> CDMO Iloilo
2.	Scan and answer the CDMO CSM Survey			
	TOTAL	None	3 Days, 7 Hours, 5 minutes	



9. Water Connection

The CDMO Sanitation and Water Utilities Section (SWUS) takes charge of the UPV Water System which supplies potable water to the whole Miagao Campus and extends to UPV employees and affected landowners in Miagao, Iloilo. The SWUS facilitates the processing and installation of water connection to qualified applicants.

Office or Division	Campus Development and Maintenance Office
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens G2G – Government to Government
Who may Avail	UPV employees and Affected landowners and their parents or children only whose residence is located within 500 meters from the nearest main line
Checklist of Requirements Where to Secure	



1. Application Form (3 original) 2. Certification as permanent employee (for UPV employee) (1 original, 2 photocopies) 3. Certification as Affected Landowners (for Affected Landowner) 1 original, 2 photocopies) 4. Clearance or endorsement from Miagao Water District if the area is served by Miagao Water District (1 original, 2 photocopies) 5. Vicinity map of the area where the house is located to be connected with water service line indicating the distance from the nearest UPV main water distribution line (1 original, 2 photocopies) 6. Certification from Punong Barangay or Municipal Assessor's Office that the applicant is the owner of the house/lot (1 original, 2 photocopies) (If the applicant does not own the house/lot, the owner of the house/lot must issue a clearance or sign the <i>conforme</i> to the application.)		1. UPV CDMO – Sanitation and Water Utilities Section 2. UPV Human Resource and Development Office 3. UPV Site Acquisition and Resettlement Project Office 4. Miagao Water District Office 5. Municipal Engineering Office 6. Punong Barangay Office or Municipal Assessor's Office 7. Owner of the house/lot		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form with the requirements listed above to the Sanitation and Water Utilities Section, CDMO Miagao	1.1 Receive and record the application form with attached requirements and forward to the Section Chief, SWUS		15 Minutes	Administrative Aide III Sanitation & Water Utilities Section



	1.2 Check and evaluate the application form and attached requirements		30 Minutes	<i>Engineer III</i> Sanitation & Water Utilities Section
	1.3 Inspect and validate the location for water connection.		2 Days	<i>Engineer III</i> <i>Administrative Aide III</i> Sanitary & Water Utilities Section
	1.4 Prepare recommendation, sign the application form and forward to the CDMO Admin. Section		1 Hour	<i>Engineer III</i> Sanitation & Water Utilities Section
	1.5 Review and sign the application form		15 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.6 Record and forward the application form with attached requirements to the Office of the Vice Chancellor for Administration (OVCA)		30 Minutes	<i>Administrative Aide III</i> Sanitation & Water Utilities Section <i>Driver II</i> CDMO Administrative and Transportation Section
	1.7 Act on the request, forward the duly acted request to CDMO		2 Days (paused-clock)	<i>Vice Chancellor for Administration</i> <i>Administrative Staff</i> Office of the Vice Chancellor for Administration



	1.8 Notify the requestor and provide list of materials and specifications needed for water connection to the client.		2 Days	<i>Engineer III</i> Sanitation & Water Utilities Section
2. Pay the prescribed fees and present the Official Receipt to CDMO Sanitation and Water Utilities Section	2.1 Issue Official Receipt of payment to the client	Installation fee Php 500.00 plus deposit = Number of persons in the household x 0.3 cu.m.per day x 60 days x tariff rate	2 Minutes	<i>Administrative Officer V</i> Cash Office
3. Provide materials and labor for water connection and notify the Sanitation and Water Utilities Section (SWUS) upon availability.			5 Days (paused-clock)	<i>Applicant</i>
	3.1 Schedule with the client the implementation of the request.		1 Day	<i>Engineer III</i> Sanitation & Water Utilities Section
	3.2 Implement the request and secure conforme of the requestor for the accomplished		2 Days	<i>Administrative Aide III</i> Sanitation & Water Utilities Section



	job. Send the QR Code of CDMO CSM Survey to the client			
4. Scan and answer the CDMO CSM Survey				
TOTAL	P 500.00 plus deposit = Number of persons in the household x 0.3 cu.m. per day x 60 days x tariff rate		14 Days, 2 Hours, 32 Minutes	



10. Payment of Contractor's Billings for Maintenance Projects (First Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payments for the first billing of the Contractor.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2B – Government to Businesses			
Who may Avail	UPV Contractors only			
Checklist of Requirements		Where to Secure		
1. Letter Request (5 original)		Contractor		
2. Contract of Agreement (5 authenticated copy)		Contractor		
3. Notice of Award (5 authenticated copy)		Contractor		
4. Notice to Proceed (5 authenticated copy)		Contractor		
5. Performance Bond callable on demand (1 original and 5 authenticated copy) with certification from Philippine Insurance Commission		Duly Registered Insurance and Surety Company		
6. Contractor's Affidavit (5 original)		Contractor		
7. Accomplishment Report (5 original)		Contractor		
8. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor		
9. Proof of payment for water and power deposit (if applicable) (1 original and 1 photocopy)		UPV Cash Office – Cashier Window		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus	1.1 Check, receive and record the submitted documents pertinent to the payment	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



Development and Maintenance Office, UPV Miagao Campus	of the first billing.			
	1.2 Attach the following documents: Job Order Request, Obligation Request, Abstract of Bids, Approved Detailed Cost Estimates and Approved Plans and Specifications (5 photocopy each).		2 Days	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.3 Evaluate, verify and conform the accomplishment report		2 Days	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	1.4 Prepare endorsement and online disbursement voucher		1 Hour	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.5 Review the endorsement and authenticate the attached supporting documents.		2 Hours	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.6 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office



	1.7 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</i> CDMO Admin. and Transportation Section
	1.8 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.9 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.10 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	1.11 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.12 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office
	1.13 Record, sign and forward		30 Minutes and/or upon	<i>Junior Office Aide</i>



	the Disbursement Voucher to the Cash Office		availability of the approving official	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.14 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III</i> Cash Office
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office.	2.1 Release the check and receive the Official Receipt		2 Minutes	<i>Administrative Officer III</i> Cash Office
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
3. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 2 Hours, 32 Minutes	

Note: Payment of Contractor's Billing for Maintenance Projects is qualified for multi-stage processing.



11. Payment of Contractor's Billings for Maintenance Projects (Progress Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payments for succeeding progress billings of the Contractor.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2B – Government to Businesses			
Who may Avail	UPV Contractors only			
Checklist of Requirements		Where to Secure		
1. Letter Request (5 original)		Contractor		
2. Accomplishment Report (5 original)		Contractor		
3. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance Office, UPV Miagao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the first billing.	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section
	1.2 Prepare endorsement and online disbursement voucher		1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



	1.3 Review the endorsement and authenticate the attached supporting documents		2 Hours	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.4 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</i> CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.7 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	1.9 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	1.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office



	Chancellor for Administration			
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III</i> Cash Office
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office	2.1 Release the check and receive the Official Receipt.		2 Minutes	<i>Administrative Officer III</i> Cash Office
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
2.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	4 Days, 3 Hours, 32 Minutes	

Payment of Contractor's Billings for Maintenance Projects is qualified for multi-stage processing.



12. Payment of Contractor's Billings for Maintenance Projects (15% Advance Payment)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested 15% advance payment to the Contractor.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2B – Government to Businesses			
Who may Avail	UPV Contractors only			
Checklist of Requirements		Where to Secure		
1. Letter Request (5 original)		Contractor		
2. Contract of Agreement (5 authenticated copy)		Contractor		
3. Notice of Award (5 authenticated copy)		Contractor		
4. Notice to Proceed (5 authenticated copy)		Contractor		
5. Surety Bond callable on demand (1 original and 5 authenticated photocopy) with certification from Philippine Insurance Commission		Duly Registered Insurance and Surety Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance Office, UPV Miagao Campus	1.1 Check, receive and record the submitted documents pertinent to the payment of the 15% advance payment.	None	1 hour	Junior Office Associate CDMO Admin. and Transportation Section



	1.2 Prepare endorsement and online disbursement voucher		1 Hour	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.3 Review the endorsement and authenticate the attached supporting documents.		2 Hours	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.4 Review and sign the endorsement and disbursement voucher.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</i> CDMO Admin. and Transportation Section
	1.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	1.7 Record, review, sign and forward the documents to the Office of the Chancellor		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	1.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	1.9 Record, obligate and forward the		4 hours	<i>Receiving and Outgoing Section</i> Budget Office



	documents back to Accounting Office			
	1.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section Bookkeeping Section Accounting Office</i>
	1.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide Vice Chancellor for Administration Office of the Vice Chancellor for Administration</i>
	1.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III Cash Office</i>
2. Claim the check of payment and issue Official Receipt at the UPV Cash Office	2.1 Release the check and receive the Official Receipt.		2 Minutes	<i>Administrative Officer III Cash Office</i>
	2.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff
3.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	2 days, 3 hours, 32 minutes	

Payment of Contractor's Billings for Maintenance Projects is qualified for multi-stage processing.



13. Payment of Contractor's Billings for Maintenance Projects (Final Billing)

Contractors will be paid accordingly as stipulated in the contract entered into between the Contractor and the University in the implementation of UP System, LDDAP and GAA funded maintenance projects. The Campus Development and Maintenance Office (CDMO) will process the requested payment for final billing of the Contractor.

Office or Division	Campus Development and Maintenance Office			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Businesses			
Who may Avail	UPV Contractors only			
Checklist of Requirements		Where to Secure		
1. Letter Request (5 original)		Contractor		
2. Contract of Agreement (5 authenticated copy)		Contractor		
3. Notice of Award (5 authenticated copy)		Contractor		
4. Notice to Proceed (5 authenticated copy)		Contractor		
5. Surety Bond callable on demand (1 original and 5 authenticated copy) with certification from Philippine Insurance Commission		Duly Registered Insurance and Surety Company		
6. Contractor's Affidavit (5 original)		Contractor		
7. Accomplishment Report (5 original)		Contractor		
8. Pictures of the physical accomplishment (1 original and 4 photocopies)		Contractor		
9. As-built Plans (1 original hard copy and soft copy)		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete supporting documents as stated in the above checklist to the Campus Development and Maintenance	1.1 Check, receive and record the submitted documents pertinent to the payment of the final billing.	None	1 Hour	Junior Office Associate CDMO Admin. and Transportation Section



Office, UPV Miagao Campus				
	1.2 Attach the following documents: Job Order Request, Obligation Request, Abstract of Bids, Advertisement/Call for Bid, Approved Detailed Cost Estimates and Approved Plans and Specifications (5 photocopies each).		2 Hours	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	1.3 Evaluate and verify the project's completion.		1 Day	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	1.4 Prepare punch list and send to the Contractor.		3 Hours	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
2. Attend to the deficiencies listed in the punch list and inform the Campus Development and Maintenance				15 Days (paused-clock)



Office when the project is ready for inspection.				
	2.1 Re-inspect the project's completion, conforme the accomplishment report, and the UPV Inspection Committee to issue a report.		1 Day	<i>Engineer III</i> CDMO Civil Works Section And / Or CDMO Electrical Section
	2.2 Prepare endorsement and online disbursement voucher		1 Hour	<i>Junior Office Associate</i> CDMO Admin. and Transportation Section
	2.3 Review the endorsement and authenticate the attached supporting documents.		1 Hour	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	2.4 Review and sign the endorsement, disbursement voucher and accomplishment report.		30 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	2.5 Record and forward the complete documents to the Accounting Office		1 Hour	<i>Junior Office Associate</i> <i>Driver II</i> CDMO Admin. and Transportation Section
	2.6 Record, pre-audit the documents and forward to the Office of the Vice Chancellor for Administration		4 hours	<i>Receiving and Outgoing Section</i> <i>Accounts Payable Section</i> Accounting Office
	2.7 Record, review, sign and		30 Minutes and/or upon	<i>Junior Office Aide</i>



	forward the documents to the Office of the Chancellor		availability of the approving official	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	2.8 Record, review, sign and forward the documents to the Budget Office		30 Minutes and/or upon availability of the approving official	<i>Receiving and Outgoing Section</i> <i>Chancellor</i> Office of the Chancellor
	2.9 Record, obligate and forward the documents back to Accounting Office		4 hours	<i>Receiving and Outgoing Section</i> Budget Office
	2.10 Record, evaluate, sign the Disbursement Voucher and forward to the Office of the Vice Chancellor for Administration		4 Hours	<i>Receiving and Outgoing Section</i> <i>Bookkeeping Section</i> Accounting Office
	2.11 Record, sign and forward the Disbursement Voucher to the Cash Office		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	2.12 Prepare check payment and facilitate signing of the check		30 Minutes and/or upon availability of the authorized official	<i>Administrative Officer III</i> Cash Office
3. Claim the check of payment and issue Official Receipt at the UPV Cash Office	3.1 Release the check and receive the Official Receipt		2 Minutes	<i>Administrative Officer III</i> Cash Office
	3.2 Send the QR Code of CDMO CSM Survey to the client			CDMO Admin. Staff



4. Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		None	19 Days, 7 Hours, 2 Minutes	

Payment of Contractor's Billings for Maintenance Projects is qualified for multi-stage processing.



INTERNAL SERVICES

1. Use of UPV Facilities in Miagao Campus (UPV Employees, Units, and Offices)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, mono block chairs, H-frames, risers/stairs, backdrop, generator set, industrial fans and bamboo tables. These facilities are used by the UPV offices, units, and employees during university activities and other related activities.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students and Alumni			
Checklist of Requirements		Where to Secure		
1. Application Form for Use of UPV Facilities (2 original)		Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (can be done through email) for use of UPV facilities to the Auxiliary Services Office, New Administration Building, UPV Miagao Campus	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form to the Facility-in-Charge (CDMO)		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.4 Receive and record the letter request and forward		30 Minutes	<i>Administrative Assistant II</i>



	the letter request to the section in-charge			CDMO Admin. and Transportation Section
	1.5 Check the availability of the requested facilities		2 Hours	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.6 Return the application form to the CDMO Administrative Office with confirmation on the availability of the requested facilities		15 Minutes	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance General Foreman</i> Electrical Section
	1.7 Review the application form and prepare recommendation for signature of the CDMO Chief		30 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.8 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and return the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.10 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.11 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	3.1 Furnish copies of approved application form/letter request to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office



4.0 Pay charges to the UPV Cash Office	4.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
5.0 Present Official Receipt (OR) to ASO and Facility-in-Charge	5.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	5.2 Prepare/set-up the facilities requested 5.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Labor Foreman</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>Civil Works Section</i> <i>Or</i> <i>Construction and Maintenance General Foreman</i> <i>Electricians</i> <i>Electrical Section</i>
6.0 Scan the QR Code and answer the CDMO CSM Survey				
TOTAL	Based on the prescribed rate of the University		3 Days, 6 Hours, 42 Minutes	



2. Use of UPV Facilities in Iloilo City Campus (UPV Employees, Units, and Offices)

The Campus Development and Maintenance Office is the facility-in-charge of platforms, monoblock chairs, H-frames, risers/stairs, backdrop, generator set, microphone, PA system (UPV Auditorium & Little Theater), industrial fans and bamboo tables. These facilities are used by the UPV offices, units, and employees during university activities and other related activities within the UPV Iloilo City Campus.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Letter Request (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form (can be done through email) for use of UPV facilities at the Campus Development and Maintenance Office (CDMO), UPV Iloilo City Campus	1.1 Conduct preliminary assessment of the request, evaluate sufficiency of needed requirements, and check the availability of the requested facilities	None	30 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.2 Receive and record the application form		10 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City
	1.3 Review and recommend the request		15 Minutes	<i>Officer-in-Charge</i> CDMO Iloilo City
	1.4 Forward (through email) the application form to CDMO Miagao for confirmation of the CDMO Chief		15 Minutes	<i>Administrative Aide I</i> CDMO Iloilo City



	1.5 Receive and record the application form		10 Minutes	<i>Administrative Assistant II</i> CDMO Miagao
	1.6 Review and sign the application form for use of facilities		10 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.7 Record and forward the application form to the Auxiliary Services Office (through email)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head</i> Auxiliary Services Office
	1.9 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form to the requestor, SSF and Facility-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Based on the prescribed rate of the University	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Facility-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office



	4.2 Prepare/set-up the facilities requested 4.3 Send the QR Code of CDMO CSM Survey to the client		3 Days	<i>Construction and Maintenance General Foreman</i> <i>Electricians</i> <i>Carpenters</i> <i>Utility Workers</i> <i>Grounds Personnel</i> <i>CDMO Iloilo City</i>
5.Scan the QR Code and answer the CDMO CSM Survey				
TOTAL		Based on the prescribed rate of the University	3 Days, 3 Hours, 52 Minutes	



3. Use of UPV Bus and Pooled Vehicle

The Campus Development and Maintenance Office renders transportation services to the UPV constituents (including UPV offices and units). The UPV vehicles that may be requested for use are the buses, dump truck, and L300 vans.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may Avail	UPV Constituents only ((including UPV offices and units)			
Checklist of Requirements		Where to Secure		
1. Application form for Use of UPV Vehicles (1 copy)		Downloadable through this link: https://www.upv.edu.ph/files/application-form-for-the-use-of-upv-vehicles-2023.pdf		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) the application form to the Campus Development and Maintenance Office (CDMO)	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.2 Verify itinerary with the requestor and check availability of the vehicle		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Receive and record the request		10 Minutes	<i>Administrative Assistant II</i> CDMO Administrative Section
	1.4 Compute fuel and service charges and make recommendation to the VCA		1 Hour	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section



	1.5 Review and sign the recommendation with the computation of fuel and service charges		15 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.6 Record and forward (can be done through email) the form with recommendation to the Office of the Vice Chancellor for Administration (OVCA)		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Retain a copy of the request and recommendation for office reference and file		5 Minutes	<i>Administrative Assistant II</i> CDMO Administrative and Transportation Section
	1.8 Act on the request, forward the duly acted request to CDMO and notify the requestor of action on the request		4 Hours	<i>Vice Chancellor for Administration</i> <i>Admin. Staff</i> Office of the Vice Chancellor for Administration
2. Receive duly acted request and pay charges to the UPV Cash Office. For charge payment (UPV Offices only), prepare	2.1 Issue Official Receipt (OR) to the requestor/client	Fuel = actual market price X distance of travel;	2 Minutes	<i>Administrative Officer V</i> Cash Office



online Disbursement Voucher payable to UP Visayas.		Service charge = hourly overtime rate X number of hours of services to be rendered		
3. Coordinate with the CDMO, present Official Receipt/signed Disbursement Voucher, and scan & answer the CDMO CSM Survey	3.1 Provide the requested vehicle (if approved) on the scheduled date and send the QR Code of CDMO CSM Survey to the client		1 Day	<i>Driver II</i> CDMO Administrative and Transportation Section
TOTAL		Fuel = actual market price X distance of travel; Service charge = hourly overtime rate X number of hours of services to be rendered	1 Day, 6 Hours, 47 Minutes	



4. Minor repairs of buildings and structures

Minor repairs of UPV buildings and structures are carried out in-house in order to maintain functionality of the facilities. These include repairs that can be done with the expertise of the CDMO and requires 80 man-hour work or less to complete. Services includes carpentry, masonry, plumbing and electrical repairs.

Office or Division		Campus Development and Maintenance Office		
Classification		Complex		
Type of Transaction		G2C – Government to Citizens G2G – Government to Government		
Who may Avail		UPV Constituents (Employees & Offices) only		
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-sv1qS/edit?usp=drive_link&oid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section Or CDMO Iloilo City
	1.3 Conduct coordinated site inspection with the requestor; determine the scope of work, materials needed and schedule of implementation.		1 Day	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance</i> <i>General Foreman</i> Electrical Section Or



				<i>Engineer III</i> Sanitation and Water Utilities Section Or CDMO Iloilo City
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the CDMO central store for the needed materials		1 Hour	<i>Labor Foreman</i> Civil Works Section Or <i>Construction and Maintenance</i> <i>General Foreman</i> Electrical Section Or <i>Engineer III</i> Sanitation and Water Utilities Section Or CDMO Iloilo City
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form for the accomplished job and acknowledgment in the Requisition Issuance Slip (RIS) for the materials received. Send the QR Code of CDMO CSM Survey to the client.		5 Days	<i>Carpenter II and Utility Worker</i> Civil Works Section Or <i>Plumber II</i> Civil Works Section Or <i>Plumber and Utility Worker</i> Sanitation and Water Utilities Section Or <i>Electrician II</i> Electrical Section Or CDMO Iloilo City
5. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 1 Hour, 45 Minutes	



5. Support Services during Activities

The Campus Development and Maintenance Office provides support services during university activities and student-related activities. These support services shall be rendered by the Technician, Electrician, Plumber and Janitors. The Technician takes charge of the PA system, the Electrician takes charge of the generator set and electrical concerns during power interruptions, the Plumber takes charge of the water supply, and the Janitors take charge of the cleanliness of the venue of the activity and the comfort rooms.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students, Employees and Alumni only			
Checklist of Requirements		Where to Secure		
1. Application Form for Use of UPV Facilities (2 original) Or Letter Request from the Client (For UPV Students and Student Organizations, application form/letter request shall be approved by the Adviser, Dean & OSA Director to hold the activity.)		Office of Student Affairs, Auxiliary Services Office, CDMO Iloilo City, downloadable through UPV Intranet (intranet.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (can be done through email) application form/letter request for personnel services to the Auxiliary Services Office	1.1 Conduct preliminary assessment of the request and evaluate sufficiency of needed requirements.	None	30 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.2 Receive and record the application form/letter request		10 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	1.3 Forward (through email) the application form/letter request to the CDMO		15 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office



	1.4 Receive and record the application form/letter request		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.5 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.6 Check and verify the availability of requested personnel to the concerned CDMO Section.		1 Hour	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.7 Forward the application form/letter request to the CDMO Administrative Officer with confirmation of the section in-charge as to the number of personnel needed and rate per hour for overtime services.		30 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section
	1.8 Review the application form/letter request for signature of the CDMO Chief		10 Minutes	<i>Administrative Officer V</i> CDMO Admin. and Transportation Section
	1.9 Review and sign the application form/letter request		10 Minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.10 Record and return (through email) the application form/letter request to the Auxiliary Services Office		15 Minutes	<i>Administrative Assistant II</i> CDMO Admin. and Transportation Section



	1.11 Record, compute fees (if any), recommend and forward to the OVCA		30 Minutes	<i>Administrative Assistant II</i> <i>Head Auxiliary Services Office</i>
	1.12 Record, review, act on the request and return the acted application form to ASO		30 Minutes and/or upon availability of the approving official	<i>Junior Office Aide</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
2. Obtain a copy of approved permit and billing statement (if any) at ASO	2.1 Furnish copies of approved application form/letter request to the requestor, SSF and Personnel-in-Charge; prepare billing statement, and provide the requestor a copy		1 Hour	<i>Administrative Assistant II</i> Auxiliary Services Office
3. Pay charges to the UPV Cash Office	3.1 Issue Official Receipt (OR) to the requestor	Approved overtime pay*	2 Minutes	<i>Administrative Officer V</i> Cash Office
4. Present Official Receipt (OR) to ASO and Personnel-in-Charge	4.1 Post the payment to the approved permit		5 Minutes	<i>Administrative Assistant II</i> Auxiliary Services Office
	4.3 Render the services requested during the activity. Send the QR Code of CDMO CSM Survey to the client		2 Days	<i>Technician</i> <i>Electrician</i> <i>Plumber</i> <i>Janitor</i> (see attached list of names) Campus Development and Maintenance Office
5. Scan and answer the CDMO CSM Survey				
	TOTAL	Approved overtime pay	3 Days 1 Hour 14 Minutes	

*Hourly rate x total number of hours for actual services rendered



6. Minor repairs of buildings and structures (UPV Staff Housing Units)

Minor repairs of UPV Staff Housing Units are carried out in-house in order to maintain functionality of the facilities. These include repairs that can be done with the expertise of the CDMO and requires 80 man-hour work or less to complete. Services includes carpentry, masonry, plumbing and electrical repairs.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPV Staff Housing Residents			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258E-BJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section
	1.3 Conduct coordinated site inspection with		1 Day	<i>Labor Foreman</i> Civil Works Section Or



	the requestor; determine the scope of work, materials needed and schedule of implementation.			<i>Construction and Maintenance General Foreman Electrical Section Or Engineer III Sanitation and Water Utilities Section</i>
2. Provide necessary materials needed for the repair			1 Day (paused-clock)	
	2.1 Assign personnel, implement repairs and secure conformity of the requestor in the job order request form for the accomplished job. Send the QR Code of CDMO CSM Survey to the client.		4 Days	<i>Labor Foreman Civil Works Section Or Construction and Maintenance General Foreman Electrical Section Or Engineer III Sanitation and Water Utilities Section Carpenters, Plumbers, Electricians, Utility Workers Campus Development and Maintenance Office</i>
3. Scan and answer the CDMO CSM Survey				
TOTAL		None	6 Days, 45 Minutes	



7. Technical specifications and cost estimates involving the expertise of engineers, etc.

Specifications and cost estimates are prepared by the CDMO to supplement the procurement of materials, equipment and upgrading of existing facilities. The estimates are bases for the budgeting. The sanitary, civil, electrical, plumbing, or mechanical specifications provided by the Office are used as the terms of reference in the procurement process.

Office or Division	Campus Development and Maintenance Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Students, Employees and Alumni only			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258E_BJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for minor repairs	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign technical personnel for the request		30 Minutes	<i>Section Chief</i> Civil Works Section Or Sanitation and Water Utilities Section Or Electrical Section
	1.3 Conduct coordinated site inspection with the requestor to gather initial data regarding		2 Days	<i>Engineer III</i> Civil Works Section Or



	the intent of the requestor.			Sanitation and Water Utilities Section <i>Or</i> Electrical Section <i>Or</i> <i>Draftsmen</i> Civil Works Section
	1.4 Prepare plans, specifications, cost estimates, program of works (POW)		15 Days	<i>Engineer III</i> Civil Works Section <i>Or</i> Sanitation and Water Utilities Section <i>Or</i> Electrical Section <i>Or</i> <i>Engineer II</i> Civil Works Section <i>Or</i> <i>Draftsman</i> Civil Works Section <i>Or</i> <i>Construction and Maintenance</i> <i>General Foreman</i> Electrical Section
	1.5 Check and certify the technical documents.		1 Day	<i>Chief</i> Campus Development and Maintenance Office



	1.6 Prepare transmittal or endorsement of the CDMO Chief		1 Hour	<i>Administrative Assistant II</i> Or <i>Junior Office Associate</i> CDMO Administrative and Transportation Section
	1.7 Review the transmittal/endorsement for signature of the CDMO Chief		15 minutes	<i>Melany T. Calcaben</i> <i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.8 Review and sign the transmittal/endorsement		30 minutes	<i>Chief</i> Campus Development and Maintenance Office
	1.9 Record and forward the complete documents to the requestor. Send the QR Code of CDMO CSM Survey to the client		45 minutes	<i>Administrative Assistant II</i> Or <i>Junior Office Associate</i> <i>Driver II</i> CDMO Administrative and Transportation Section
2. Scan and answer the CDMO CSM Survey				
TOTAL		None	18 Days, 3 Hours, 15 Minutes	



8. Check-up and minor repair of ACUs

Check-up and minor repair of ACUs are carried out in-house in order to maintain functionality and ensure efficiency of the Air Conditioning Units in UP Visayas. Cleaning, repairs, replacement of capacitor and recharging of Freon will be attended by the electrical section of the Campus Development and Maintenance Office (CDMO).

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2C – Government to Citizens G2G – Government to Government			
Who may Avail	UPV Offices/Units and Employees only			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258EBJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&oid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for Check-up and/or repair of Air Conditioning Unit to the Campus Development and Maintenance Office, UPV Miagao Campus	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assign job to the concerned personnel through the foreman and update the CDMO Job Monitoring System		30 Minutes	<i>Engineer III</i> Electrical Section



	1.3 Conduct coordinated site inspection with the requestor; determine the scope of work, materials needed and schedule of implementation.		1 Day	<i>Construction and Maintenance</i> <i>General Foreman</i> <i>Electrical Section</i> <i>Aircon Technician</i> <i>Electrical Section</i>
	1.4 Assign personnel to do the job and file Material Requisition Slip (MRS) to the central store for the needed materials.		1 Hour	<i>Construction and Maintenance</i> <i>General Foreman</i> <i>Electrical Section</i>
	1.5 Withdraw materials, implement job request and secure conformity of the requestor in the job order request form for the accomplished job and acknowledgement in the Requisition Issuance Slip (RIS) for the materials received. Send the QR Code of CDMO CSM Survey to the client		5 Days	<i>Aircon Technician</i> <i>Electrical Section</i> <i>Helper (see attached list of names)</i> <i>Electrical Section</i>
2. Scan and answer the CDMO CSM Survey				
	TOTAL	None	6 Days, 2 Hours, 15 Minutes	TOTAL



9. Check-up and repair of UPV vehicles

Check-up and repair of UPV vehicles are part of the services rendered by the Administrative and Transportation Section of the Campus Development and Maintenance Office. The work is carried out by the CDMO Mechanic with the assistance of the vehicle's driver. The Mechanic is stationed at the CDMO Garage. The service also covers the diagnosis of issues in the vehicle combustion engine, mechanical and conventional, electrical components of the vehicles.

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPV Offices/Units only			
Checklist of Requirements		Where to Secure		
1. Job Order Request Form (1 original)		Downloadable through this link: https://docs.google.com/spreadsheets/d/11RM258E_BJX-Dq0Veevk2XeRdYZ-svIqS/edit?usp=drive_link&ouid=100221307424901602470&rtpof=true&sd=true		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit (through email) Job Order Request for Check-up and/or repair of Air Conditioning Unit to the Campus Development and Maintenance Office, UPV Miagao Campus	1.1 Acknowledge receipt of the job order request, forward (through email or messenger) to the Section concerned, and encode in the CDMO Job Monitoring System.	None	15 Minutes	<i>Administrative Aide III</i> CDMO Sanitation and Water Utilities Section
	1.2 Assess the nature of request and refer to the mechanic.		30 Minutes	<i>Administrative Officer V</i> CDMO Administrative and Transportation Section
	1.3 Schedule check-up of the vehicle		30 Minutes	<i>Mechanic III</i> CDMO Administrative and



				Transportation Section
2. Bring vehicle for check-up in the CDMO Garage, PPO, UPV Miagao Campus			1 Day (Paused Clock)	
	2.1 Conduct check-up of the vehicle and provide list of material/s needed and /or recommend solutions if repairs require external (outside of UP) expertise		1 Day	<i>Mechanic III</i> CDMO Administrative and Transportation Section
3. Purchase the needed materials and/or facilitate repair of parts which require external expertise.			3 Days (Paused Clock)	
	3.1 Implement the needed repair		1 Day	<i>Mechanic III</i> CDMO Administrative and Transportation Section With <i>Driver of the Vehicle</i>
	3.2 Inform requestor of the accomplished request and secure conformity of the requestor in the job order request form. Send the QR Code of CDMO CSM Survey to the client		1 Hour	<i>Mechanic III</i> CDMO Administrative and Transportation Section
4. Scan and answer the CDMO CSM Survey				
	TOTAL	None	6 Days, 2 Hours, 15 Minutes	



DIGITAL INNOVATION CENTER



INTERNAL SERVICE

1. ICT Troubleshoot, Repair and Maintenance

The DIC provides technical support to all offices and personnel of the university in the installation, configuration, and troubleshooting of ICT equipment in the University provided that they send a formal request through the DIC ticket system.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and conducts troubleshooting, repair and maintenance	None	3 days	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.3 For successful service, provide appropriate action to the request For unsuccessful service, create and print the technical specification for replacement	None	5 minutes 1 hour	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.4 For unsuccessful service, approve technical specification; and Provide appropriate action to the request	None	30 minutes 5 minutes	<i>Director DIC Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT</i>



				<i>Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.5 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL			3 days, 1 hour, 45 minutes	



2. ICT Equipment Installation and Set-up

DIC assists the offices and personnel of the university by providing technical assistance in the installation and set-up of ICT equipment through a formal request submitted in the DIC ticket system.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and conducts installation and set-up of equipment	None	3 days	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.3 Provide appropriate action to the request	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL			3 days, 20 minutes	



3. Installation, Configuration, and Troubleshooting of WiFi and Network Equipment

DIC is mandated to manage the UP inter-campus network connectivity and equipment. The office assists the requests of university personnel and students by performing installation, configuration and troubleshooting of WiFi and other network equipment.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel and students in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds, evaluates, plans, and executes the request	None	3 days	<i>Information Technology Officer I/Senior Network Administrator/IT Security Specialist DIC</i>
	1.3 Provide appropriate action to the request	None	5 minutes	<i>Information Technology Officer I/Senior Network Administrator/IT Security Specialist DIC</i>
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Senior Network Administrator/IT Security Specialist DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
TOTAL			3 days, 20 minutes	



4. ICT Technical Specifications

DIC assists the offices and personnel of the university by providing technical specifications in the acquisition of computer hardware, network facilities and other ICT-equipment of the university.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds and checks if the cost of the equipment is below 50,000. If the ICT equipment is above P50,000.00, provide justification letter.	None	15 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
2. Provide justification letter	2.1 Create and print the technical specification	None	3 days	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	2.2 Approve the technical specification	None	30 minutes	<i>Director DIC</i>
	2.3 Send the approved the technical specification	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator</i>



				DIC
	2.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
1. Fill up the feedback and evaluation form		None	5 minutes	
Total			3 days, 1 hour, 5 minutes	



5. Technical Assistance During University Events

The DIC supports the conduct of face-to-face, online, and hybrid University-wide activities. This service includes technical support of the DIC personnel and the use of equipment during the activities.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel and students/student organizations in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Identify the nature of the request and the availability of the DIC staff	None	10 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Inform the Director of the request.	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.3 Assign the personnel and approve the request	None	1 hour	<i>Director DIC</i>
	1.4 Assigned personnel responds to the request and coordinates with the requestor	None	10 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>
	1.5 After the event, close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Technical Assistance and Helpdesk Officer/ Computer Maintenance Technologist II/ Computer Maintenance Technologist III/IT Security Specialist/ Senior Network/ Database Administrator DIC</i>



2. Fill up the feedback and evaluation form		None	5 minutes	
Total			1 hour, 35 minutes	



6. E-Procurement Concerns (New Unit or Project)

The DIC is responsible for the management of data and information services of the University using online platforms. This service provides assistance in giving e-Procurement account access to personnel for a new unit or project of the university.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and requires for the complete details of the new unit or project	None	20 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
2. Sends complete details of the new unit or project	2.1 Encode in database, test the new account, and send the account details to the requestor	None	30 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	2.2 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
3. Fill up the feedback and evaluation form		None	5 minutes	
Total			1 hour, 5 minutes	



7. E-Procurement Concerns (User Account)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service helps employees of the university to create a new user account and grant them access to an e-Procurement account upon their request and proper validation.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and encodes details of the user	None	15 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	1.3 Send the details of the new account to the requestor	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
Total			35 minutes	



8. E-Procurement Concerns (Password Reset)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service offers help in changing the e-Procurement password for the account user upon their request.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and encodes details of the user	None	15 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	1.3 Send the temporary password to the requestor	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	1.4 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
2. Fill up the feedback and evaluation form		None	5 minutes	
Total			35 minutes	



9. E-Procurement Concerns (Edit Entries in the Database)

The DIC is in charge of managing online platforms to administer the University's data and information services. This service assists the users in editing and verifying the changes of entries in the database of e-Procurement.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel responds to the request and gets information on the request	None	10 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
2. Sends information on entries to be edited	2.1 Edit and synchronize entries, verify and screenshot the changes and send it to the requestor for verification	None	1 hour	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
3. Inform the DIC staff of the correctness of the entries	3.1 If the entries are not correct, make a final edit to the entries and send back to the requestor.	None	30 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
	3.2 Close the ticket and provide link for feedback and evaluation form	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III/Senior Database Administrator DIC</i>
4. Fill up the feedback and evaluation form		None	5 minutes	
Total			1 hour, 55 minutes	



10. UP e-mail - New Account for Employees

The DIC is responsible for the grant and maintenance of information system accounts of the UPV constituents. This service is offered to the employees, whether they are regular or otherwise and whose names are endorsed by HRDO, to have a UP e-mail account.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer DIC</i>
	1.2 Assigned personnel checks and verifies the status of employee by requiring documents or verification with the unit or HRDO	None	10 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III DIC</i>
2. Submit copies of documents	2.1 If not employed, inform the requestor that he/she is not qualified for issuance of new UP email If employed, provide new email address and temporary password and inform the requestor of the action taken	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III DIC</i>
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Information Technology Officer I/Computer Maintenance Technologist III DIC</i>
3. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



11. UP e-mail - New Account for Students

The DIC is responsible for the grant and maintenance of information system accounts of the UPV constituents. Only officially enrolled students have the privilege of having a UP Mail account.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not employed, inform the requestor that he/she is not qualified for issuance of new UP email If employed, provide new email address and temporary password and inform the requestor of the action taken	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



12. UP e-mail - Reactivation of Account for Employees

The DIC is responsible for the maintenance of information system accounts of the UPV constituents. This service provides permission of reactivation of account for employees provided that they are active employees of the university.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of employee by requiring documents or verification with the unit or HRDO	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.3 If not active, inform the requestor that he/she is not qualified for email reactivation. If active, reactivate the email address and inform the requestor of the action taken.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



13. UP e-mail - Reactivation of Account for Students

The DIC is responsible for the maintenance of information system accounts of the UPV constituents. This service provides permission of reactivation of account for students provided that they are officially enrolled in the university.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not active, inform the requestor that he/she is not qualified for email reactivation If active, reactivate the email address and inform the requestor of the action taken.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



14. UP e-mail - Password Reset for Employees

The DIC is responsible for the supervision and management of the UPV constituents' information system accounts. Employees shall seek assistance to the DIC for resetting their UP mail accounts provided that they are currently employed in the university.

Office or Division	Digital Innovation Center			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	All offices/personnel in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of employees	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.3 If not active, inform the requestor that he/she is not qualified for email password reset If active, reset the password of the email address and send details to the requestor	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	1.4 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



15. UP e-mail - Password Reset for Students

The DIC is responsible for the supervision and management of the UPV constituents' information system accounts. Employees shall seek assistance to the DIC for resetting their UP mail accounts provided that they are currently employed in the university.

Office or Division	Digital Innovation Center			
Classification	Complex			
Type of Transaction	G2C - Government to Client			
Who may Avail	All students currently enrolled in UP Visayas			
Checklist of Requirements		Where to Secure		
Duly Accomplished and Submitted Ticket		BUYLOG Ticket System (http://buylog.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a ticket and fill up the form using BUYLOG Ticket System	1.1 Assign request to the available DIC personnel	None	5 minutes	<i>Technical Assistance and Helpdesk Officer</i> DIC
	1.2 Assigned personnel checks and verifies the status of students by requesting a copy of Form 5	None	10 minutes	<i>Computer Maintenance Technologist III</i> DIC
2. Submit a copy of Form 5	2.1 If not active, inform the requestor that he/she is not qualified for email password reset If active, reset the password of the email address and send details to the requestor	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
	2.2 Close the ticket and provide link for feedback and evaluation form.	None	5 minutes	<i>Computer Maintenance Technologist III</i> DIC
3. Fill up the feedback and evaluation form		None	5 minutes	
Total			30 minutes	



HEALTH SERVICES UNIT



EXTERNAL SERVICES

MEDICAL CONSULTATION AND TREATMENT

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
Senior Citizen Identification Card		Office of the Senior Citizen Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for consultation/treatment Fills out Medical Health Record form on first visit	Retrieves Medical Health Record of returning patient Hands out Medical Health Record form to be filled out by patient on first visit		5 minutes	Administrative Aide III
Proceeds to the consultation/examination room	Takes vital signs, weight Asks for patient's chief complaint		5 minutes	Nurse on duty
Undergoes medical check-up	Obtains pertinent medical history Performs physical examination Makes appropriate diagnosis and gives treatment/management		15 minutes	Doctor on duty
Receives prescription and laboratory/diagnostic test requests	Gives laboratory/diagnostic test requests, Gives prescription and advice Schedules follow-up visit when necessary		5 minutes	Doctor on duty
Pays consultation fee and receive official receipt Present Senior Citizen ID to avail of the Senior Citizen rate	Receives payment and issue official receipt	Regular rate - 300.00 Senior citizen- 240.00	3 minutes	Administrative Aide VI



	TOTAL	Regular rate - 300.00 Senior citizen- 240.00	33 minutes	

EXTERNAL SERVICES

Service: X-RAY SERVICES

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
X-Ray Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Presents x-ray request to the Radiologic Technologist	Receives request and issues charge slip for x-ray fee		2 minutes	Radiologic Technologist I
Changes into a patient's gown	Prepares and mounts x-ray film to be used		3 minutes	Radiologic Technologist I
Submits to x-ray procedure	Performs x-ray procedure		5 minutes	Radiologic Technologist I
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	LUMBO SACRAL APL Regular Rate- ₱550.00 Senior Citizen- ₱462.00 CERVICAL (any view) Regular Rate- ₱270.00 Senior Citizen- ₱226.80 PELVIS Regular Rate- ₱270.00 Senior Citizen- ₱226.80 HIP Regular Rate- ₱270.00 Senior Citizen- ₱226.80	3 minutes	Administrative Aide VI



		FOOT APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 LEG (TIBIA, FIBULA) Regular Rate- ₱370.00 Senior Citizen- ₱310.80 KNEE APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 THIGH (FEMUR APL) Regular Rate- ₱370.00 Senior Citizen- ₱310.80 ANKLE Regular Rate- ₱370.00 Senior Citizen- ₱310.80 CHEST PA- AP Regular Rate- ₱250.00 Senior Citizen- ₱210.00 CHEST LATERAL or APL Regular Rate- ₱250.00 Senior Citizen- ₱210.00 CHEST BUCKY Regular Rate- ₱270.00 Senior Citizen- ₱226.80 CHEST LATERAL DECUBITUS		



		Regular Rate- ₱250.00 Senior Citizen- ₱210.00 HAND Regular Rate- ₱370.00 Senior Citizen- ₱310.80 WRIST APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 FOREARM APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 ELBOW APL Regular Rate- ₱370.00 Senior Citizen- ₱310.80 UPPER ARM APL Regular Rate- ₱270.00 Senior Citizen- ₱226.80 SHOULDER Regular Rate- ₱270.00 Senior Citizen- ₱226.80 CLAVICLE Regular Rate- ₱270.00 Senior Citizen- ₱226.80 ABDOMEN Regular Rate- ₱300.00 Senior Citizen- ₱252.00		



		SCAPULA Regular Rate- ₱270.00 Senior Citizen- ₱226.80 SKULL APL Regular Rate- ₱500.00 Senior Citizen- ₱420.00		
Clock pause- manual processing of the film, sending it to the Radiologist for interpretation, typing and recording of the result				
Presents official receipt and receives x-ray result	Records official receipt number in the logbook and releases the x-ray result to the requestor		2 minutes	Administrative Aide VI
TOTAL		Per x-ray procedure	20 minutes	

EXTERNAL SERVICES

LABORATORY SERVICES

Office or Division		UPV Health Services Unit		
Classification		G2C		
Type of Transaction		Simple		
Who may Avail		External Clients		
Checklist of Requirements		Where to Secure		
Laboratory Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents laboratory request to the Medical Technologist	Receives request and issues charge slip for laboratory fees		3 minutes	Medical Technologist
Submits specimen for laboratory examination and/or submits self to blood extraction procedure	Receives specimen and/or extracts specimen (blood sample) from the patient		5 minutes	Medical Technologist
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	FECALYSIS Regular Rate- ₱50.00 Senior Citizen- ₱40.00 URINALYSIS Regular Rate- ₱50.00	3 minutes	Administrative Aide VI



		Senior Citizen- ₱40.00 PLATELET COUNT Regular Rate- ₱70.00 Senior Citizen- ₱56.00 CT-BT Regular Rate- ₱60.00 Senior Citizen- ₱48.00 Hematocrit Regular Rate- ₱50.00 Senior Citizen- ₱40.00 PREGNANCY TEST Regular Rate- ₱250.00 BLOOD TYPING Regular Rate- ₱80.00 Senior Citizen- ₱64.00 FBS Regular Rate- ₱120.00 Senior Citizen- ₱96.00 CHOLESTEROL Regular Rate- ₱145.00 Senior Citizen- ₱116.00 TRIGLYCERIDE S Regular Rate ₱155.00 Senior Citizen- ₱124.00 CBC Regular Rate- ₱100.00 Senior Citizen- ₱80.00 LIPID PROFILE Regular Rate- ₱600.00 Senior Citizen- ₱480.00 HDL Regular Rate ₱155.00 Senior Citizen- ₱124.00		



		URIC ACID Regular Rate- ₱150.00 Senior Citizen- ₱120.00 CREATININE Regular Rate- ₱130.00 Senior Citizen- ₱104.00 BUN Regular Rate - ₱120.00 Senior Citizen- ₱96.00 HEMOGLOBIN Regular Rate- ₱50.00 Senior Citizen- ₱40.00 SGPT Regular Rate- ₱220.00 Senior Citizen- ₱176.00		
Clock pause – processing of specimen and conduct of laboratory examination				
Presents official receipt to the Medical Technologist	Records official receipt number and releases laboratory results		2 minutes	Medical Technologist
TOTAL		Per Test	18 minutes	

EXTERNAL SERVICES

DENTAL CONSULTATION AND TREATMENT

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	UPV Students, Faculty and Staff, Dependents, External Clients			
Checklist of Requirements	Where to Secure			
Senior Citizen ID	Office of Senior Citizen Affairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for dental consultation/treatment Presents UPV ID (for students)	Retrieves dental record Gives out Dental Record form to be		3 minutes	Dental Aide



Fills out Dental Record form (on first visit)	filled out by the patient (first visit)			
Proceeds to the Dental Clinic	Prepares instruments to be used for dental examination/procedure Takes blood pressure		5 minutes	Dental Aide
	Obtains relevant medical/dental history Secures consent for dental examination/procedure			Dentist II/ Dentist III
Undergoes dental examination/procedure Receives prescription and request if any			2 minutes	Dental Aide
Pays dental procedure fees and receives official receipt	Receives payment and issues official receipt		3 minutes	Administrative Aide VI
TOTAL		Per procedure plus 100.00 for PPE	58 minutes	



INTERNAL SERVICE

INTERNAL SERVICE

ANNUAL DENTAL EXAMINATION

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	UPV Students			
Checklist of Requirements		Where to Secure		
New students: UPCAT Notice Old Students: UPV ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Student: Presents UPCAT notice & fills out Dental Record form Old Student: Presents UPV ID	Prepares dental record Retrieves dental record		3 minutes	Dental Aide
Undergoes dental examination	Obtains pertinent dental history Performs dental examination Gives dental advise		5 minutes	Dentist II/ Dentist III
Receives dental certificate, prescription, dental x-ray request if needed	Issues dental certificate Gives prescription/dental x-ray request if needed Schedules follow-up visit if needed		2 minutes	Dentist II/ Dentist III
TOTAL		None	10 minutes	

ANNUAL MEDICAL/PHYSICAL EXAMINATION

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	UPV Students, Faculty and Staff			
Checklist of Requirements		Where to Secure		
New student: UPCAT Notice, duly accomplished Entrance Examination Form, Laboratory and x-ray test results		UPCAT notice - Office of the University Registrar Student ID - Office of the University Registrar Student Health Entrance Examination Form		



Old Student: UPV ID, duly accomplished Periodic Health Examination Form, Laboratory and x-ray test results Employees: Duly accomplished Periodic Health Examination Form, Laboratory and x-ray test results		& Periodic Health Exam Forms - downloadable from CRS Employee's Periodic Health Examination Form-HSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits laboratory and x-ray results and duly accomplished Periodic Health Examination Form/ Entrance Examination Form	Retrieves medical record and attaches laboratory and x-ray results then forwards them to medical staff		5 minutes	Administrative Aide III
Proceeds to the consultation/examination room	Takes vital signs, height/weight Performs Snellen's Test		5 minutes	Nurse on duty
Undergoes physical examination	Obtains pertinent medical history Performs physical examination Interprets laboratory/diagnostic test results Gives advice		155 minutes	Doctor on duty
Receives medical certificate or additional laboratory requests and prescriptions if needed	Issues medical certificate Gives prescriptions and additional laboratory/diagnostic tests if needed		2 minutes	Doctor on duty
TOTAL		Students: ₱180.00 Employees: ₱800.00 charged to the university	27 minutes	



INTERNAL SERVICES

MEDICAL CONSULTATION AND TREATMENT



Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	UPV Students, Faculty Staff and Dependents			
Checklist of Requirements		Where to Secure		
Students: UPV ID		Office of the University Registrar		
Employees: UPV ID		HRDO		
Dependent: Birth Certificate for Children/ Marriage Certificate for spouse on first visit		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student: Presents UPV ID and register for consultation/treatment with the front desk clerk	Retrieves Medical Health Record of returning patient		5 minutes	Administrative Aide III
Dependent: Presents birth certificate/ marriage certificate on first visit and register for consultation/treatment with the front desk clerk	Hands out Medical Health Record form to be filled out by patient upon first visit			
Fills out Medical Health Record upon the first visit	Prepares the Medical Health Record folder and forwards it to the nurse			
Proceeds to the consultation/examination room	Takes vital signs, weight, height and asks for patient's chief complaint		5 minutes	Nurse on duty
Undergoes medical check-up	Obtains pertinent medical history Performs physical examination Makes appropriate diagnosis and gives treatment/manage ment		15 minutes	Doctor on duty
Receives prescription and laboratory/ diagnostic test requests	Gives laboratory/diagnost ic test requests, Gives prescription and advice Schedules follow-up visit when necessary		5 minutes	Doctor on duty



Receives starter dose of medicine if available	Provides starter dose of medicine if available (for faculty and staff)		2 minutes	Nurse on duty
	TOTAL	None	35 minutes	

INTERNAL SERVICES

DENTAL CONSULTATION AND TREATMENT

Office or Division	UPV Health Services Unit			
Classification	G2C			
Type of Transaction	Simple			
Who may Avail	UPV Students, Faculty and Staff, Dependents			
Checklist of Requirements	Where to Secure			
Birth Certificate of Children/ Marriage Certificate for Spouse (for first visit of dependents)	Philippine Statistics Authority			
UPV ID (for students)	Office of the University Registrar			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for dental consultation/treatment Presents UPV ID (for students) Fills out Dental Record form (on first visit)	Retrieves dental record Gives out Dental Record form to be filled out by the patient (first visit)		3 minutes	Dental Aide
Proceeds to the Dental Clinic	Prepares instruments to be used for dental examination/procedure Takes blood pressure		5 minutes	Dental Aide



Undergoes dental examination/procedure Receives prescription and request if any	Obtains relevant medical/dental history Makes diagnosis and gives appropriate treatment/management Secures consent for dental examination/procedure Performs dental examination/procedure Issues dental certificate when needed Schedules follow-up visit when necessary		45 minutes	Dentist II/ Dentist III
Receives starter dose of medicine if available (for students, employees)	Provides starter dose of medicine if available (for students, employees)		2 minutes	Dental Aide
Pays dental procedure fees and receives official receipt	Receives payment and issues official receipt	Oral Prophylaxis Student-Free* Employee-90.00 Tooth Extraction: Student-Free Employee-75.00 Dental Filling Student: Free* Employee & Dependent-75.00	3 minutes	Administrative Aide VI
TOTAL		Per procedure plus PPE-100.00	58 minutes	
*Free once per year and pay same rate as dependent in excess				



INTERNAL SERVICES

LABORATORY SERVICES

Office or Division		UPV Health Services Unit		
Classification		G2C		
Type of Transaction		Simple		
Who may Avail		UPV Students, Faculty and Staff, Dependents, External Clients		
Checklist of Requirements		Where to Secure		
Laboratory Request		Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents laboratory request to the Medical Technologist	Receives request and issues charge slip for laboratory fees		3 minutes	Medical Technologist
Submits specimen for laboratory examination and/or submits self to blood extraction procedure	Receives specimen and/or extracts specimen (blood sample) from the patient		5 minutes	Medical Technologist
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	FECALYSIS UPV Student- ₱15.00 UPV Faculty/ staff/depende nt- ₱20.00 URINALYSIS UPV Student- ₱15.00 UPV Faculty/ staff/depende nt- ₱20.00 PLATELET COUNT UPV Student- ₱30.00 UPV Faculty/ staff/depende nt- ₱40.00 CT-BT UPV Student- ₱22.50 UPV Faculty/ staff/depende nt- ₱30.00	3 minutes	Administrative Aide VI



		Hematocrit UPV Student- ₱20.00 UPV Faculty/ staff/depende nt- ₱25.00 PREGNANCY TEST UPV Student- ₱200.00 UPV Faculty/ staff/depende nt- ₱220.00 BLOOD TYPING UPV Student- ₱20.00 UPV Faculty/ staff/depende nt- ₱25.00 FBS UPV Student- ₱40.00 UPV Faculty/ staff/depende nt- ₱50.00 CHOLESTER OL UPV Student- ₱70.00 UPV Faculty/ staff/depende nt- ₱90.00 TRIGLYCERI DES UPV Student- ₱100.00 UPV Faculty/ staff/depende nt- ₱125.00 CBC UPV Student- ₱35.00 UPV Faculty/ staff/depende nt- ₱45.00 LIPID PROFILE		



		UPV Student- ₱285.00 UPV Faculty/ staff/depende nt- ₱380.00 HDL UPV Student- ₱65.00 UPV Faculty/ staff/depende nt- ₱85.00 URIC ACID UPV Student- ₱65.00 UPV Faculty/ staff/depende nt- ₱85.00 CREATININE UPV Student- ₱60.00 UPV Faculty/ staff/depende nt- ₱75.00 BUN UPV Student- ₱60.00 UPV Faculty/ staff/depende nt- ₱75.00 HEMOGLOBI N UPV Student- ₱15.00 UPV Faculty/ staff/depende nt- ₱20.00 SGPT UPV Student- ₱117.00 UPV Faculty staff/depende nt- ₱156.00		
Clock pause – processing of specimen and conduct of laboratory examination				
Presents official receipt to the Medical Technologist	Records official receipt number and releases laboratory results		2 minutes	Medical Technologist
TOTAL		Per Test	18 minutes	



INTERNAL SERVICES
Service: X-RAY SERVICES

Office or Division		UPV Health Services Unit		
Classification		G2C		
Type of Transaction		Simple		
Who may Avail		UPV Students, Faculty and Staff, Dependents, External Clients		
Checklist of Requirements			Where to Secure	
X-Ray Request			Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents x-ray request to the Radiologic Technologist	Receives request and issues charge slip for x-ray fee		2 minutes	Radiologic Technologist I
Changes into a patient's gown	Prepares and mounts x-ray film to be used		3 minutes	Radiologic Technologist I
Submits to x-ray procedure	Performs x-ray procedure		5 minutes	Radiologic Technologist I
Pays to the cashier and receives official receipt	Receives payment and issues official receipt	LUMBO SACRAL APL UPV Student- ₱285.00 UPV Faculty/ staff/depende nt- ₱380.00 CERVICAL (any view) UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 PELVIS UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 HIP UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00	3 minutes	Administrative Aide VI



		FOOT APL UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 LEG (TIBIA, FIBULA) UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 KNEE APL UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 THIGH (FEMUR APL) UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 ANKLE UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 CHEST PA- AP UPV Student- ₱105.00 UPV Faculty/ staff/depende nt- ₱140.00 CHEST LATERAL or APL UPV Student- ₱105.00 UPV Faculty/ staff/depende nt- ₱140.00		



		CHEST BUCKY UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 CHEST LATERAL DECUBITUS UPV Student- ₱105.00 UPV Faculty/ staff/depende nt- ₱140.00 HAND UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 WRIST APL UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 FOREARM APL UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 ELBOW APL UPV Student- ₱156.00 UPV Faculty/ staff/depende nt- ₱208.00 UPPER ARM APL UPV Student- ₱120.00		



		UPV Faculty/ staff/depende nt- ₱160.00 SHOULDER UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 CLAVICLE UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 ABDOMEN UPV Student- ₱142.50 UPV Faculty/ staff/depende nt- ₱190.00 SCAPULA UPV Student- ₱120.00 UPV Faculty/ staff/depende nt- ₱160.00 SKULL APL UPV Student- ₱240.00 UPV Faculty/ staff/depende nt- ₱320.00		
Clock pause- manual processing of the film, sending it to the Radiologist for interpretation, typing and recording of the result				
Presents official receipt and receives x-ray result	Records official receipt number in the logbook and releases the x-ray result to the requestor		2 minutes	Radiologic Technologist
TOTAL		Per x-ray procedure	20 minutes	





HUMAN RESOURCES AND DEVELOPMENT OFFICE



INTERNAL SERVICES

1. Issuance of University ID Card

An ID card is a document used to verify a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically includes the employee's name, photo, office, employee number, tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status, and the contact person during an emergency. It is also used to facilitate access to the University.

Offices	- Human Resources Development Office - Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Accomplished Application Form for University ID card - Official Receipt for payment of the fee for University ID card - ID picture (hard or soft copy) with appropriate background color			University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time Application: - Employee accomplishes the University ID application form in two (2) copies with the following documents: - Official Receipt issued by the UPV Cash Office for payment of the ID card fee	- HRDO receives the application form together with the ID picture and takes the following actions: - Validates the information provided in the application form - Checks the completeness of the required documents - Forwards the application form to the Office of the University Registrar if the supporting	P130.00	1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide



b. ID picture with prescribed background color	.documents are complete.			
	2. Office of the University Registrar takes the following actions: a. Receives the application form, together with the Official Receipt and ID picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of employee in the ID template f. Prints and verifies correctness and condition of the IDs		5 working days	OUR staff (Administrative Aide III Information Systems Analyst II)
	3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.			
2. Employee or his/her representative receives the University ID card.	4. HRDO releases the University ID card to the employee or to his/her office representative.		1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide
TOTAL		P 130.00	7 working days, including the waiting time.	



2. Issuance of Retiree's ID Card

An ID card is a document used to verify a person's identity. It simplifies retiree's identification and enhances the University's integrity and security. The retiree's University ID card typically includes the retiree's name, photo, tax identification number, PhilHealth number, GSIS ID number, UMID card number, employment status, and the contact person's details in case of an emergency. It is also used to facilitate access to the University.

Offices	- Human Resources Development Office - Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Accomplished Application Form for University ID card - GSIS Retirement Number - ID picture (hard or soft copy) with appropriate background color		University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time Application: 1. Retiree accomplishes the University ID application form in two (2) copies with the following documents: a. Official Receipt issued by the UPV Cash Office for payment of the ID card fee	- HRDO receives the application form together with the ID picture and takes the following actions: - Validates the information provided in the application form - Checks the completeness of the required documents - Forwards the application form to the Office of the University Registrar if	P130.00	1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide



b. GSIS retirement number c. ID picture with prescribed background color	the supporting documents are complete.			
	2. Office of the University Registrar takes the following actions: a. Receives the application form, together with the Official Receipt and ID picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of retiree in the ID template f. Prints and verifies correctness and condition of the IDs		5 working days	OUR staff (Administrative Aide III; and Information Systems Analyst II)
	3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.			
2. Retiree or his/her representative receives the University ID card.	4. HRDO releases the University ID card to the retiree or to his/her office representative.		1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide
TOTAL		P 130.00	7 working days, including the waiting time.	



3. Replacement of University ID Card

An ID card is a document used to verify a person's identity. It simplifies employee identification and enhances the University's integrity and security. The employee's University ID card typically includes the employee's name, photo, his/her office, employee number, tax identification number, Philhealth number, GSIS ID number, UMID card number, employment status, and the contact person during an emergency. It is also used to facilitate access to the University.

Offices	- Human Resources Development Office - Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Client;			
Who may avail	All new Contractual, Substitute, Temporary, and Permanent UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Accomplished Application Form for University ID card - Official Receipt for payment of the fee for University ID card - ID picture (hard or soft copy) with appropriate background color - Duly Notarized Affidavit of loss (if lost)		University ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For replacement of lost University ID card: - Employee accomplishes the University ID application form in two (2) copies with the following documents: - Official Receipt issued by the UPV Cash Office for payment	- HRDO receives the application form together with the ID picture and takes the following actions: - Validates the information provided in the application form - Checks the completeness of the required documents - Forwards the application form to the Office of the University	P 130.00	1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide



of the ID card fee b. ID picture with prescribed background color (<i>may choose for the existing picture on file</i>) c. Duly notarized Affidavit of Loss (<i>in case ID card was lost</i>)	Registrar if the supporting documents are complete.			
	2. Office of the University Registrar takes the following actions: a. Receives the application form, together with the Official Receipt and ID picture b. Takes\Downloads photo c. Edits photos d. Scans\Downloads and edit the signatures e. Inputs\Updates information of employee in the ID template f. Prints and verifies correctness and condition of the IDs		5 working days	OUR staff (Administrative Aide III Information Systems Analyst II)
	3. Office of the University Registrar forwards to HRDO the machine printed University ID for release.			



	4. HRDO releases the University ID card to the employee or to his/her office representative.		1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide
TOTAL		P 130.00	7 working days, including the waiting time.	



4. Issuance of ARTA ID Card: First-Time Application

All UPV employees are required to wear an *easy-to-read* identification card during office hours in compliance with RA 9485 (Anti-Red Tape Act) and RA 11032 (Ease of Doing Business and Efficient Government Service Delivery) such that the officials and employees concerned can be readily identified by the clients. The University shall bear the cost of an ARTA ID card for a first-time application. The cost for re-printing to replace a lost or worn-out ARTA ID card shall be charged to the employee.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client;			
Who may avail	All new UPV employees and Job Hires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Accomplished Application Form for ARTA ID card - Recent colored 2x2 photo (printed or soft copy) with whited background of employee		ARTA ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
For First Time ARTA ID Application: Employee accomplishes the ARTA ID application form and submits the form together with his/her recent colored 2x2 photo to HRDO.	- HRDO receives the application form together with the photo and takes the following actions: - Validates the information in the form accomplished by the employee. - Prepares (scans the photo, encodes the needed information in the ARTA ID template) - Prints the ARTA ID for validation/signature of the HRDO Chief.	None	2 working days	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide



2. Employee or his/her representative receives the ARTA ID card.	2. HRDO releases the ID to the employee or to his/her office representative.		1 working day	Administrative Assistant II/ Senior Office Aide
TOTAL			None	3 working days



5. Issuance of Replacement for ARTA ID Card

All UPV employees are required to wear an *easy-to-read* identification card during office hours in compliance with RA 9485 (Anti-Red Tape Act) and RA 11032 (Ease of Doing Business and Efficient Government Service Delivery) such that the officials and employees concerned can be readily identified by the clients. The cost of an ARTA ID card for a first-time application shall be borne by the University. The cost for re-printing to replace a lost or worn-out ARTA ID card shall be charged to the employee.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client;			
Who may avail	All UPV employees and Job Hires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for University ID 2. Official Receipt 3. Recent colored 2x2 photo (printed or soft copy) with white background of employee		ARTA ID application form is available at HRDO and also downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
Subsequent applications: for ARTA ID card 1. Employee accomplishes the ARTA ID application form with recent colored 2x2 photo with white background and submits them to HRDO. Employee <i>may</i> also opt to use his/her <i>existing colored photo stored in the computer file system</i> .	1. HRDO receives the application form together with the photo and takes the following actions: a. Validates the information in the form accomplished by the client. b. Informs the employee to pay the ARTA ID replacement fee to the Cash Office c. Prepares (scans/edits the photo, encodes the needed information in the ARTA ID template)	P 30.00 as replacement fee	1 working day	Administrative Assistant II (Human Resource Management Assistant) / Senior Office Aide



	d. Prints the ARTA ID for validation/signature of the HRDO Chief.			
2. Employee pays the ARTA ID replacement fee to the Cash Office	2. Cash Office receives the fee and issues the OR to employee as proof of payment.		35 minutes	Cash Office staff
3. Employee or his/her representative presents the OR issued for the payment of the fee and receives his/her ARTA ID card.	3. HRDO records the OR number in the application form and releases the ARTA ID card to the employee or to his/her office representative.		25 minutes	Administrative Assistant II/ Senior Office Aide
TOTAL		P 30.00	2 working days, 1 hour, including waiting time	



6. Issuance of Certification of Performance Rating

The certification of performance rating attests to the performance ratings obtained by an employee based on his/her Individual Performance Commitment Report (IPCR) Appraisal. IPCR is a tool used to measure the actual accomplishments based on targets set and agreed upon by the employee and his/her supervisor.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	UPV Administrative personnel, REPS and NGWs (Active/Inactive)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or verbal request with the following information: - performance rating period being requested - purpose of the request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor submits to HRDO a letter-request for the issuance of certificate of performance ratings.	1. Receives the request. 2. Checks the completeness of the request. 3. Prepares the certificate of performance rating. 4. Secures the signature of the HRDO Chief. 5. Issues the certificate of performance rating to the requestor	PERSONNEL ON ACTIVE STATUS • None if the purpose is work related • ₱20.00 for the first page and ₱10.00 for succeeding pages if purpose is not work related	2 working days	University Extension Specialist II or University Extension Associate I
2. Requestor receives his/her certificate of performance ratings		PERSONNEL ON INACTIVE STATUS • ₱20.00 for the first page and ₱10.00 for succeeding		



		pages if purpose is not work related		
	TOTAL		2 working days, including waiting time	



7. Issuance of Certificate of Leave Credits Earned

A Certificate of Leave Credits earned is issued to an employee who opts to transfer their non-commuted vacation and sick leave credits to the new agency to which they are transferring.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All UPV employees who will transfer to another government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved transfer of the employee to another agency 2. Approved University Clearance		1. Office of the Chancellor or HRDO 2. University clearance application form is available at HRDO and also downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee requests for certificate of leave credits that he/she earned.	1. HRDO receives the request and prepares the certificate.	None	3 working days	Administrative Officer IV/ Administrative Officer II/ Administrative Officer II (Administrative Officer I)
2. Employee receives his/her certificate of leave credits earned.	2. HRDO issues the certificate to employee			
TOTAL		None	3 working days, including waiting time	



8. Issuance of Certificate of Leave Without Pay

Certificate of Leave Without Pay attests to the period that the employee was on leave or absent without pay after he/she has exhausted his/her leave credits.

Offices	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Employee requests for a certificate of leave without pay.	1. HRDO receives the request and prepares the certificate.	None	3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
2. Employee receives his/her certificate of leave without pay	2. HRDO issues the certificate to the employee.			
TOTAL		None	3 working days	



9. Issuance of Certificate of Employment (and compensation) for personal purposes (active personnel)

The Certificate of Employment (and compensation) attests to the position, office, employment status, and compensations of employees. This certificate is issued to employees who need the document to support transactions that are personal/not related to their work in the University.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (letter/email/call) 2. Charge Slip 3. OR as proof of payment 4. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim		1. HRDO for the Charge slip 2. Cash Office for the Official Receipt as proof of payment 3. Requesting client for his/her ID or the authorization letter and ID of his/her representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for the certificate through telephone call, email, in writing, or in person	1. HRDO receives request and takes the following actions a. Verifies service record b. Prepares certificate c. Signs certificate d. Issues charge slip to client	P 20 per -page; P10 per additional page	1 working day	Administrative Officer II (Administrative Officer I)
2. Receives the charge slip upon claim.	2. Cash Office receives the payment and issues OR		45 minutes	Cash Office staff
3. Pays the fee to the Cash Office				
4. Presents the following to HRDO	3. HRDO records the OR presented by the employee.		5 minutes	Administrative Officer II



to claim the certificate a. OR issued by the Cash Office b. authorization letter and copy of valid ID if to be claimed by a representative				(Administrative Officer I)
5. Employee/representative receives the certificate of employment	4. HRDO releases the certificate of employment to employee/representative		10 minutes	Administrative Officer II (Administrative Officer I)
TOTAL		P 20 per page; P10 per additional page	1 working day, 1 hour, including waiting time	



10. Issuance of Certificate of Employment (inactive personnel)

The Certificate of Employment attests to the position, office, employment status, and other personal information requested. This certificate is issued to former employees who need the document to support post-UP endeavors/personal transactions.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to transacting public			
Who may avail	Former UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request (letter/email) 2. Approved university clearance 3. Charge Slip 4. OR as proof of payment 5. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim		1. HRDO for the inactive 201 records or personal copy of client for the approved University Clearance 2. HRDO for the Charge slip 3. Cash Office for the Official Receipt as proof of payment 4. Requesting client for his/her ID or the authorization letter and ID of his/her representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Former employee requests for the certificate through email, in writing, or in person	1. HRDO receives request and takes the following actions a. Verifies from service record, 201 file and accomplishment of approved university clearance b. Prepares certificate c. Signs certificate	P 20 per page; P10 per additional page	1 working day	Administrative Officer II (Administrative Officer I)
2. Receive the charge slip upon claim	d. Issues charge slip to client			
3. Pays the fee to the Cash Office	2. Cash Office receives the payment and issues OR		45 minutes	Administrative Officer V (Cashier III)



4. Presents the following to HRDO to claim the certificate a. OR issued by the Cash Office b. authorization letter and copy of valid ID if to be claimed by a representative	3. HRDO records the OR presented by the client		5 minutes	Administrative Officer II (Administrative Officer I)
5. Former employee/representative receives the certificate of employment	4. HRDO releases the certificate of employment to former employee/representative		10 minutes	Administrative Officer II (Administrative Officer I)
TOTAL		P 20 per page; P10 per additional page	1 working day, 1 hour, including waiting time	



11. Issuance of Certificate of Employment (and compensation) for official travel/purposes (active personnel)

The Certificate of Employment (and compensation) attests to the position, office, employment status, and compensations of employees. This certificate is issued to employees who require it to support official or work-related transactions.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UPV Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for travel authority/ request letter or email 2. Authorization letter and copy of valid ID of requestor and representative if requestor cannot personally claim		Authority to travel application form is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests for the certificate through telephone call, email, in writing, or in person	1. HRDO receives request and takes the following actions a. Verifies service record b. Prepares certificate c. HRDO Chief signs certificate	None	1 working day	Administrative Officer II (Administrative Officer I)
2. Presents authorization letter and copy of valid ID if to be claimed by a representative.				
2. Employee receives the certificate of employment.	2. HRDO releases the certificate to employee.		10 minutes	Administrative Officer II



				(Administrative Officer I)
TOTAL		None	1 working day, 10 minutes, including waiting time	



12. Application for Expanded Maternity Leave (105 days) under RA 11210

The Expanded Maternity Leave is granted to female employees to provide financial assistance and a period of rest and recuperation in connection with pregnancy. It is a paid leave benefit granted to a qualified female employee for the duration of one hundred (105) days for live childbirth, with an option to extend an additional fifteen (15) days if the female employee qualifies as a solo mother under RA 8972, and another thirty (30) days but the leave shall be without pay. In case of miscarriage and emergency termination of pregnancy, a female employee is entitled to only sixty (60) days of maternity leave. The employer must be notified in writing at least 45 days before the end of the maternity leave, except in the event of a medical emergency.

A female employee may also allocate up to seven (7) days of her maternity leave to the father of her child, provided she submits a written notice to her employer, not later than the period of her maternity leave. The father shall be excused from his work (leaving without pay), but his leave without pay shall not be considered a gap in his service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office the next higher supervisor 3. Human Resources Development Office 4. Office of the VC for Administration/Academic Affairs/Research & Extension 5. Accounting Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified female employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Before the start of maternity leave: 1. Duly Accomplished Leave Application Form 2. Medical Certificate from attending physician (indicating the expected schedule of delivery)		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Female employee accomplishes three (3) copies of	1. Unit Head/authorized official evaluates	None	3 working days	Unit Head/authorized official/supervisor



the CSC Leave application form with attached Medical Certificate and forwards the documents to her unit head/supervisor	the completeness of requirements and refers the maternity leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.			of female employee
	2. The next higher supervisor (Dean) acts on the maternity leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		3 working days	Dean
	3. HRDO receives the maternity leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates leave record of female employee b. Certifies pertinent		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)



	leave balances c. Secures the signature of HRDO Chief d. Forwards the processed maternity leave application to the authorized Office of the Vice Chancellor.			
	4. The authorized Vice Chancellor takes final action on the maternity leave application and sends back the maternity leave application to HRDO.		3 working days	Vice Chancellor
2. Female employee receives her maternity leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed maternity leave application to the female employee through her unit/office and furnishes another copy to Accounting Office.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	17 working days, including waiting time	



13. Confirmation of Certificate of Report for Duty after a long-term Sick Leave, Maternity Leave, or Rehabilitation Leave

The employee is required to accomplish a certificate of the report for duty after a long-term sick leave, rehabilitation leave, or maternity leave.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Accounting Office			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees who are reporting back to duty after a long-term leave, sabbatical, special detail or secondment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for Certificate of Report for Duty 2. Medical Certificate from the attending physician that employee is fit to work after a long term sick leave, maternity leave, or rehabilitation leave		Form for certificate of report to duty is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the Certificate of Report for Duty with attached Medical Certificate from attending physician stating that he/she is fit to work and submits the documents to the unit head/immediate supervisor.	1. Unit Head/immediate supervisor certifies to the correctness of the date of actual report for duty of employee and forwards the documents to the next higher supervisor (Dean/VCA/VCAA)	None	2 working days	Unit Head/immediate supervisor



	2. The Dean confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		1 working day	Dean
	3. The VCA/VCAA confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee.		3 working days	Vice Chancellor
2. Employee furnishes copies of Certificate of Report for Duty to Accounting and HRDO	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	9 working days, including waiting time	



14. Confirmation of Certificate of Report for Duty after a long-term vacation leave, study leave, sabbatical, secondment, or special detail

The employee is required to accomplish a certificate of the report for duty after a long-term vacation leave; study leaves, sabbatical, secondment, or special detail.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Accounting Office			
Classification	Complex			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees who are reporting back to duty after a long-term vacation leave, study leave, sabbatical, special detail or secondment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form for Certificate of Report for Duty 2. Medical Certificate from the attending physician that employee is fit to work after a long-term sick leave, maternity leave, or rehabilitation leave		Form for certificate of report to duty is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the Certificate of Report for Duty.	1. Unit Head/immediate supervisor certifies to the correctness of the date of actual report for duty of employee and forwards the documents to the next higher supervisor (Dean)	None	2 working days	Unit Head/immediate supervisor
	2. The Dean confirms the accuracy of the		1 working day	Dean



	information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	3. The VCA/VCAA confirms the accuracy of the information provided in the form and returns the confirmed certificate of report for duty and other documents to the employee.		3 working days	Vice Chancellor
2. Employee furnishes copies of Certificate of Report for Duty to Accounting and HRDO	4. HRDO receives one (1) copy and updates the Leave Record of the employee.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	7 working days, including waiting time	



15. Application for Ten-day Leave under R.A. 9262 (Anti-Violence Against Women and their Children Act of 2004)

The Ten-day Leave under R.A. 9262, otherwise known as AVAWC leave, is granted to the following: (1) any female employee in the government service, regardless of employment status, who is a victim of violence and (2) any female employee whose child is also a victim of violence and whose age is below eighteen (18) or above eighteen (18) but unable to take care of himself/herself.

Office	1. Office/Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All UP female employee victims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Leave Application Form 2. Certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court 3. Barangay Protection Order (TPO/BPO) obtained from the barangay 4. Temporary Permanent Protection Order (TPO/PPO) obtained from the court 5. Police report specifying the details of the occurrence of violence on the victim 6. Medical Certificate		CSC Leave application form is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Victim female employee complies with all the requirements and accomplishes three (3) copies of the CSC		None		



Leave application.				
2. Victim female employee submits the AVAWC leave application together with the required documents to the unit head/authorized official.	1. Unit Head/authorized official evaluates the completeness of requirements and refers the AVAWC leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.		3 working days	Administrative Officers/authorized officials of the college/school/office
	2. The next higher supervisor (Dean) acts on the AVAWC leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		3 working days	Administrative Officer V
	3. HRDO receives the AVAWC leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)



	leave record of victim female employee b. Certifies pertinent leave balances c. Secures the signature of HRDO Chief d. Forwards the processed AVAWC leave application to the Office of the Chancellor.			
	4. The Chancellor evaluates the exigency of service of victim female employee and then takes final action on the AVAWC leave application		3 working days	Chancellor
	5. The Office of the Chancellor sends back the AVAWC leave application to HRDO.		1 working day	Administrative Aide VI
3. Victim female employee receives his/her AVAWC leave application with action of the Chancellor.	6. HRDO releases the processed AVAWC leave application to the victim female employee through her office/unit.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	15 working days, including waiting time	



16. Application for long-term Vacation Leave (15 calendar days but not exceeding 30)

Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Leave Application Form		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for vacation leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 working days	Unit Head/authorized official/immediate supervisor



	2. The next higher supervisor/Dean acts on the vacation leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		2 working days	Dean/Next higher supervisor
	3. HRDO receives the vacation leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances c. Secures the signature of HRDO Chief d. Forwards the processed vacation leave application to the authorized Office of the Vice Chancellor.		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
	4. The authorized Vice Chancellor takes final action on vacation leave		3 working days	Vice Chancellor



	exceeding 15 days but not less than 30 and sends back the leave application to HRDO.			
2. Employee receives his/her mandatory/vacation leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	15 days, including waiting time	



17. Application for Sick Leave (15 calendar days but less than 30)

Sick Leave is granted to officials, employees, or any member of their immediate family due to sickness or disability.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Leave Application Form 2. Medical Certificate from attending physician		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave Application form.	1. Unit Head/authorized official recommends the application for sick leave of employee and forwards it to the next higher supervisor for appropriate action.	None	2 working days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/dean takes final action on the sick leave application not exceeding 15 days based on the recommendation of the immediate supervisor and forwards the		2 working days	Dean/Next higher supervisor



	documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	3. HRDO receives the sick leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances c. Secures the signature of HRDO Chief d. Forwards the processed sick leave application exceeding 15 days (but less than 30 days) to the authorized Office of the Vice Chancellor.		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
	4. The authorized Vice Chancellor takes final action on the sick leave application more than 15 days, and sends back the leave application to HRDO.		3 working days	Vice Chancellor
2. Employee receives his/her mandatory/vacation	5. HRDO releases the processed sick leave application		3 working days	Administrative Officer IV / Administrative



leave application with action of the authorized Vice Chancellor.	to the employee through his/her unit/office.			Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	15 working days, including waiting time	



18. Application for Paternity Leave

Paternity Leave is granted to a married male employee for seven (7) days while continuing to earn compensation on the condition that his legitimate spouse has delivered a child or suffered a miscarriage for purposes of enabling him to effectively lend care and support to his wife before, during and after childbirth, as the case may be, and assist in caring for his new-born child. Paternity Leave is granted for the first four (4) deliveries of the male employee's legitimate spouse with whom he is cohabiting.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office 4. Authorized Office of the Vice Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified married male employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Before the start of maternity leave: 1. Duly Accomplished Leave Application Form 2. Certificate of Live Birth of new born child		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Married male employee accomplishes three (3) copies of the CSC Leave application form with attached Certificate of Live Birth of new born child.	1. Unit Head/authorized official evaluates the completeness of requirements and refers the paternity leave application to the next higher supervisor for appropriate action, if requirements are complete and in order.	None	2 working days	Unit Head/authorized official/immediate supervisor



	2. The next higher supervisor (Dean) acts on the paternity leave application based on the recommendation of the immediate supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>		2 working days	Dean/Next higher supervisor
	3. HRDO receives the paternity leave application including the complete requirements and takes the following actions: a. Counter-checks the completeness of requirements and updates leave record of married male employee b. Certifies pertinent leave balances c. Secures the signature of HRDO Chief d. Forwards the processed paternity leave application to the authorized		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)



	Office of the Vice Chancellor.			
	4. The authorized Vice Chancellor takes final action on the paternity leave application and sends back the paternity leave application to HRDO.		3 working days	Vice Chancellor
2. Married male employee receives his paternity leave application with action of the authorized Vice Chancellor.	5. HRDO releases the processed paternity leave application to the married male employee through his unit/office.		3 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	15 working days, including waiting time	



19. Application for Special Leave (CSC and CNA)

CSC and CNA Special Leaves are granted to an employee to mark personal milestones and/or attend to filial and domestic responsibilities, the approval of which is contingent upon the exigency of service.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Leave Application Form		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for CSC or CNA special leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 working days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/Dean acts on the special leave application based on the recommendation of the immediate supervisor and forwards the		2 working days	Dean/Next higher supervisor



	documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	3. HRDO receives the CSC/CNA special leave application including and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies CSC/CNA special leave balances		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
	4. HRDO releases the processed CSC/CNA special leave application to the employee through his/her unit/office.		3 working days	
TOTAL		None	12 working days, including waiting time	



20. Application for Short-Term Vacation/Mandatory Leave

- Vacation Leave is granted to an employee for personal reasons, the approval of which is contingent upon the exigency of service.
- Mandatory leave of five (5) working days annually, whether continuous or intermittent, is required from all officials and employees who have ten (10) or more days of vacation leave credits.

Office	1. Unit Concerned 2. Office of the Dean (for employees under the Colleges)/Office of the next higher supervisor 3. Human Resources Development Office			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All qualified employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Leave Application Form		CSC Leave application is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes three (3) copies of the CSC Leave application form.	1. Unit Head/authorized official evaluates if the application for vacation/mandatory leave of employee will not affect services of the office and refers it to the next higher supervisor for appropriate action.	None	2 working days	Unit Head/authorized official/immediate supervisor
	2. The next higher supervisor/Dean takes final action on the vacation/mandatory leave application based on the recommendation of the immediate		2 working days	Dean/Next higher supervisor



	supervisor and forwards the documents to HRDO. <i>(Note: This step is applicable only to employees assigned in the colleges/school)</i>			
	3. HRDO receives the vacation/mandatory leave application and takes the following actions: a. Counter-checks the completeness of information in the application form and updates leave record of employee b. Certifies leave balances		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
2. Employee receives his/her processed mandatory/vacation leave application.	4. HRDO releases the processed vacation/mandatory leave application to the employee through his/her unit/office.		3 working days	
TOTAL		None	12 working days, including waiting time	



21. Application for Academic Leave (University Registrar, Deans, Vice Chancellors)

Academic Leave is an annual leave of ten (10) working days granted to faculty administrators with 9-12 units of administrative load credits to enable them to pursue their intellectual interests while performing administrative functions and somehow compensate for the loss in research time they would otherwise enjoy as faculty without administrative load. The grant of academic leave is subject to the terms and conditions set by the University.

Office	1. Unit Concerned 2. Human Resources Development Office 3. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All UPV employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished CSC Leave Application Form		CSC Leave application form is downloadable at intranet.upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
University Registrar, Dean and Vice Chancellor designations: 1. Faculty administrator accomplishes three (3) copies of the CSC Leave application and submits application to the head of his/her mother unit (division chair, institute director, or department chair) before the start of academic leave.	1. The immediate head of faculty administrator evaluates the exigency of service of faculty administrator and refers the application to HRDO for appropriate action.	None	3 working days	Administrative Officers of the college/school



	2. HRDO receives the academic leave application and takes the following actions: a. Evaluates and updates leave record of faculty administrator b. Certifies academic leave balance c. Secures the signature of HRDO Chief d. Forwards the processed academic leave application to the Office of the Chancellor.		5 working days	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
	3. The Chancellor evaluates the exigency of service of faculty administrator and then takes final action on the academic leave application.		3 working days	Chancellor
	4. The Chancellor sends back the academic leave application to HRDO.		1 working day	Administrative Aide VI
2. Faculty administrator receives his/her academic leave	3. HRDO releases the processed academic leave application to the		3 working days	Administrative Officer IV / Administrative Officer II



application with action of the Chancellor.	faculty administrator through his/her office.			(Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant)
TOTAL		None	15 working days, including waiting time	



22. Issuance of the Certificate of Clearance for Long-Term Leave/Retirement/Other Modes of Separation from Service

Certificate of Clearance is issued to employees when they go on leave for at least 30 calendar days and separate or retire from service. The HRDO certifies that the employee has been cleared of all academic/administrative responsibilities, money and property accountabilities, and administrative charges in the University. The issuance of the clearance is without prejudice to the employee's liability for any accountability/charges reported to HRDO *after* the issuance date and is subject to COA disallowance.

Offices	1. Offices/College Concerned 2. Human Resources Development Office 3. Office of the Chancellor			
Classification	Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	All employees separating/retiring from service or going on leave for at least 30 calendar days			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client to accomplish the Request Form for Certificate of Clearance 2. Office heads/college deans to accomplish the following forms: a) Statement of Remaining Obligations that Employee Must Settle b) College/Office Clearance from Money and Property Accountabilities		1. The <i>request form for certificate of clearance</i> is downloadable at the intranet.upv.edu.ph. 2. The two following forms are provided by HRDO through email: a) <i>Statement of Remaining Obligations that Employee Must Settle</i> b) <i>College/Office Clearance from Money and Property Accountabilities</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee fills out the Certificate of Clearance Request Form and emails it to HRDO	1. HRDO checks the correctness of information provided in the form by the employee.	None	1 working day	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource



				Management Assistant)
	2. HRDO <i>simultaneously</i> emails the three (3) following forms to all the offices/college included in the clearance matrix form: a) The employee's duly filled out request form for certificate of clearance; b) The form for clearance from money and property accountabilities at the college/office level; c) The form stating the remaining obligations that employee must settle.		1 working day	University Extension Associate I (for personnel going on full-time study leave privilege) Office heads/Authorized officials of the college
	3. Office heads/authorized officials from offices included in the matrix form check the obligations/accountabilities of the requesting employee. a) If employee has remaining obligations/accountabilities: 1. The concerned office heads/college's authorized officials accomplish the form stating the remaining obligations that the employee must settle and email the form to the employee. HRDO is furnished with a copy of the email		Within 3 working days reckoned from date of receipt of the office/college clearance form and the form for the statement of remaining obligations. <i>Note: the obligations may take a longer time to settle depending on the extent of the employee's accountabilities.</i>	Employee requesting for clearance Office heads/Authorized officials of the college



	for monitoring purposes. 2. Every time the employee has settled/resolved his/her accountabilities from any of the offices/college, the office heads /college dean sign/approve the form clearing the employee from money and property accountabilities and email the approved forms to HRDO.			
	4. HRDO staff consolidates all approved office/college clearances and fills out the clearance matrix form;		Within 3 working days after the receipt of the approved clearances from all offices	Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant) University Extension Associate I (for personnel going on full-time study leave privilege)
	5. HRDO Chief verifies and signs the consolidated data. Then the HRDO staff forwards the verified clearance matrix to the Office of the Chancellor.		Within 1 working day	HRDO Chief Above-listed HRDO staff



	6. Chancellor approves or disapproves the clearance matrix by affixing his/her signature in the said form and the OC staff forwards the approved clearance matrix form to HRDO.		Within 3 working days reckoned from date of receipt of the clearance matrix prepared and verified by HRDO	Chancellor; OC staff
2. Employee receives his/her Certificate of Clearance from HRDO	7. HRDO prepares, signs and releases the Certificate of Clearance to the employee, the office concerned, and the Accounting Office.		Within 2 working days reckoned from date of receipt of the approved clearance matrix	HRDO Chief Administrative Officer IV / Administrative Officer II (Administrative Officer I) / Administrative Assistant II (Human Resource Management Assistant) University Extension Associate I (for personnel going on full-time study leave privilege)
TOTAL		None	16 working days, including the waiting time; however, the settlement of the employee's remaining accountabilities may exceed 3 working days, and thus, the issuance of the <i>certificate of clearance</i> may also go beyond 16 working days.	

Previous Process Flow



The assessment and clearing of accountabilities are **successively done by various offices** included in the clearance form. Thus, it will take 2-3 months or longer to process the University clearance depending on the extent of the employee's accountabilities.

Process Improvement

The assessment and clearing of accountabilities are **simultaneously done by all offices** included in the clearance matrix form. Thus, it will take 16 days to 1 month or longer to release the certificate of clearance depending on the extent of the employee's accountabilities.



23. Issuance of the Service Record (No Service Fee)

Service Record is a comprehensive record of service rendered detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	Human Resources Development Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out. 2. Information on the purpose and number of copies for the service record.		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed. a) For service record already stored in the database, HRDO updates the latest entry	N/A	Five (5) minutes	Administrative Officer II (Administrative Officer I)



	based on most recent 201 documents and leave card.			
	a) For service record not yet stored in the database, HRDO checks the 201 documents and leave card of the employee.		(Two working days)	
	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.		Five (5) minutes, including waiting time	
3. Employee receives the service record.	3. HRDO releases the service record to the employee.			



	TOTAL	As specified above	70 minutes, including waiting time	



24. Issuance of the Service Record (With Service Fee through Over-the-Counter Payment)

Service Record is a comprehensive record of service rendered detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	1. Human Resources Development Office 2. Cash Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out. 2. Information on the purpose and number of copies for the service record. 3. Proof of payment of the service fee if purpose for the service record is personal/not work related.		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed 3. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed.	PhP 20.00 per copy and additional of PhP 10.00 per page for the succeeding pages if purpose of the SR is for personal transactions	Five (5) minutes	Administrative Officer II (Administrative Officer I)



	a) For service record <u>not yet stored</u> in the database, HRDO checks the 201 documents and leave card of the employee.	and not work-related (OC Executive Order No. 5, series of 2006 (dated 2 June 2006)	(Two working days)	
	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.			Administrative Officer II (Administrative Officer I)
3. If the purpose is personal or not work-related, the employee pays the service fee at the Cash Office.	3. Cash Office receives the payment for the service fee and issues an official receipt to the employee.		Five (5) minutes for over-the-counter payment, including waiting time.	Staff in charge at the Cash Office



4. Employee presents proof of cash payment (over-the-counter mode) of the service fee to the HRDO.	4. HRDO records the OR number and the amount paid by the employee in the logbook for over-the-counter payment.		Five (5 minutes) including waiting time.	Administrative Officer II (Administrative Officer I)
5. Employee receives the service record.	5. HRDO releases the service record to the employee.			Administrative Officer II (Administrative Officer I)
	TOTAL	As specified above	75 minutes, including waiting time	



25. Issuance of the Service Record (With Service Fee through Online payment)

Service Record is a comprehensive record of service rendered, detailing an individual's employment history (position title, employment status, and name of office) in the government, including the date of birth, place of birth, and any leave of absence without pay. Each entry is supported by documents approved by authorized officials.

Office	1. Human Resources Development Office 2. Cash Office 3. Landbank or Pay Maya			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All current and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance signed by HRDO for employees who will retire, resign, transfer out 2. Information on the purpose and number of copies for the service record. 3. Proof of payment of the service fee if purpose for the service record is personal/not work related		1. HRDO emails the Clearance Request Form to employee. 2. Employee provides the information needed 3. Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee calls, emails or writes a letter addressed to the HRDO Chief or to HRDO staff responsible with the processing of the service record.	1. HRDO requests the employee to provide the purpose for the service record and the number of copies needed.	PhP 20.00 per copy and additional of PhP 10.00 per page for the succeeding pages if purpose of the SR is for personal transactions	Five (5) minutes.	Administrative Officer II (Administrative Officer I)



	a) For service record not yet stored in the database, HRDO checks the 201 documents and leave card of the employee	and not work-related (OC Executive Order No. 5, series of 2006 (dated 2 June 2006))	(Two working days)	
	b) For service record already stored in the database, HRDO updates the latest entry based on most recent 201 documents and leave card.		One (1) hour	
2. If the purpose is for retirement, resignation, transfer out or work-related, employee accomplishes the clearance request form.	2. HRDO releases the service record of retiring, resigning, or transferring employee after the latter has been issued with a certificate of clearance.		Five (5) minutes	Administrative Officer II (Administrative Officer I)
3. If the purpose is personal or not work-related, the employee pays the service fee online, via LandBank or PayMaya, under the account name,	3. Cash Office receives the online payment for the service fee and emails HRDO a copy of the proof of payment.		One (1) to two (2) working days for online payment via Landbank. Two (2) to three (3) working days for online payment via Pay Maya.	Staff in charge at the Cash Office



"U.P. Visayas". Employee must provide his/her complete name and the details of payment.				
4. Employee receives the service record.	4. HRDO records the OR number and the amount paid by the employee in the logbook and releases the service record to the employee.		Five (5) minutes	Administrative Officer II (Administrative Officer I)
	TOTAL	As specified above	Three (3) working days	

HRDO CONTACT INFORMATION

Office/ Employee	Position/ Designation	Section	Location	Email Address
Human Resources Development Office			1/F New Administration Building, UPV Miagao, Iloilo, 5023	Email: hrdo.upvisayas@up.edu.ph Phone: (033) 513-7015
Cherry P. Añasco, Ph.D.	Acting HRDO Chief			cpanasco@up.edu.ph
Joy S. Moquera	Administrative Officer IV (Human Resource Officer II)	Time, Leave and Separation Management Section		jmoquera@up.edu.ph
Ann Gelyn N. Centina	Administrative Officer II (Administrative Officer I)	Time, Leave and Separation Management Section		acentina@up.edu.ph
Nica M. Molo	Administrative Assistant II (Human Resource Management Assistant)	Time, Leave and Separation Management Section		nmmolo@up.edu.ph



Ana N. Fial	Senior Office Aide	Administrative and Information Management Section		anfial@up.edu.ph
Carlo V. Gedangoni	Administrative Officer II (Administrative Officer I)	Administrative and Information Management Section		cvgedangoni@up.edu.ph
Angelie N. Silla	Administrative Assistant II (Human Resource Management Assistant)	Administrative and Information Management Section		ansilla@up.edu.ph
Jeizel Rose B. Montana	University Extension Specialist II	Learning and Development and Performance Management Section		jbmontana@up.edu.ph
Ralph Reuben C. Mueda	University Extension Associate I	Learning and Development and Performance Management Section		rcmueda@up.edu.ph



SECURITY SERVICE FORCE



EXTERNAL SERVICE

1. Issuance of vehicle pass/sticker

This information outlines the procedure for obtaining car pass sticker, granting authorized vehicle access and parking privileges within UPV.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal Appearance 2. Client's vehicle 3. Official receipt from Cash Office 4. Documentary requirement: - Valid identification card - Proof of university membership - LTO Car/Motorcycle certificate of registration - LTO Car/Motorcycle official receipt - Driver's license of the vehicle owner - Driver's license of non-owner operators		Provided by applicant		
5. UPV Car Sticker Application Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Receive and ask the client's identification and purpose.	None	1 Minute	Officer of the day SSF
	1.1 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.2 Provide the client with application form for UPV car sticker.	None	1 Minute	Officer of the day SSF
2. Fill-out the application for UPV car sticker	2.0 Assist the client in	None	2 Minutes	Officer of the day SSF



and attach the photocopied requirement.	signing the form.			
	2.1 Ensure the completeness of the application.	None	2 Minutes	Officer of the day SSF
	2.2 Forward the form together with the attachments to the Chief Security or the on-duty security officer for approval.	None	1 Minute	Officer of the day SSF
	2.3 Once approved, encode the pertinent details declared in the application form for UPV car sticker.	None	1 Minute	Officer of the day SSF
3. Wait for the approval.	3.0 Return the application form to client.	None	1 Minute	Chief Security or on-duty security officer SSF
	3.1 Provide client with the instruction to pay at the cash office.	None	2 Minutes	Chief Security or on-duty security officer SSF
4. Proceed to cash office together with the application form and its attachment to pay the prescribed fee.	4.0 Cashier receives payment and issues official receipt with car sticker.	₱300 – Vehicle ₱200 – Tricycle/Motorcycle	2 Minutes	Cashier Cash Office
5. Return to SSF office together with the car sticker and	5.0 Receive and log the official receipt and sticker	None	2 Minutes	Officer of the day SSF



receipt issued by Cash office.	number in the log book.			
6. Follow the instructions	6.0 Conduct short orientation on university traffic rules and regulations	None	3 Minutes	Designated SSF Personnel
	6.1 Guide the applicant on the proper placement of the vehicle sticker on the windshield.	None	3 Minutes	Designated SSF Personnel
7. Accomplish the feedback form.	7.0 Provide client with feedback form.	None	3 Minutes	Officer of the day SSF
TOTAL		None	25 Minutes	

2. Issuance of Toll Fee

This information outlines the process for the issuance of toll fee for vehicle without car pass/sticker.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal appearance 2. Client's vehicle 3. Toll fee provisional receipt		SSF Guardhouse/Entrance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Slow down the vehicle and politely answer security guard's questions.	1.0 Receive and ask the client's identification and purpose. 1.1 Inform that vehicles without a car pass are subject to a toll fee.	None	2 Minutes	Contracted Security Agency



2. Fill-out the visitor's logbook.	2.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Contracted Security Agency
3. For vehicle subject to a toll, pay the prescribed fee	3.0 For vehicle subject to a toll, collect payment and issue a provisional toll receipt	Free – Emergency vehicles Free – Government vehicles ₱5 – Motorcycle ₱5 – Hired tricycle ₱10 – Private vehicle ₱10 – PUJ vehicle ₱20 – Medium to heavy vehicle ₱50 – Tour vehicle	2 Minutes	Contracted Security Agency
4. Receive the toll fee provisional receipt.	4.0 Release the toll fee provisional receipt to the client.	None	1 Minute	Contracted Security Agency
TOTAL		None	6 minutes	



2. Review of CCTV Footage

This information outlines the process of handling requests to review CCTV footage.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Personal appearance 2. Valid I.D.		Provided by complainant		
1. CCTV Viewing Request Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.1 Provide the client with CCTV viewing request form.	None	1 Minute	Officer of the day SSF
2. Fill-out and submit the request for CCTV Viewing Request Form.	2.0 Assist the client in signing the form.	None	2 Minutes	Officer of the day SSF
	2.1 Endorse the client to the designated security personnel.	None	1 Minute	Officer of the day SSF
3. Wait for the approval.	3.0 Check and forward the form to the Chief Security for approval.	None	2 Minutes	Designated Security Personnel SSF
	3.1 Approve the request and return the form to designated security personnel.	None	2 Minutes	Chief Security SSF



	3.2 Inform the client that the request was approved.	None	1 Minute	Designated Security Personnel SSF
4. Provide incident information	4.0 Assist the client for the review of CCTV footage	None	Depending on the duration of the review	Designated Security Personnel SSF
5. Accomplish the feedback form	5.0 Provide client with feedback form	None	3 Minutes	Designated Security Personnel SSF
TOTAL		None	13 minutes	

3. Handling a Complaint

This information outlines the action to complaints from any individual regarding security and safety.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Any individual/agency			
Checklist of Requirements		Where to Secure		
1. Personal appearance		Provided by complainant		
2. Valid I.D.				
3. Security and Safety Complaint Form		SSF Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office.	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
	1.1 Endorse the complainant to designated security officer.	None	1 Minute	Officer of the day SSF
2. Fill-out the Security and Safety	2.1 Interview the complainant.	None	10 Minute	Designated Security Personnel SSF



Complaint Form (SSCF).	2.2 Assist the client in signing the SSCF.	None	5 Minute	Designated Security Personnel SSF
3. Accomplish the feedback form.	3.0 Provide client with feedback form.	None	3 Minutes	Officer of the day SSF
TOTAL		None	20 minutes	
End of Transaction				
4. Await notification via email, text, or call.	4.0 Endorse the SSCF to Chief Security.	None	1 Minute	Designated Security Personnel SSF
	4.1 Evaluate the complaint and assign security officer to investigate.	None	2 Minutes	Chief Security SSF
	4.2 Conduct investigation and submit report to Chief Security.	None	24 Hours	Designated Security Personnel SSF
	4.3 Notify the complainant of the result of investigation which may be referred to Vice Chancellor for Administration for proper disposition	None	2 Minutes	Chief Security SSF
TOTAL		None	1 day, 5 minutes	

5. EMERGENCY RESPONSE

This information outlines the Security and Safety Force (SSF) emergency response procedures within UPV. Upon notification of an accident, incident, or disaster, the SSF will initiate immediate action, requiring the reporting party to provide essential information (location of the incident, victim's information, and the number of casualties), and simultaneously coordinating with internal and external stakeholders.

Office or Division	UPV Security Service Force
Classification	Simple



Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	Any individual			
Checklist of Requirements		Where to Secure		
1. Call from any individual		Provided by reporter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call SSF Hotline: • 0910 5956 538 or Loc. 2803	1.0 Receive call	None	1 Minute	Officer of the day SSF
2. Inform personal details of the incident	2.0 Take notes and complete details of the incident reported: • Name of reporter; • Contact information; and • Ask what sort of assistance needed • Endorse the request for assistance to the designated security officer	None	4 Minutes	Officer of the day SSF
3. Wait for the Emergency Response Team	3.0 Prepare the vehicle, necessary equipment, and personnel	None	Depending on the distance of the subject	Designated Security Officer SSF
4. Answer relevant queries/questions	4.0 After response, ensure proper documentation of the incident	None	10 Minutes	Designated Security Officer SSF
TOTAL		None	15 minutes	



INTERNAL SERVICE

1. REQUEST FOR SECURITY ASSISTANCE

This information outlines the procedures in requesting for security assistance (e.g. escort, event, monitoring). For events, the request must be at least ten (10) working days before the intended event to allow sufficient time for SSF to prepare the deployment plan.

Office or Division	UPV Security Service Force			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All UPV units/offices			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to Vice Chancellor for Administration		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to SSF office	1.0 Instruct to log in to the visitor's logbook.	None	1 Minute	Officer of the day SSF
2. Submit the letter request	2.0 Receive and endorse the letter request to Chief Security	None	1 Minute	Officer of the day SSF
3. Clarify any questions raised by chief security	3.0 Review the request	None	5 Minutes	Chief Security SSF
4. Accomplish the feedback form	4.0 Provide client with feedback form	None	3 Minutes	Officer of the day SSF
TOTAL		None	10 minutes	
End of Transaction				
5. Await communication regarding the outcome of request, via email, message, text or phone call.	5.0 Discuss the plan with assigned security personnel	None	10 Minutes	Chief Security SSF
	5.1 Forward the requestor's letter to OVCA	None	24 Hours	Chief Security SSF



6. Guide support security and the	6.0 Once approved, coordinate with the requestee	None	Depending on the duration of the activity	Assigned Security Personnel SSF
TOTAL		None	1 day, 10 minutes	



SUPPLY AND PROPERTY SERVICES OFFICE



EXTERNAL SERVICE

1. ACCEPTANCE OF DELIVERY/ DOCUMENTS FROM EXTERNAL CLIENTS

The ordered items were delivered by the supplier or courier, and the signed PO, contracts, NTP and other communication letters were endorsed to the Office by the supplier

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Duly signed PO/Contract/NTP and other communication letter regarding delivery (Cancellation, counter offer, extension of delivery, performance bond; etc.)- 1 original copy		Requestor		
2. 1-Original Invoice, 1 copy of Purchase Order and items to be delivered (for delivery)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier presents the document for acceptance and secures the acknowledgement copy to be signed by the incoming staff	1. Incoming staff, check the documents presented, if complete, signs the acknowledgement copy and forwards to the personnel-in-charge	N/A	10 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
2. If delivery, presents the copy of PO and issues the invoice with items for acceptance	2. If delivery, the incoming staff endorses to the person-in-charge for acceptance of items	N/A	10 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
3. Secures the acceptance in the invoice	3. The person-in-charge checks the completeness of delivery as stated in the Purchase Order and accepts the invoice.	N/A	20 minutes	Assigned Staff (Buyer in-charge) SPSO
TOTAL			40 minutes	



2. REQUEST FOR REFUND OF PERFORMANCE BOND AND WARRANTY SECURITY (RETENTION MONEY)

The supplier may request for the refund of performance bond after the completion of delivery, and for the warranty security after the lapse of warranty period

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Letter request for refund of Performance Bond or Warranty Security-hard/soft copy		Requestor		
2. Original receipt issued by the UPV Cash Office (For performance bond)		Requestor		
3. Copy of Disbursement Voucher or collection receipt showing deduction of warranty security (retention money)		Requestor		
4. Copy of Inspection and Acceptance Report (IAR)/ Certificate of Final Acceptance/ Purchase Order/Invoice		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request for refund of performance bond or Warranty Security with complete attachments	1. Review and receive request for refund and forward to assigned staff	N/A	10 minutes	Administrative Aide I SPSO
	2. Verification and processing of request for refund (attached copy of IAR/ CFA;PO;invoice)	N/A	20 minutes	Assigned Staff (Buyer in-charge)
	3. Prepares endorsement letter to VCA/ Chancellor for signature of authorized signatory	N/A	10 minutes	Admin. Officer III SPSO



	4. Signs endorsement letter and forwards to Incoming/Outgoing Staff	N/A	5 minutes	Chief, SPSO
	5. Forwards to OVCA/OC for approval	N/A	10 minutes	Administrative Aide I SPSO
	6. Approves endorsement letter	N/A	1 day	VCA/ Chancellor
	7. Forwards to SPSO for preparation of Disbursement Voucher	N/A	10 minutes	OVCA Frontline staff
	8. Receives approved endorsement letter and forward to assigned staff for DV	N/A	5 minutes	Administrative Aide I SPSO
	9. Prepare Disbursement Voucher for signature of authorized signatory	N/A	15 minutes	Administrative Aide VI/ Administrative Officer III
	10. Signs Disbursement Voucher	N/A	10 minutes	Chief, SPSO
	11. Forwards to Accounting Office for processing	N/A	20 minutes	Administrative Aide I SPSO
	12. Accounting staff pre- audits as to the completeness and propriety of the supporting documents and check computation including required statutory deductions.	N/A	Within 2 working days	Accounting office
	13. Accounting Office forwards the		1 day	Accounting office



	pre-audited DV and other documents to the Budget Office			
	14. Budget Office obligates, indicates fund source, PPA and UACS code and forwards to Bookkeeping Section, Accounting Office		1 hour and 30 minutes	Budget office
	15. Processing & Disbursing Section inputs accounting entries and prepares and prints BIR 2307 if applicable. Initials for Chief Accountant.		20 minutes	Accounting Office
	16. The Bookkeeping Section verifies entries and codes for recording and approval. Forwards to the Chief Accountant		8 minutes	Accounting Office- Bookkeeping section
	17. The Chief Accountant randomly checks and verifies before certifying as to the availability of funds.		10 minutes	Accounting Office- Chief Accountant
	18. Accounting Staff forwards to Approving Officer (OVCA/OVCAA/OVCRE)		1 day	Accounting Office
	19. Chancellor /VCA/VCAA/VCRE approves staff forwards to Cash Office		Within 30 minutes (Subject to the availability of Approving	The Chancellor for P1 Million and up Vice Chancellors for



			officer & its OIC)	below P1 Million: a. VCA – <i>Administrative Matters</i> b. VCAA – <i>Academic Matters</i> c. VCRE – <i>Research, Extension and Public Service Matters</i> d. VCPD – <i>Planning & Development Matters</i>
	20. Cash Office prepares check for signature and informs the client for release		Within 24 hours	Cash Office Chief and staff
2. Client claims the check/s and issues OR				
TOTAL			6 days 4 hrs. and 33 minutes	



3. SALE OF BIDDING DOCUMENTS

Prospective bidders may purchase and secure a copy of the bidding documents at the SPSO (BAC Secretariat) Office.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2B			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. Letter of Intent		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter of Intent to the BAC Secretariat	1. Issue order of payment	N/A	10 minutes	Junior Office Aide/ BAC Secretariat member SPSO
2. Pays the necessary fees at the Cashier's Office	2. Accept Payment and issues official receipt	Prescribed rate of RA 12009	15 minutes	Cashier's Office
3. Submits the Official Receipt (OR) at the SPSO	3. Photocopy Official Receipt and return the original copy to the prospective bidder	N/A	15 minutes	Junior Office Aide/ BAC Secretariat member SPSO
4. Receives original copy of Official Receipt and Bidding Documents	4. Release a copy of the bidding documents	N/A	10 minutes	Junior Office Aide/ BAC Secretariat member SPSO
TOTAL			50 minutes	



4. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UPV CAMPUS

Gatepass is issued for the properties/ items that are brought outside the campus

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	External Clients			
Checklist of Requirements		Where to Secure		
1. List of Items to be brought out of UPV campus		Requestor		
2. Actual physical inventory		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies and list the items to be brought out	1. Prepares Gatepass based on the list submitted by the requestor	N/A	5 minutes	Inventory Section Personnel SPSO
2. Signs Gatepass of whoever will bring the items out of UPV campus Secures signature of the head of the concerned unit/office	2. Conduct physical inventory and sign the Gatepass	N/A	1 hour	Inventory Section Personnel SPSO
3. Secures signature of the head of the concerned unit/office	3. Secures signature of the Guard on Duty assigned in the building/area concerned.	N/A	2 minutes	Inventory Section Personnel SPSO
4. Secures copy of Gatepass to be presented on the Guard assigned at the Main Gate of the campus upon departure.				
TOTAL			1 hour and 7 minutes	



INTERNAL SERVICE

1. ASSISTANCE IN THE SUBMISSION OF PPMP AND INCLUSION IN THE APP

The office prepares PPMP yearly and No Procurement is done unless it is in accordance with the APP

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. eProcure Account		DIC (requested through Buylog)		
2. Approved inclusion in the APP		Requestor/ OVCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the staff-in-charge of the assistance needed	1. Assists the requestor regarding the request 1.1 If the issues cannot be resolved and needed technical assistance, forwards the request to DIC (Data and Innovation Center)	N/A	30 minutes	Administrative Asst. V SPSO
2. E-mail the approved inclusion in the APP to spso.upvisayas@up.edu.ph	2. Acknowledges the email and forwards to the staff-in-charge	N/A	10 minutes	Administrative Officer III SPSO
3. Ready to prepare Purchase Request/ Job Order Request	3. The staff in-charge encodes the inclusion in APP and informs the requestor once done	N/A	10 minutes	Administrative Aide III SPSO
TOTAL			50 minutes	



2. ACCEPTANCE OF DOCUMENTS FROM INTERNAL CLIENTS

Documents from other offices endorsed to the office for processing/ appropriate action

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
Document/s duly signed by the requestor and with complete supporting documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed the document/s to incoming/outgoing clerk 1.1 Return the document/s to the source for compliance	1. Checks and verifies the completeness of document/s 1.1 If incomplete, informs the messenger and return the documents for compliance of deficiency/ies 1.2 If complete, receive the document and sign the acknowledgment copy.	N/A	5 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
2. Secure the acknowledgment copy	2. Log in the designated logbook	N/A	3 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
	3. Forwards to the concerned personnel	N/A	2 minutes	Administrative Aide I SPSO/ Junior Office Aide SPSO-Iloilo
TOTAL			10 minutes	



3. REGISTRATION OF NEW SUPPLIER/PAYEE IN THE BULSA SYSTEM

In order to create Disbursement voucher in the BULSA System, payee must be registered in the supplier database

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. BULSA Account		DIC (requested through Buylog)		
2. Complete information of payee (Name, TIN, Address, Contact Details, Bank Details)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for registration thru Buylog (DIC)	1. Checks the completeness of the request and encode in the google form	N/A	15 minutes	Staff in-charge DIC
	2. Acknowledges the notification in the email for the registration	N/A	3 minutes	Administrative Aide VI/ Administrative Officer III SPSO
	3. Log in the BULSA System and register the requested payee	N/A	10 minutes	Administrative Aide VI/ Administrative Officer III SPSO
	4. Notify the requestor that the request has been registered		2 minutes	Administrative Aide VI SPSO
TOTAL			30 minutes	



4. FACILITATES DOCUMENTARY REQUIREMENTS FOR PAYMENT

Replenishment of petty cash, reimbursement and DV prepared by other offices passes through the office for issuance of PAR/ICS/WMR (if applicable) and for control/recording of IAR

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. DV with supporting documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses the document/s to incoming/ outgoing clerk	1. Receives the document and signs the acknowledgment copy	N/A	5 minutes	Administrative Aide I SPSO
	2. Checks and reviews the supporting documents and identify the documentary requirement/s needed for processing of payment	N/A	10 minutes	Administrative Aide I SPSO
	3. Log in the designated logbook 3.1 If it requires an ICS/PAR/WMR, forwards to Inventory Section for preparation of such document/s 3.2 If IAR is concerned, controls/ records the IAR and returns back to the requestor	N/A	10 minutes	Administrative Aide I SPSO



	4. The Inventory Section prepares the PAR/ICS/WMR whichever is needed and forwards to Staff-in-charge for outgoing	N/A	30 minutes	Senior Admin. Asst. I SPSO
	5. Staff in-charge logs the document/s and forwards to the messenger for outgoing to the requestor	N/A	5 minutes	Administrative Aide I SPSO
TOTAL			1 hour	

5. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED PROPERTIES

PAR is required for equipment amounting to Php50,000.00 and above while ICS is for the semi-expandable equipment amounting to Php3,000.00 up to below 50k.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Copy of Approved Purchase Request (PR)		Requestor		
2. Copy of Obligated Obligation Request and Status (ORS)/ Budget Utilization Request Status (BURS)		Requestor		
3. Copy of Invoice (with complete details e.g. date, brand, model, serial number of equipment)		Requestor		
4. Copy of Purchase Order		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documents required	1. Assigns property number to each items	N/A	10 minutes	Inventory Section Personnel SPSO



	2. Encodes information of the newly acquired properties on PAR/ICS Controls Program and assigns its MR Number.	N/A	10 minutes	Inventory Section Personnel SPSO
2. Secures signature of the Accountable Officer / End User	3. Prints PAR/ICS and return to the requestor for signature of the accountable officer.	N/A	2 minutes	Inventory Section Personnel SPSO
3. Forwards to the SPSO Chief for signature	4. Secures duly signed PAR/ICS and copy furnish the requestor (2 copies)	N/A	Paused-clock	Requestor
4. Secures 2 photocopies of the PAR/ICS and returns the original copy to Inventory Staff In-Charge.	5. Encodes item's information on Property Record	N/A	10 minutes	Inventory Section Personnel SPSO
	6. Prepares Property Card (equipment only).	N/A	10 minutes	Inventory Section Personnel SPSO
	7. Scans and prints documents for file copy.	N/A	3 minutes	Inventory Section Personnel SPSO
	8. Prepares Property Number Sticker, attaches to a copy of the PAR/ICS and	N/A	3 minutes	Inventory Section Personnel SPSO



	forwards to concerned officers for their file copy.			
	9. Files original copy of PAR/ICS to its designated Office file folder.	N/A	2 minutes	Inventory Section Personnel SPSO
TOTAL			50 minutes	

6. PREPARATION OF PROPERTY ACKNOWLEDGMENT RECEIPT (PAR)/ INVENTORY CUSTODIAN SLIP (ICS) FOR RENEWAL/ TRANSFER OF ACCOUNTABILITIES

PAR/ICS is renewed every 3 years and/or every change of accountable officer

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Letter request for transfer (original)		Accountable Officer		
2. University Clearance (through email)		HRDO		
3. Copy of the new Unit Head Appointment		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1a. Accountable Officer forwards letter requesting the transfer of his/her property accountabilities. 1b. HRDO forwards University Clearance. 1c. HRDO provides a copy of appointment of the new unit head.	1. Checks property records for the properties signed by the requestor, retiree, previous unit head, etc.	N/A	3 minutes	Inventory Section Personnel SPSO



	2. Prints listing of property accountabilities and reconcile with its PAR/ICS	N/A	1 day	Inventory Section Personnel SPSO
	3. Encodes property accountabilities on the new PAR/ICS	N/A	3 days	Inventory Section Personnel SPSO
2. New accountable officer signs the new PAR/ICS	4. Prints new PAR/ICS and forwards to office/requestor to facilitate the signature of the new accountable officer.	N/A	1 hour	Inventory Section Personnel SPSO
3. Return to SPSO the duly signed PAR/ICS	5. Forwards to SPSO Chief for signature.	N/A	10 minutes	Inventory Section Personnel SPSO
	6. Updates records of the property on the Property Record database based on the new PAR/ICS.	N/A	4 hours	Inventory Section Personnel SPSO
	7. Searches and cancels old PAR/ICS.	N/A	4 hours	Inventory Section Personnel SPSO
	8. Scans new PAR/ICS for softcopy filing	N/A	1 hour	Inventory Section Personnel SPSO



	9. File original PAR/ICS on the Office Folder.		30 minutes	Inventory Section Personnel SPSO
TOTAL			5 days, 2 hours and 43 minutes	

7. PULL OUT OF UNIVERSITY PROPERTIES TO BE RETURNED TO SPSO FOR PROPER DISPOSAL

Unserviceable property/ies are returned to SPSO for proper disposal.

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Accomplished Request for Condemnation of Unserviceable Properties (RCUP)- original copy		SPSO		
2. Properties for condemnation		SPSO		
3. Copy of Inventory and Inspection Report for Unserviceable Properties (IIRUP)		SPSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV unit submits signed RCUP reflecting the list of properties to be condemned including its property number.	1. Upon receipt of RCUP, coordinate with the office concerned to schedule the pull-out of properties for condemnation	N/A	5 minutes	Inventory Section Personnel SPSO
2a. Bring properties for condemnation to SPSO, if not scheduled 2b. Gather all properties for condemnation and wait for the schedule of pull-out.	2. Pull-out the properties for condemnation based on the RCUP	N/A	6 hours	Inventory Section Personnel SPSO



3. Signs the IIRUP and return to SPSO	3. Check pulled-out properties with the Property Record database.	N/A	2 hours	Inventory Section Personnel SPSO
	4. Control and encode record of pulled-out properties on IIRUP Control Program	N/A	15 minutes	Inventory Section Personnel SPSO
	5. Prints IIRUP and forwards to office concerned for signature of the accountable officer	N/A	3 minutes	Inventory Section Personnel SPSO
	6. Upon receipt of signed IIRUP, search and cancels PAR/ICS of condemned properties; deletes records of the property on the Property Record database.	N/A	8 hours	Inventory Section Personnel SPSO
	7. Forward IIRUP to UPV Appraisal and Disposal Committee (ADC) secretariat for disposal.	N/A	1 minute	Inventory Section Personnel SPSO
	8. Prepares Property Number Sticker, attaches to a copy of the PAR/ICS and forwards to concerned officers for their file copy.	N/A	3 minutes	Inventory Section Personnel SPSO
	9. Files original copy of PAR/ICS to its	N/A	2 minutes	Inventory Section Personnel



	designated Office file folder.			SPSO
TOTAL			2 days and 23 minutes	

8. ISSUANCE OF GATEPASS FOR TRANSFER OF PROPERTY/IES OUTSIDE THE UP CAMPUS

Gatepass is issued for the properties that are brought outside the campus for repair; etc.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. List of Items to be brought out from the campus		SPSO		
2. Actual physical inventory of the items				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies and list the items to be brought out	1. Prepares Gatepass based on the list submitted by the requestor	N/A	5 minutes	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
2. Signs Gatepass of whoever will bring the items out of UPV campus Secures signature of the head of the concerned unit/office	2. Conduct physical inventory and sign the Gatepass	N/A	1 hour	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
3. Secures signature of the head of the concerned unit/office	3. Secures signature of the Guard on Duty assigned in the building/area concerned and issues to the requestor.	N/A	2 minutes	Inventory Section Personnel SPSO/ City based Personnel SPSO-Iloilo
4. Secures copy of Gatepass to be				



presented on the Guard assigned at the Main Gate of the campus upon departure.				
TOTAL			1 hour and 7 minutes	

9. ASSISTANCE IN THE QUERIES REGARDING PROCUREMENT, INVENTORY AND ADMIN PROCEDURALS

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
Complete details regarding the query		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mails to spso.upvisayas@up.edu.ph, call (033) 3159632 loc. 180/181/122/247, face to face approach in the office regarding the query	1. If email, the AO acknowledges the email and forwards to the head of the sections if where the query is to be addressed for appropriate action 1.1 The section head answers the query	N/A	5 minutes	Administrative Section Head/ Procurement Section Head/ Inventory Section Head SPSO
	2. If the query received is through call, the person answering the phone forwards the concerns to the appropriate personnel 2.1 The concerned personnel addressed the query	N/A	10 minutes	Administrative Aide I SPSO



	3. If face to face, the receiving clerk entertains the client and ask the concerns and forwards the concern to the appropriate personnel	N/A	5 minutes	Administrative Aide I SPSO
TOTAL			15 minutes	

10. ISSUANCE OF WASTE MATERIAL REPORT FOR REPAIRED/ REHABILITATED DEFECTIVE UPV PROPERTIES

A Waste Material Report is issued for the items replaced like spare parts of equipment, vehicle, etc.

Office or Division	Supply and Property Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Copy of Approved Purchase Request (PR) or Job Order Request (JOR)		Requestor		
2. Copy of Obligated Obligation Request and Status		Requestor		
3. Copy of Invoice		Requestor		
4. Waste materials		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents: PR/JOR, ORS and Invoice	1. Receives and reviews PR/JOR, ORS and Invoice.	N/A	5 minutes	Inventory Section Personnel SPSO
2. Surrenders waste materials (item)	2. Encodes necessary information on the WMR Control Program database and prints the WMR	N/A	10 minutes	Inventory Section Personnel SPSO
	3. Upon received of waste material item, the form will	N/A	4 hours	Inventory Section Personnel



	be signed by the Inventory personnel in-charge			SPSO
	4. Secures signature of SPSO Chief and forwards to OVCA	N/A	4 hours	Chief SPSO
	5. Secures signature of the Vice Chancellor for Administration	N/A	Within a day	OVCA
	6. Secures signature of Chair/co-Chair of Appraisal and Disposal Committee and return to SPSO	N/A	Within a day	CDMO
	7. Upon receipt of duly signed WMR, The Inventory personnel in-charge, secures and files the original copy and provide 2 duplicate copies for attachment to payment	N/A	15 minutes	Inventory Section Personnel SPSO
TOTAL			3 days and 30 minutes	



11. PROCESSING OF UNIVERSITY CLEARANCE

UPV Personnel who secures University Clearance must be cleared from property accountabilities

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Certificate of Clearance Request Form (Attachment A)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure College & Department Clearance	1. SPSO receives email of Certificate of Clearance Request Form (<i>Attachment A</i>)	N/A	2 minutes	Inventory Section Personnel SPSO
	2. Encodes the personnel/faculty's data at the clearance logbook	N/A	5 minutes	Inventory Section Personnel SPSO
	3. Checks with Property Records if the requestors have Property Accountabilities	N/A	2 minutes	Inventory Section Personnel SPSO
2. With property accountabilities: A. Secure signature of the new accountable officer whom would temporary assume his/her Property Accountabilities on the List provided by	4. With property accountabilities: A. Accomplish Statement of Remaining Obligation that Employee Must Settle (<i>Attachment C</i>) and email to HRDO.	N/A	5 minutes	Inventory Section Personnel SPSO



SPSO (for LOA 6 months & below)				
	B1. Prepare List of Property Accountabilities of the requestor for signature of the new accountable officer (for LOA 6 months & below)		5 minutes	Inventory Section Personnel SPSO
B. Secures signature of the new accountable officer on the PAR/ICS for transfer of property accountabilities.	B2. Prepare PAR/ICS for signature of the new accountable officer for transfer of property accountabilities.		4 days	Inventory Section Personnel SPSO
C. Return property accountabilities that are unserviceable.	B3. Pull-out unserviceable properties and prepare IIRUP for signature of the unit head.	N/A	3 days	Inventory Section Personnel SPSO
	5.W/out property accountabilities or cleared from his/her property accountabilities, fills out and sign the College/Office Clearance from Money and	N/A	5 minutes	Inventory Section Personnel SPSO



	Property Accountabilities (Attachment B)			
	6. Forwards Attachment B to SPSO Admin. Officer for signature of SPSO Chief.	N/A	1 day	Administrative Officer III SPSO
	7. Scan & Email Attachment B to HRDO and file to Clearance Folder	N/A	5 minutes	Inventory Section Personnel SPSO
TOTAL			8 days and 29 minutes	

12. REQUEST FOR PROCUREMENT OF GOODS AND SERVICES

Requestors prepared their request for procurement that are only listed in the Annual Procurement Plan (APP)

Office or Division	Supply and Property Services Office			
Classification	Complex			
Type of Transaction	G2C			
Who may Avail	Internal Clients			
Checklist of Requirements		Where to Secure		
1. Duly signed and obligated Purchase Request/Job Order Request		Requestor		
2. Approved inclusion if the items were not included in the APP		Requestor		
3. Specifications (for technical items), Menu (for catering), Itinerary (for rental of transport service), Terms of reference (for consulting services)		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepares purchase request /job order request through eProcure	1. Checks/verifies as to correctness, categorization, of specifications of on-line request	N/A	4 hours	Admin. Asst. V SPSO



2) Check if the items requested were included in their office PPMP	1.1. Returns to requestor if specifications are not complete	N/A	4 hours	Admin. Asst. V SPSO
a. If items were not included, Submits letter request for Inclusion	1.2. After the end-user complied the required specification,	N/A	4 hours	
3) Request TWG to give specification intended for the requested item	2. Budget Office earmarks funds for the request	N/A	Within the day	Budget office
4) Prints obligated Purchase Request & Obligation Request	3. SPSO Groups and pre-MPS on-line (eProcure) the categorized request	N/A	1 day	Procurement Section Head, Administrative Officer V SPSO
5) Facilitates signature of the Head of unit	4. SPSO prepares Mode of Procurement Summary (MPS) through on-line for categorized and obligated request & submits to the SPSO Chief for review	N/A	1 day	Admin. Asst. V SPSO
6) Forwards the hard copy of PR and ObR to the Budget Office	5. The SPSO Chief review and identify the mode of procurement to be used in the specific request on-line	N/A	1 days	SPSO Chief
	6. SPSO forwards the MPS to the Bids & Awards	N/A	2 days	Bida and Awards Committee



	Committee (BAC) for approval online			
	7. SPSO prints the approved MPS and secures the wet signatures of the BAC and approval of the VCA	N/A	2 days	Admin. Asst. V SPSO
	8. Once the MPS is approved, SPSO Procurement Head assigns Purchase Requests to Buyers depending on category	N/A	4 hours	Procurement Section Head, Administrative Officer V SPSO
	9. SPSO Buyers generate and prints Request for Quotations (RFQ) and forwards to Procurement Head for review	N/A	4 hours	SPSO Buyer-in-charge
	10. Procurement Head reviews and counter signs the RFQ and forwards it to the SPSO Chief for approval	N/A	4 hours	Procurement Section Head, Administrative Officer V SPSO
	11. SPSO Chief approves Request for Quotation	N/A	4 hours	SPSO Chief
	12. SPSO Buyers distribution of signed RFQ to prospective	N/A	4 hours	SPSO Buyers-in-charge



	suppliers (via email, fax or personal canvass), copy furnish the PhilGEPS in-charge for posting for ABC equal to and above 50K)			
	13. SPSO Buyers retrieves RFQ from suppliers for preparation of Abstract of Quotation	N/A	7 days	SPSO Buyers-in-charge
	14. SPSO Buyers prepares & prints Abstract of Quotation from at least 3 suppliers (applied depending on the mode of procurement)	N/A	4 hours	SPSO Buyers-in-charge
7) Evaluate/Recommend the award in the AOQ (If applicable), then signs the AOQ and return back to SPSO	15. Checks/reviews and controls the AQQ and forwards to TWG/ End-user (if applicable) for evaluation and recommendation of award	N/A	3 days	Procurement Section Head, Administrative Officer V SPSO
	16. Procurement Head initials and forwards to SPSO Chief for signature	N/A	1 hour	Procurement Section Head, Administrative Officer V SPSO
	17. SPSO Chief recommends award for ABC <P100k	N/A	3 hours	SPSO Chief BAC



	signs the AOQ, or recommends award to the BAC for ABC >P100k			
	18. SPSO facilitates signature of BAC members at the Abstract of Quotation for the awarded items (if applicable)	N/A	5 days	Admin. Asst. V SPSO
	19. VCA approves the Abstract of Quotation	N/A	Within the day	OVCA
	20. SPSO Buyers prepares Purchase Order for the awarded items from the approved AOQ and forwards to Procurement Section Head	N/A	1 day	SPSO Buyers-in-charge
	21. Procurement Section Head checks and reviews, and counter signs the Purchase Order and forwards to SPSO Chief for approval.	N/A	1 day	Procurement Section Head, Administrative Officer V SPSO
	22. SPSO Chief approves Purchase Order /Job Contract if contract amounts to Up to 100k – SPSO Chief	N/A	2 days	SPSO Chief/VC for Administration / Chancellor



	up to 500k – VCA will sign up to <50M – Chancellor			
	23. SPSO Buyers send the signed Purchase Order to the Supplier for confirmation.	N/A	1 day	SPSO Buyers- in-charge
	24. SPSO Buyers retrieves the signed PO/Job Contract from suppliers and copy furnish the COA of the duly signed PO/JC	N/A	5 days	SPSO Buyers- in-charge
	25. SPSO buyers receives delivery from suppliers	N/A	Within the prescribed delivery terms	SPSO Buyers- in-charge
	26. SPSO Buyers Prepares Inspection & Acceptance Report (IAR) and coordinates with Inspection Committee	N/A	1 day	SPSO Buyers- in-charge UPV Inspection Committee
	27. SPSO Buyers forwards to Property Management Section for PAR & ICS(if required)	N/A	2 days	SPSO Buyers- in-charge SPSO Property Management Section
	28. SPSO Buyers prepares Requisition Issuance Slip (RIS)	N/A	1 day	SPSO Buyers- in-charge
8) Receives stocks and signs the IAR Report, RIS and PAR/ICS (if	29. SPSO Buyers releases stock to	N/A	1 day	SPSO Buyers- in-charge



applicable) and return back to SPSO	requestors/end-users			Admin. Aide IV SPSO
	30. SPSO buyers secures completion of required documents and forwards documents for monitoring	N/A	1 day	SPSO Buyers-in-charge
	31. SPSO monitoring-in-charge records the documents in the database and forwards documents for DV Preparation	N/A	3 hours	Junior Office Aide SPSO
	32. SPSO personnel-in-charge prepares DV and forwards to the SPSO Chief	N/A	2 days	Admin. Aide VI/ Administrative Officer III SPSO
	33. The SPSO Chief signs the DV and forwards to in-charge in scanning for digital file	N/A	2 hours	SPSO Chief
	34. The SPSO personnel-in-charge in scanning scans the whole documents and forwards them to the Accounting Office for processing.	N/A	3 hours	Admin. Aide IV SPSO
TOTAL			48 days	



OFFICE OF THE VICE CHANCELLOR FOR PLANNING AND DEVELOPMENT



INTERNAL SERVICE

1. Provision of UPV Master Plan/Land Use Plan and other planning-related information

The UPV Master Plan/Land Use Plan and other planning-related information e.g. Infrastructure Development Plan, Conceptual design, Minor DAED, Maps, Budgetary Estimates, Terms of Reference are being requested as a basis for future development, and for possible funding of UPV infrastructure projects from internal and external sources. Information/maps are also requested by faculty members/students for academic and research purposes.

Office or Division	Office of the Vice Chancellor for Planning and Development				
Classification	Highly Technical				
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office/Funding Agencies/Donors)				
Who may Avail	UP System, UPV constituents, and other stakeholders				
Checklist of Requirements			Where to Secure		
Letter request for planning-related information (stating the office/organization and purpose)			Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends a letter request or email addressed to the Chancellor through the Office of the Vice Chancellor for Planning and Development (OVCPD)					
2. The Office of the Chancellor refers the request to the OVCPD for comments/appropriate action	2.1 Receives the communication and records in the logbook and forwards to the Admin Officer	None	10 Minutes	Administrative Assistant II OVCPD	



	2.2	Check the request and refers to the staff in charge	None	30 minutes	<i>Administrative Officer II OVCPD</i>
	2.3	Review/evaluate the request and prepare the information/documents needed	None	1-10 days (depends on the data/information needed)	<i>Architect II /Engineer II OVCPD</i>
	2.4	Submit the required document with a draft response letter for recommendation/approval of the VCPD	None	1 hour	<i>Architect II /Engineer II OVCPD</i>
	2.5	Finalize the letter with the recommendation of the VCPD	None	30 minutes	<i>Administrative Officer II Vice Chancellor for Planning and Development OVCPD</i>
	2.6	Records the recommendation with the requested document/information and logs out the document to OC	None	10 minutes	<i>Administrative Assistant II OVCPD</i>
	2.7	Checks completeness of documents	None	1 hour	<i>Administrative Officer V OC</i>



	and forwards to the Office of the Chancellor (OC) for appropriate action			
2.8	Finalize the letter addressed to the requestor	None	1 hour	<i>Administrative Officer V OC</i>
2.9	Signs the letter	None	10 minutes	<i>Chancellor UP Visayas</i>
2.10	Send the letter to the requestor, copy furnished the OVCPD for file	None	30 minutes	<i>Administrative Officer V OC</i>
TOTAL		None	1-10 days and 5 hrs	



2. Provision of UP System and UP Visayas Strategic Plans

The UP System and UP Visayas Strategic Plans are being requested as the basis of performance and alignment of college/office goals with their mandated functions. These are significant information that serves as a roadmap to where UP and UPV aspire to be in a couple of years (3-year/ 6-year plans) that are anchored with the Philippine Development Plan and Sustainable Development Goals. UPV-Wide Strategic Planning workshops and conferences are being conducted to cascade the UP System Strategic goals and to formulate targets for UP Visayas. These plans are being requested by the colleges/units and external stakeholders for goal setting, alignment of PPAs, project proposals and other future plans.

Office or Division	Office of the Vice Chancellor for Planning and Development				
Classification	Highly Technical				
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office/Funding Agencies/Donors)				
Who may Avail	UP System, UPV constituents, and other stakeholders				
Checklist of Requirements			Where to Secure		
Letter request for a copy of the UP System and/or UP Visayas Strategic Goals (stating the office/organization and purpose)			Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends a letter request or email addressed to the Chancellor through the Office of the Vice Chancellor for Planning and Development (OVCPD) 2. The Office of the Chancellor refers the request to the OVCPD for comments/ appropriate action	1.1 Receives the communication and records in the logbook and forwards to the Admin Officer	None	5 minutes	Administrative Assistant II OVCPD	
	1.2 Check the request and refers to the staff in charge	None	5 minutes	Administrative Officer II OVCPD	
	1.3 Review/evaluate the request and prepare the information/ documents needed	None	30 minutes	Architect II/Engineer II OVCPD Planning Officer III/OC	
	1.4 Submit the required document with a draft response letter for	None	1-2 days	Architect II/Engineer II OVCPD Planning Officer III/OC	



	1.5	recommenda tion/approval of the VCPD Finalize the letter with the recommenda tion of the VCPD	None	30 minutes	<i>Administrative Officer II Vice Chancellor for Planning and Development OVCPD</i>
	1.6	Records the recommenda tion with the requested document/ information and logs out the document to OC	None	10 minutes	<i>Administrative Assistant II OVCPD</i>
	1.7	Checks completeness of documents and forwards to the Office of the Chancellor (OC) for appropriate action	None	30 minutes	<i>Administrative Officer V OC</i>
	1.8	Finalize the letter addressed to the requestor	None	30 minutes	<i>Administrative Officer V OC</i>
	1.9	Signs the letter	None	10 minutes	<i>Chancellor UP Visayas</i>
	1.10	Send the letter to the requestor, copy furnished the OVCPD for file	None	30 minutes	<i>Administrative Officer V OC</i>
TOTAL			None	1-2 days and 3 hours	



3. Consolidation and submission of the Budget Preparation (BP) Reports, e.g., Agency Performance Measures (BP Form B), BP Form 201-D, and BP Form 202

Every year the Office of the Vice President for Planning and Finance requests the submission of the budget preparation (BP) reports for the fiscal year's budget proposals. These are budgetary requirements submitted to the Department of Budget and Management (DBM). These reports are necessary for allocation of University funds from the national government.

Office or Division	1. Office of the Vice Chancellor for Planning and Development 2. UPV Budget Office 3. Office of the Chancellor 4. UP System Budget Office			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may Avail	UPV Offices			
Checklist of Requirements		Where to Secure		
Accomplished Agency Performance Measures (BP Form B), Obligations for Capital Outlay (BP Form 201-D), and Proposal for New or Expanded Locally-Funded Projects (BR Form 202)		Forms are attached to the Memorandum issued by the Office of the Vice President for Planning and Finance re Budget Preparation Forms		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVPPF-UP System issued a Memorandum for the submission of BP Forms	1.1 OVCPD drafts Memorandum re submission of required information from the UPV Colleges/Units /Offices in compliance with the memorandum issued by the VPPF for the signature of the Chancellor	None	1 day (preparation and finalization of draft Memo)	<i>Planning Officer III</i> <i>Administrative Officer V OC</i>
	1.2 Disseminates the Memorandum to UPV constituents for compliance and for		1 day (send through email and provided hard copies to colleges/units/of fices)	<i>Planning Officer III/OC</i> <i>Administrative Assistant II/ OVCPD</i>



	submission of the required data			
	1.3 Consolidates the required information submitted by the colleges/units/ office in coordination with the Budget Office, CDMO, and PDT, and finalizes the BP Forms		1-3 days (3 days allocated for the preparation and submission of required data by the colleges/units/of fices)	<i>Planning Officer III/OC Budget Chief CDMO Chief and CDMO Engineers Architect II/Engineer II OVCPD</i>
	1.4 Submits the duly filled out forms duly reviewed and signed by the VCPD, Budget Officer and Chancellor to the OVPPF		1 to 2 days (30 minutes online submission for advance copy; and 1-2 days route of reports for signature depending on the availability of the signatories)	<i>Planning Officer III/OC Administrative Officer II/Administrative Assistant II/ Vice Chancellor for Planning and Development OVCPD</i>
TOTAL		None	3 – 5 Days	



4. Review of UPV OPCR Targets (Manual OPCR Target submission)

Anchored with the UP System (UPS) and UP Visayas Strategic Plans (UPV), colleges/offices/units submit their Office Performance and Commitment Review (OPCR) targets/ accomplishments semi-annually (January to June; July to December rating periods) for review and approval of the Performance Management Team (PMT). The OPCR are being reviewed to check the alignment of office/unit-mandated functions with the UPS and UPV strategic goals and how significantly they contribute to the realization of these goals.

Office or Division	1. Office of the Vice Chancellor for Planning and Development 2. Office of the Vice Chancellor for Administration 3. Office of the Chancellor 4. Human Resource and Development Office			
Classification	Highly Technical			
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
Office Performance and Commitment Review (OPCR) form duly filled out, indicating the Office targets for specified rating periods (e.g. January 1 to June 30; July 1 to December 31)		Office of the Vice Chancellor for Planning and Development (OVCPD)/ SPMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-out OPCR Forms, (3 sets) indicating the Office performance targets at the start of the rating period; duly reviewed and signed by the Head of Office/ Dean/ Vice Chancellors to the OVCPD	1.1 The OVCPD receives the OPCR target, forwards it to the Planning Officer for review	None	20 mins	<i>Administrative Assistant II OVCPD</i>
	1.2 The Planning Officer initially checks and reviews the OPCR if in order then forwards it to the VCPD for review/comments and for signature		20 mins	<i>Planning Officer III/OC</i>



	1.3 The OVCPD staff forwards the OPCR Target to the Performance Management Team (PMT) for their comments/ signature (VCA, Chair, PMT; VCPD, Co-Chair, PMT), then for approval of the Chancellor		30 mins (depends on the availability of signatories)	<i>Administrative Assistant II/ Vice Chancellor for Administration/ Vice Chancellor for Planning and Development/ Chancellor OVCPD/OVCA/ OVCPD/OC</i>
2. Receives copy of OPCR duly reviewed and signed by the PMT for reference in the preparation of the performance evaluation after the rating period	2.1 After completion of signatories, the OVCPD staff provides copy to HRDO, concerned office and keeps a copy for OVCPD file		30 mins to 1 hour	<i>Administrative Assistant II OVCPD</i>
TOTAL		None	1 – 2 days	



5. Preparation and submission of the Quarterly Physical Report of Operations (QPRO)

The Quarterly Physical Report of Operations (QPRO) is being submitted to the UP-System Budget Office every 2nd week after the quarter ends. The QPRO is generated from the Performance and Budget Monitoring System (PBMS) Portal after all the delivery units (DUs) diligently complied and completed the requirements. The report is one part of the performance results for the Performance-Based Bonus using GAA-mandated performance indicators.

Office or Division	1. Office of the Vice Chancellor for Planning and Development 2. Office of the Chancellor 3. Budget Office 4. UP System Budget Office			
Classification	Highly Technical			
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
Accomplished Quarterly Physical Report of Operation Targets (for the 1 st to 4 th quarters) or Budget Preparation Form B (BP Form B) and Quarterly Physical Report of Operations or Budget Accountability Report No. 1 (BAR 1)		UP System Budget Office/ Office of the Vice Chancellor for Planning and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV Colleges/Units/Offices encodes the Quarterly Physical Report of Operation (QPRO) Targets (for the 1 st to 4 th quarters) and Quarterly Physical Report of Accomplishments through the PBMS Portal	1.1 OVCPD drafts Memorandum reminder on the submission of PPA accomplishments of UPV Colleges/Units/Offices (for a specified quarter–1 st , 2 nd , 3 rd , and 4 th) then forwards to	None	1 – 3 days (preparation and finalization of draft Memo/ depending on the availability of the Chancellor)	<i>Planning Officer III</i> <i>Administrative Officer V OC</i>



	OC for finalization and signature of the Chancellor			
	1.2 Disseminates the Memorandum to UPV constituents for online compliance and for submission of the reports; reminds and assists the DUs in the encoding of reports.		1 to 3 days (send through email and provided hard copies to colleges/units/offices)	Administrative Assistant II OVCPD Planning Officer III/OC
	1.3 The Planning Officer/PBB Team generates the BAR 1 report through the PMBS portal after the DUs have satisfactorily complied with the requirements		1 day (receives/follow-up those who have not submitted and consolidates report) 1 hour to 1 day (depends on completeness of the required information)	Administrative Assistant II OVCPD Planning Officer III/OC
	1.4 Forwards the report to the PBB FIC, VCPD, OVCA and PBB Team for review and feedback.		30 mins	Planning Officer III/OC Vice Chancellor for Planning and Development OVCPD



	1.5 Finalize the report and encodes the QPRO target and accomplishment online through http://fmo.up.edu.ph/budgetfar/login.php		30 mins to 1 hr	<i>Planning Officer III/OC</i>
	1.6 Prints the QPRO/ BAR report for the signature of the VCPD, Budget Officer, and the Chancellor		3hrs to 1 day (depending on the availability of the signatories)	<i>Planning Officer III/OC Vice Chancellor for Planning and Development/ Budget Chief/ Chancellor</i>
	1.7 Submits duly signed e-copy and hard copy of the report to the Office of the Chancellor, UPV Budget Office, and UPS Budget Office		30 mins	<i>Administrative Assistant II OVCPD Planning Officer III OC</i>
TOTAL		None	1 – 2 days	



6. Review and consolidation of Equipment Outlay Proposals for GAA Funding

Annually, the Department of Budget and Management (DBM) issues a memorandum for the National Budget Call for the succeeding fiscal year. The national budgeting system aims to improve the efficiency of the underlying processes, i.e., planning, programming, procurement, cash management, and payment. Fully aware of the competing demands of government programs against limited resources, the budget will ensure that only implementation-ready agency proposals are included. Consultation visits were conducted to assist the project proponents on how to prioritize and make viable equipment outlay proposals.

Office or Division	Office of the Vice Chancellor for Planning and Development			
Classification	Highly Technical			
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office/Funding Agencies/Donors)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
List of Capital Outlay (CO) – Equipment Outlay (prioritized) Project Profile CO Equipment/ Furniture/ Furnishings Proposal Form		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the prioritized list of CO-Equipment Outlay with the attached duly accomplished (signed) project profile and CO-equipment/furniture/furnishing proposal form and supporting documents	1.1 Receives the list and documents submitted by the proponent and records in the logbook and forwards to the Admin Officer	None	5 minutes	<i>Administrative Assistant II</i> <i>OVCPD</i>
	1.2 Check the request and refers to the PDS for review and appropriate action	None	5 minutes	<i>Administrative Officer II</i> <i>OVCPD</i>
	1.3 Check/review the equipment	None	30 minutes	<i>Planning Officer III</i>



	outlay proposal submitted for evaluation of the Equipment Outlay Technical Working Group (EO-TWG)		(1-3 days for review of EO-TWG)	OC
	1.4 Provide feedback to the proponent/s	None	1 day	<i>Planning Officer III/ EO-TWG OVCPD</i>
2. Comply with the requirements based on the feedback of the EO-TWG and submit revised proposal to OVCPD	2.1 Receive the revised EO proposal then forwards to PDS	None	5 minutes	<i>Administrative Officer II/Administrative Assistant II OVCPD</i>
	2.2. Check/ review the revised proposal based on the feedback then forwards to the EO-TWG for recommendation/ approval	None	30 minutes (1-3 days for review of EO-TWG)	<i>Planning Officer III / EO-TWG Vice Chancellor for Planning and Development OVCPD</i>
	2.3. Finalize the proposal and include it in the budget proposal for GAA funding	None	1 day	<i>Planning Officer III/OC</i>
	2.4 Provide a copy of the final list of equipment outlay included in the budget proposal for reference of the proponent/s	None	1 day	<i>Planning Officer III/OC Administrative Assistant II OVCPD</i>
TOTAL		None	3 days, 1 hour and 15 minutes	



7. Process Flow and Procedure for Getting Endorsement from the UPV Chancellor for the Concept Design for Capital Outlay Proposals for GAA Funding

Annually, the Department of Budget and Management (DBM) issues a memorandum for the National Budget Call for the succeeding fiscal year. The national budgeting system aims to improve the efficiency of the underlying processes, i.e., planning, programming, procurement, cash management, and payment. Fully aware of the competing demands of government programs against limited resources, the budget will ensure that only implementation-ready agency proposals are included. Consultation visits were conducted to assist the project proponents on how to prioritize and make viable capital outlay proposals.

Office or Division	Office of the Vice Chancellor for Planning and Development			
Classification	Highly Technical			
Type of Transaction	Government to Government (Constituent University (UPV) to UP System Office/Funding Agencies/Donors)			
Who may Avail	UP System, UPV constituents, and other stakeholders			
Checklist of Requirements		Where to Secure		
List of Capital Outlay (CO) – Capital Outlay Form Project Profile CCET, QAR		Client/Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for the project	1.1 Receives the requests submitted by the proponent and records in the logbook and forwards to the Admin Officer	None	5 minutes	<i>Administrative Assistant II OVCPD</i>
	1.2 Check the request and refers to the OVCPD – CAT & MET for review and appropriate action	None	5 minutes	<i>Administrative Officer II OVCPD</i>
	1.3 OVCPD – CAT & MET reviews (desk review) the	None	4 hours	<i>Architect II/CAT Engineer II/MET OVCPD</i>



	proponents project request for zoning compliance, prioritization in the list of investment program			
	1.4 Provide the Capital Outlay Form and other Attachment to the proponent/s to fill-up	None	1 day	<i>Architect II/CAT Engineer II/MET OVCPD</i>
2. Proponent submits the Capital Outlay and other Attachments to OVCPD	2.1 Receive the Capital Outlay and other Attachments then forwards to OVCPD – CAT & MET	None	5 minutes	<i>Administrative Assistant II/ Administrative Officer II</i>
	2.2. Check/ review the Capital Outlay and other Attachments and forwards to VCPD for endorsement to the Infrastructure Committee	None	4 hours (dependent to the schedule of CIC meeting)	<i>Architect II/CAT Engineer II/MET Vice Chancellor for Planning and Development OVCPD</i>
	2.3. Infrastructure Committee endorses the project for pre-design phase	None	-	<i>Campus Infrastructure Committee</i>



	2.4 OVCPD – CAT/ MET/ SDRP/ SARP /FRAS and Proponent conduct site visit, zoning, impact assessment	None	15 days	<i>Architect II/CAT, Engineer II/MET, / SDRP Personnel/ Administrative Officer V/College Business Manager II OVCPD</i>
	2.5 OVCPD conducts a stakeholders consultation meeting with the proponent and other representativ es	None	4 hours	<i>Architect II/CAT, Engineer II/MET Vice Chancellor for Planning and Development OVCPD</i>
	2.6 OVCPD CAT prepares the preliminary plans and design for endorsement of VCPD	None	20-40 days	<i>Architect II/CAT Vice Chancellor for Planning and Development OVCPD</i>
	2.7 CIC discusses and reviews the preliminary plans	None	4 hours (dependent to the schedule of CIC meeting)	<i>Campus Infrastructure Committee</i>
	2.8 OVCPD CAT prepares documents for signatures of	None	5 days	<i>Architect II/CAT OVCPD</i>



3. Proponents sign the preliminary plans prepared by the OVCPD CAT	proponents and other officials	None	2 hours	<i>Vice Chancellor for Planning and Development OVCPD</i>
	3.1 VCPD drafts endorsement letter to the UPV Chancellor			<i>Chancellor /OC</i>
	3.2 UPV Chancellor endorses the Proposal to the UP President		1 day	<i>Vice Chancellor for Planning and Development OVCPD</i>
				<i>Chancellor/OC</i>
TOTAL		None	42-62 days, 19 hours and 5 minutes	



**SITE ACQUISITION AND RESETTLEMENT
PROJECT - OFFICE OF THE VICE
CHANCELLOR FOR PLANNING AND
DEVELOPMENT**



EXTERNAL SERVICE

1. Issuance of Certification on the status of land ownership

This service provides individuals or entities with official documentation detailing the current ownership status of a particular property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Affected Landowners; Heirs			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet		
Certified True Copy of Technical Description, if the lot is skirted/outside UP property (1 original and 1 photocopy)		CENRO		
Government-issued ID (1 original and 1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written or fill out the request form (SARP Form 3)	1.1 Receive and record the letter request and other requirements	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Interview the requestor to gather	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for



	additional information			Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Prepare the draft certification	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and the certification	None	30 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Provide legal authorization for the issuance of the certification	None	1 day	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Countersign the certification	None	10 minutes	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site



				Acquisition and Resettlement Project
	1.9 Review and sign the certification	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.10 Inform the requester of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the document	2.1 Release the certification	None	10 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



TOTAL	None	1 day, 3 hours and 25 minutes	



2. Request for Assistance in the Mediation of Disputes among Former Landowners and their Heirs and Residents of the Relocation Centers

This service may be availed by affected landowners and their heirs as well as residents of the relocation centers in order to reach a voluntary and acceptable agreement between parties for the resolution of land disputes within UP property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may Avail	Affected landowners and their heirs; Relocation Center residents			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Original and photocopy of valid ID of the requestor		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to ascertain compliance with the requirements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and



				Resettlement Project
	1.4 Prepare the desk review form and related documents (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 **Conduct site inspection and interview concerned parties	None	3 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 **Prepare the draft Inspection report with notes on the interview conducted	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 **Verify the report/assessment; finalize and sign	None	30 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Approve/Confirm the Schedule proposed by the requestor	None	1 hour	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



2. The requester spearheads the mediation	2.1 Observe the mediation	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project Barangay Representative of involved party/ies
	2.2 Prepare the related documents available	None	20 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for



	(Desk Reviews, DAS, DCHI)			Planning and Development, Site Acquisition and Resettlement Project
	2.3 Prepare the Mediation Agreements	None	2 days	<i>Law Reform Specialist III</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. The requestor facilitates the signing of the agreement	3.1 Printing of the Mediation Agreements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.2 Forwarding of Mediation Agreements to the requestor	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.3 Receive a copy of the signed agreement from the requestor for office's file	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.4 Submit relevant documents to the OVCPD	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and



				Development, Site Acquisition and Resettlement Project
TOTAL		None	**7 days and 4 hours 3 days, 3 hours, and 30 minutes	

*Note: ** entails process/es applicable to requests needing additional on-site information; This process however does not apply to all requests*



3. Assistance to Walk-in Clients Inquiring about SARP Services

SARP assists walk-in clients by providing information based on its service standards and available records. This service may be availed by other units of the University and the public.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Government-issued ID (original)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Client Log Book	1.1 Check the completeness of the information provided in the logbook	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Clarify the details of the query	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Act on the client's concern and provide the information requested	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and



				Resettlement Project
	1.4 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Accomplish the Client Satisfaction Form	2.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	45 minutes	



4. Payment of Lots for Acquisition

The service involves facilitating and managing the financial transactions associated with acquiring lots, ensuring the payment for the purchase of land or property.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may Avail	Landowners; Co-Heirs			
Checklist of Requirements		Where to Secure		
Offer to Sell		Requester		
Government-issued ID (2) – original and photocopy of sellers and authorized representatives		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
Special Power of Attorney (if applicable)		Person being represented		
Waiver of Real Rights		Heirs/Co-Heirs		
Deed of Sale		Heirs/Co-Heirs		
Deed of Extrajudicial Partition		Heirs/Co-Heirs		
Certification that the Land is Alienable and Disposable		CENRO		
Certified True Copy of Tax Declaration for the last 30 years or Certified copy of Certificate of Title		Registry of Deeds		
Original Certificate of Title		Registry of Deeds		
Tax Identification Number of Seller		BIR		
Tax clearance from the Local Government Treasurer's Office		Municipal Treasurer's Office		
Certificate of No Informal Settler		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Offer to Sell with a. Government-issued ID (2) – original and	1.1 Receive the offer to sell and the required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and



photocopy of sellers and the authorized representative b. Special Power of Attorney (if applicable) c. Certified True Copy of Tax Declaration for the last 30 years or Certified Copy of Certificate of Title				Resettlement Project
	1.2 Check the completeness of the documents submitted	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Submits the documents and the offer to sell to the OVCPD for recommendation	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 The OVCPD issues the recommendation and forwards the same to the OC	None	3 days	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 The OC issues the recommendation for the endorsement of the offer to sell to the UP President	None	3 days	<i>Chancellor</i> Office of the Chancellor
	1.6 SARP will require the seller to submit additional documents	None	1 day	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



2. The Seller submits the following documents a. Certification that the Land is Alienable and Disposable b. Tax identification number of seller c. Certificate of No Informal Settler (if applicable)	2.1 Receive the form Receive and check the completeness of the documents submitted	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Procurement of the relocation survey and valuation of land, structures, and improvements	None	66 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Staff</i> Supply, Property & Services Office
	2.3 Conduct an assessment of relocation or replacement of compensable utilities, crops, and trees.	None	22 days	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	2.4 Secure ECC (Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage	None	22 days	<i>Engineer II</i> Office of the Vice Chancellor for Planning and Development <i>Engineer II</i> Office of the Vice Chancellor for Planning and Development <i>Engineer II</i>



				Office of the Vice Chancellor for Planning and Development <i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development
	2.5 Prepare the Draft Deed of Sale, Waiver of Real Rights, Deed of Extrajudicial Partition	None	3 days	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.6 Evaluation and clearance of the legal documents	None	3 days	<i>Legal Officer III</i> Legal Services Office
	2.7 Prepare the acquisition proposal and submission to OVCPD	None	22 days	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Asst to the VCPD for SDRP</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project



				<i>Zoning Officer</i> Office of the Vice Chancellor for Planning and Development
	2.1 Issue the recommendation and forward the same to the OC	None	3 days	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	2.9 Submit the proposal to the UP President and the Board of Regents for approval	None	22 days	<i>Administrative Officer V</i> Office of the Chancellor
	2.10 Receive the approval and inform the seller of the documents to sign	None	7 days	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Signs the following documents a. Deed of Absolute Sale b. Waiver of Real Rights c. Deed of Extrajudicial Partition	3.1 Receive and check the completeness of the documents submitted.	None	3 hours	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.2 Forward the document to the Legal Office for evaluation	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site



				Acquisition and Resettlement Project
	3.3 Evaluate the legal documents for completeness and forward to the OC	None	3 days	<i>Legal Officer III</i> Legal Services Office
	3.4 Forward the legal documents to the Office of the President	None	1 day	<i>Administrative Officer V</i> Office of the Chancellor
	3.5 Sign the legal documents and forward the documents to OVPLA	None	3 days	<i>President</i> Office of the President, UP System
	3.6 Notarize the documents and send them to the CU	None	3 days	<i>Vice President for Legal Affairs</i> Office of the VP for Legal Affairs, UP System
	3.7 Prepare the documents for payment	None	1 day	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	3.8 Approve the obligation request	None	1 day	<i>Chief Administrative Officer</i> Budget Office
	3.9 Process the disbursement voucher	None	1 day	<i>Chief Accountant</i> Accounting Office



	3.10 Approve the payment	None	1 day	Chancellor Office of the Chancellor
	3.11 Issue Check	None	1 day	Chief Administrative Officer Cash Office
4. Claim the check and turnover the original Certificate of title (if applicable)	4.1 File the payment documents	None	10 minutes	Administrative Assistant II Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	192 days, 4 hours, and 30 minutes	



5. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses.

This service may be availed by heirs of former landowners, other units within the university, and other government agencies to obtain copies of documents related to the land properties owned by the University of the Philippines across its Miagao and Iloilo City campuses. These documents are essential documents for their transaction with government agencies and approval of project proposals.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other Government Agencies			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet/		
Government-issued ID (1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request form (SARP Form 3)	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Interview the requestor to gather additional information	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and



				Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and documents requested (SARP Form No. 4)	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Draft the response letter	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and documents; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the response letter	None	30 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Inform the requestor of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site



				Acquisition and Resettlement Project
2. Claim the document	2.1 Release the requested documents	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	1 day, 2 hours and 15 minutes	



INTERNAL SERVICES

1. Issuance of copies of documents such as maps, technical descriptions, sketch plans, tax declarations, and conveyances of UPV land properties of Iloilo City and Miagao Campuses.

This service may be availed by heirs of former landowners, other units within the university, and other government agencies to obtain copies of documents related to the land properties owned by the University of the Philippines across its Miagao and Iloilo City campuses. These documents are essential documents for their transaction with government agencies and approval of project proposals.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter/SARP Form 3		Client/ Requestor/UPV Intranet/		
Government-issued ID (1 photocopy)		Government agencies (BIR, Post Office, DFA, PSA, SSS, GSIS, HDMF)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request form (SARP Form 3)	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct a preliminary assessment of the request and evaluate the sufficiency of the information	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	1.3 Interview the requestor to gather additional information	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and documents requested (SARP Form No. 4)	None	1 day	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Draft the response letter	None	30 minutes	Hearty G. Adolfo-Sapanza <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the desk review and documents; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the response letter	None	30 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.8 Inform the requestor of	None	10 minutes	<i>Administrative Assistant II</i>



	the availability of the request			Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the document	2.1 Release the requested documents	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	1 day, 2 hours and 15 minutes	



2. Provision of reports/data related to UPV land holdings

This service may be availed by other units within the university to obtain comprehensive and up-to-date reports and data pertaining to the landholdings owned by the University of the Philippines under the administration of UP Visayas.

Office or Division		Site Acquisition and Resettlement Project (SARP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government		
Who may Avail		Other units within the University		
Checklist of Requirements		Where to Secure		
Request letter/email		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to ascertain whether the requested data falls under the jurisdiction of the office	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the	None	20 minutes	<i>Administrative Assistant II</i>



	request from the requestor			Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the report/data requested	None	5 days	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project <i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Prepare the draft response letter	None	30 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Verify the report; finalize and countersign the response letter	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Review the documents and sign the	None	30 minutes	<i>Vice Chancellor for Planning and Development</i>



	response letter			Office of the Vice Chancellor for Planning and Development,
	1.8 Inform the requester of the availability of the request	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the report/data	2.1 Release the requested report/data	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 2 hours and 15 minutes	



3. Initial Assessment of Requests on Utilization of UPV Landholdings

This service may be availed by other units within the university, other government agencies, Local Government units, private individuals/organizations, and the barangays covering the UPV Miagao and Iloilo City campuses to obtain recommendation/initial assessment for their requests for use of the landholdings of the University.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Proposal		Client/ Requestor		
Sketch Plan of Proposed Site		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor forwards the written request	1.1 Receive and record the letter request and other required documents	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request for compliance with	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	requirements			
	1.3 Clarify the details of the request from the requestor	None	20 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and related documents (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Conduct the site inspection	None	5 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Prepare the draft Inspection report	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Prepare the draft recommendation/assessment (land information based on available records)	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project



	1.8 Verify the report/assessment; finalize and sign	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
2. Claim the report/data	2.1 Forward assessment together with other relevant documents to OVCPD	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 3 hours and 25 minutes	



4. Assistance with Field Investigations related to Unauthorized Use of UPV Landholdings

SARP assists in the investigation by providing land information based on available records, the current use of the property, and the demographic data of occupants if applicable. This service may be availed by other units of the University.

Office or Division	Site Acquisition and Resettlement Project (SARP)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	Other units within the University			
Checklist of Requirements		Where to Secure		
Request letter		Client/ Requestor		
Incident Report		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requestor submits a written request	1.1 Receive and record the letter request and incident report	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.2 Conduct an initial evaluation of the request to assess compliance with requirements	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.3 Clarify the details of the	None	20 minutes	<i>Administrative Assistant II</i>



	request from the requestor			Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.4 Prepare the desk review form and related documents (SARP Form No. 4)	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.5 Conduct the site inspection	None	5 days	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.6 Prepare the draft Inspection report	None	1 hour	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.7 Prepare the draft recommendation/assessment (land information based on available records)	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	1.8 Verify the report/assessment; finalize and sign	None	10 minutes	<i>Administrative Officer V</i> Office of the Vice Chancellor for



				Planning and Development, Site Acquisition and Resettlement Project
	1.9 Forward assessment together with other relevant documents to OVCPD for logging	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
2. Claim the report/data	2.1 Release of the requested report/data	None	10 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
	2.2 Provide the Client Satisfaction Measure form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
3. Accomplish the Client Satisfaction Form	3.1 Receive the form	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development, Site Acquisition and Resettlement Project
TOTAL		None	5 days, 3 hours and 45 minutes	



**SITE DEVELOPMENT AND REFORESTATION
PROJECT - OFFICE OF THE VICE
CHANCELLOR FOR PLANNING AND
DEVELOPMENT**



EXTERNAL SERVICE

1. Conduct of Tree Planting Activity in UPV Properties

This service is open to other government agencies like the Department of Public Works and Highways, student organizations within the University and alumni groups. This service is in line with the initiative of the University for reforestation.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Highly Technical (with MOA)			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of tree planting addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	1.3 Sorts the communication (for approval, for comment, for referral) and forward to the VCPD	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development
	1.4 Refer the communication to SDRP	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel. For requests that require MOA, especially with specific areas requested with	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	considerations as suggested by VCPD			
	1.7 MOA is forwarded to the Legal Services Office for comment/action	None	1 day	<i>Legal Officer III</i> Legal Services Office
	1.8 Finalize MOA for approval and signing	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.9 Forward the approval of request to the requestor	None	10 minutes	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	3 days and 50 minutes	



2. Identification of Tree Species in UPV Properties

The University of the Philippines Visayas is home to a variety of tree species. This service is open to students and researchers who may use this information for their research studies.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of identification of tree species addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Sorts the communication	None	10 minutes	<i>Administrative Officer II</i>



	n (for approval, for comment, for referral) and forward to the VCPD			Office of the Vice Chancellor for Planning and Development
	1.4 Refer the communication to SDRP)	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.7 Schedule the conduct of the activity	None	10 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and	



		35 i n u t e s	



3. Issuance of permit to cut bamboo poles

This service is designed to regulate and manage the cutting of bamboo poles in the University.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request/Request Form		SDRP Office		
Permit to Cut		OVCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients/Requestor secures and fill up request form for issuance of permit to cut/harvest agricultural yields	1.1 Prepare request form with the information on areas where to cut and amount intended to pay		5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
2. Requestor will pay the exact amount at the Cash Office	2.1 Receive the form	₱30.00/ bamboo pole	20 minutes	<i>Administrative Staff</i> Cash Office
3. Issuance of cutting permit	3.1 Receive the Request Form with OR	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	3.2 Approval of cutting permit	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	3.3 Forward the approved permit to the requestor, copy furnished SDRP and SSF	None	20 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
4. Client/requestor coordinates with SDRP personnel during and after the conduct of cutting	4.1 Inspects, checks and verify the number of bamboo poles cut as indicated in the cutting permit	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
	4.2 SDRP and SSF personnel sign the cutting permit before releasing the requested bamboo poles	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
TOTAL		None	3 days and 50 minutes	



4. Conduct of Orientation on Vermicasting

The orientation on vermicasting will educate participants on composting organic waste using earthworms to produce vermicompost.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of vermicasting orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Refer the communication to SDRP	None	5 minutes	<i>Vice Chancellor for Planning and Development</i>



				Office of the Vice Chancellor for Planning and Development
	1.4 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel.	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	TOTAL	None	2 days and 20 minutes	



5. Conduct of Trail Guide Orientation on UPV Nature Trail

The University of the Philippines Visayas has developed a Nature Trail where the UPV Staff and students can do a nature walk. This service is open to students and researchers who may use this area for their research studies.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or sends via email in relation to the conduct of the trail guide orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Refer the communication to SDRP	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for



				Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



6. Conduct Orientation on UPV-EDC Arboretum Area for Proper Tree Species Identification

The University of the Philippines Visayas developed an Arboretum project area that serves as a living laboratory. This service is open to students and researchers who may use this area for their research studies.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or sends via email in relation to the conduct of orientation on UPV-EDC Arboretum Area for proper Tree Species Identification, addressed to OVCPD	1.1 Receive or download the letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	1.3 Refer the communication to SDRP)	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



7.Request to Borrow Potted Ornamental Plants for UPV various activities/events

This service is designed for the University of the Philippines Visayas Faculty, Staff, and Students to borrow Ornamental Plants for UPV's various activities to enhance the ambiance of the event space.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Request Form to Use Plant Decorations for Events		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in Request Form or sends via email in relation to borrowing potted ornamental plants for various UPV Activities/Events	1.1 Receive or download the request form for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	1.3 Refer the communication to SDRP)	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



INTERNAL SERVICE

1. Conduct of Tree Planting Activity in UPV Properties

This service is open to other government agencies like the Department of Public Works and Highways, student organizations within the University and alumni groups. This service is in line with the initiative of the University for reforestation.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Highly Technical (with MOA)			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of tree planting addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development



				<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Sorts the communication (for approval, for comment, for referral) and forward to the VCPD	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development
	1.4 Refer the communication to SDRP	None	10 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel. For requests that require MOA, especially	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development



	with specific areas requested with considerations as suggested by VCPD			
	1.7 MOA is forwarded to the Legal Services Office for comment/action	None	1 day	<i>Legal Officer III</i> Legal Services Office
	1.8 Finalize MOA for approval and signing	None	10 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.9 Forward the approval of request to the requestor	None	10 minutes	<i>Administrative Officer V</i> Office of the Chancellor
TOTAL		None	3 days and 50 minutes	



2. Identification of Tree Species in UPV Properties

The University of the Philippines Visayas is home to a variety of tree species. This service is open to students and researchers who may use this information for their research studies.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
MOA		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or send via email in relation to the conduct of identification of tree species addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Sorts the communication	None	10 minutes	<i>Administrative Officer II</i>



	n (for approval, for comment, for referral) and forward to the VCPD			Office of the Vice Chancellor for Planning and Development
	1.4 Refer the communication to SDRP)	None	5 minutes	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.5 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.6 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.7 Schedule the conduct of the activity	None	10 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 35 inutes	



3. Issuance of permit to cut bamboo poles

This service is designed to regulate and manage the cutting of bamboo poles in the University.

Office or Division		Site Development and Reforestation Project (SDRP)		
Classification		Complex		
Type of Transaction		G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity		
Who may Avail		All		
Checklist of Requirements		Where to Secure		
Letter Request/Request Form		SDRP Office		
Permit to Cut		OVCPD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients/Requestor secures and fill up request form for issuance of permit to cut/harvest agricultural yields	1.1 Prepare request form with the information on areas where to cut and amount intended to pay		5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
2. Requestor will pay the exact amount at the Cash Office	a. Receive the form	₱30.00/ bamboo pole	20 minutes	<i>Administrative Staff</i> Cash Office
3. Issuance of cutting permit	3.1 Receive the Request Form with OR	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	3.2 Approval of cutting permit	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	3.3 Forward the approved permit to the requestor, copy furnished SDRP and SSF	None	20 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
4. Client/requestor coordinates with SDRP personnel during and after the conduct of cutting	4.1 Inspects, checks and verify the number of bamboo poles cut as indicated in the cutting permit	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
	4.2 SDRP and SSF personnel sign the cutting permit before releasing the requested bamboo poles	None	1 day	<i>Administrative Staff</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project <i>Administrative Staff</i> Security Service Force
TOTAL		None	3 days and 50 minutes	



4. Conduct of Orientation on Vermicasting

The orientation on vermicasting will educate participants on composting organic waste using earthworms to produce vermicompost.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client hands in communication or send via email in relation to the conduct of vermicasting orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.3 Refer the communication to SDRP	None	5 minutes	<i>Vice Chancellor for Planning and Development</i>



				Office of the Vice Chancellor for Planning and Development
	1.4 Asst. to the VCPD for SDRP or SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Assistant to the VCPD</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel.	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	TOTAL	None	2 days and 20 minutes	



5. Conduct of Trail Guide Orientation on UPV Nature Trail

The University of the Philippines Visayas has developed a Nature Trail where the UPV Staff and students can do a nature walk. This service is open to students and researchers who may use this area for their research studies.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or sends via email in relation to the conduct of the trail guide orientation addressed to OVCPD	1.1 Receive or download letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgement to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development



	1.3 Refer the communication to SDRP	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



6. Conduct Orientation on UPV-EDC Arboretum Area for Proper Tree Species Identification

The University of the Philippines Visayas developed an Arboretum project area that serves as a living laboratory. This service is open to students and researchers who may use this area for their research studies.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Letter Request		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in communication or sends via email in relation to the conduct of orientation on UPV-EDC Arboretum Area for proper Tree Species Identification, addressed to OVCPD	1.1 Receive or download the letter request for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i>



				Office of the Vice Chancellor for Planning and Development
	1.3 Refer the communication to SDRP)	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



7. Request to Borrow Potted Ornamental Plants for UPV various activities/events

This service is designed for the University of the Philippines Visayas Faculty, Staff, and Students to borrow Ornamental Plants for UPV's various activities to enhance the ambiance of the event space.

Office or Division	Site Development and Reforestation Project (SDRP)			
Classification	Complex			
Type of Transaction	Type of Transaction G2G - Government to Government/ G2C - Government to Citizen/ G2B - Government to Business Entity			
Who may avail	All			
Checklist of Requirements		Where to Secure		
Request Form to Use Plant Decorations for Events		Client/ Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client hands in Request Form or sends via email in relation to borrowing potted ornamental plants for various UPV Activities/Events	1.1 Receive or download the request form for comments/ appropriate action and logs in the communication	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for Planning and Development
	1.2 Send an email acknowledgment to the requestor	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice



				Chancellor for Planning and Development
	1.3 Refer the communication to SDRP)	None	5 minutes	<i>Administrative Officer II</i> Office of the Vice Chancellor for Planning and Development <i>Administrative Assistant II</i> Office of the Vice Chancellor for
	1.4 SDRP personnel would comment on the communication and return the said communication to OVCPD	None	1 day	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
	1.5 Act based on the suggestions of the SDRP personnel	None	1 day	<i>Vice Chancellor for Planning and Development</i> Office of the Vice Chancellor for Planning and Development
	1.6 Issue approval/action to the requestor	None	5 minutes	<i>Administrative Aide III</i> Office of the Vice Chancellor for Planning and Development, Site Development and Reforestation Project
TOTAL		None	2 days and 20 minutes	



**OFFICE OF THE VICE CHANCELLOR FOR
RESEARCH AND EXTENSION
(OVCRE)**



EXTERNAL SERVICE

1. Application for Project-based Personnel ID

This is in compliance with Memorandum No. 2009-01-06: implementation of ID system and Memo No. MJF 2009-03-20 for issuance of identification cards to project-based personnel.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Project-based Personnel			
Checklist of Requirements		Where to Secure		
1. Accomplished application form (2 copies)		Downloadable at OVCRE website: https://ovcre.upv.edu.ph		
2. Copy of project contract (1 photocopy)		Requesting party		
3. 1X 1ID picture (2 pcs)		Requesting party		
4. Official Receipt of payment (1 photocopy)		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fill-up application form and pay application fee to cash office		P20.00	(1 hour)	Cash Office
2. Client submits complete requirement to OVCRE	2.a. Staff in charge receives and checks completeness of the application and prepares ID		2 days	Senior Office Assistant / Admin Officer II OVCRE-RAS



	2.b. AO verifies the information and forwards it to the VCRE for Action VCRE signs the ID		50 minutes	<i>Administrative Officer IV</i> <i>OVCRE</i> <i>Vice Chancellor for Research and Extension</i>
	2.c. Staff-in-charge inform Client of the availability of ID for release		10 minutes	<i>Senior Office Assistant</i> <i>OVCRE-RAS / Administrative Officer II</i> <i>OVCRE</i>
TOTAL		P20.00	2 days, 1 hour (1 hour)	



2. Ethical Clearance for Projects Involving Human Subjects (UPV-REB Section)

An Ethics review ensures the safety, dignity and well-being of research participants. This is also in compliance to key international guidelines such as the 2013 revised declaration of Helsinki, 2016 Council for International Organizations of Medical Sciences (CIOMS), International Ethical Guidelines for Health-related research, 2013 Philippine National Health Research System (PNHRS) Act, 2012 Data Privacy Act, Joint DOST, DOH, CHED and UPM Memorandum Order 001 Series of 2012 and PHREB-DCIP Memorandum of Understanding on the ethics Review of Research involving indigenous cultural communities/ indigenous peoples as participants. In addition, an ethics review is in response to the fact that an increasing number of journals already require information on the ethics clearance of research projects before processing project-based manuscript for publication.

Office or Division	Office of the Vice Chancellor for research and Extension		
Classification	Highly Technical		
Type of Transaction	G2C (Government to Citizen)		
Who may avail	Faculty, Researcher, Students from other Universities or Institutions		
Checklist of Requirements		Where to Secure	
1. Review checklist -UPVREB 7.1(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	
2. Accomplished application for Ethical Review - UPVREB 7.2(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	
3. Evidence of Technical Review (1 soft copy)		Requesting party (Funding Agency)	
4. Study proposal with CV of lead researcher and team members (1 soft copy)		Requesting party	
5. Data collection forms (questionnaires, informed consent forms, and/or parental consent forms) (1 soft copy)		Requesting party	
6. Accomplished study proposal Assessment Worksheet -UPVREB Form 10.2 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	



7. Accomplished informed consent assessment worksheet -UPVREB Form 7.3 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
8. Accomplished declaration of Conflict of Interest of lead researcher and team members - UPVREB Form 7.3 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
9. Proof of payment (1 soft copy)		Cash office		
Additional requirements for student thesis and dissertation		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
10. Accomplished study proposal assessment worksheet - UPVREB Form 10.1 (1 soft copy)				
11. Accomplished informed consent assessment work sheet -UPVREB Form 10.2 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
12. Accomplished student research ethics clearance -UPVREB Form 8.1(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/ proposal with complete requirements (except requirement 9-official receipt) via email at reb-upvisayas@up.edu.ph	1.a. Staff in charge receives the proposal application with complete requirements	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	1.b. Staff in charge records, check the completeness of the application and acknowledge receipt of the submission of the proposal of the proponent via email	NONE	1 day	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	1.c. Staff in charge forwards	NONE	1 day	Senior Office Assistant



	application to the UPVREB Chair UPV REB Chair conducts initial assessment and classification of review (exempted, expedited, and full review)			UPV-REB / University Research Associate I OVCRE <i>UPV-REB Chair</i>
	1.d. Staff in charge issues billing/ payment slip to the client upon clearance from UPV REB Chair	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
2. Client pays to the cash office		10,000.00	(1 hour)	Cash Office
3. Client submits a copy of the official receipt to UPV REB	3.a. Staff in charge forwards application to appropriate review panel	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	3.b. Panel review	NONE	20 days	<i>UPV REB Panels</i>
	3.c. Staff in charge forwards ethical clearance and decision letter to UPVREB chair for action UPV REB Chair acts on the request	NONE	5 days	Senior Office Assistant UPV-REB / University Research Associate I OVCRE <i>UPV REB Chair</i>



3. Client receives copy of UPVREB's approval	3.a. UPV REB issues ethical clearance and decision letter to the applicant	NONE	1 day	<i>Senior Office Assistant UPV-REB / University Research Associate / OVCRE</i>
TOTAL			28 days, 1 hour, 30 minutes (2 hours)	



3. Grand of Funding Support for Small Budget Inhouse Research Grant (SBIRG)

Financial assistance for use by undergraduate students with courses in Special problem or Undergraduate Thesis.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and undergraduate students (enrolled under Theses or Special Problem classes)			
Checklist of Requirements		Where to Secure		
1. Application letter addressed to VCRE duly endorsed by Division/ Department/ Institute Head and College Dean (1 hard copy)		Requesting Party		
2. Accomplished application Form showing 2-3 related studies duly endorsed by Division/ Department/ Institute Head and College Dean (1 hard copy)		Requesting party (Forms can be downloadable at the OVCRE website: https://ovcre.upv.edu.ph)		
3. Accomplished SBIRG proposal evaluation form (1 hard copy)		Requesting party (Forms can be downloadable at the OVCRE website: https://ovcre.upv.edu.ph)		
4. Project activity budget (1 hard copy)		Requesting party (Forms can be downloadable at the OVCRE website: https://ovcre.upv.edu.ph)		
5. Student's insurance and parental consent (<i>should students need to travel for sampling and information gathering</i>) (1 hard copy)		Requesting party (Forms can be downloadable at the OVCRE website: https://ovcre.upv.edu.ph)		
5. Updated curriculum vitae (CV) of faculty adviser (1 hard copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client (Proponent / Faculty Adviser) submits application duly endorsed and coursed through proper channels and with complete requirements	1.a. OVCRE staff receives and records application with complete requirements AO forwards it to the staff in charge	NONE	30 minutes	Administrative Aide VI OVCRE Administrative Officer IV OVCRE
	1.b. Staff in-charge verifies and screens for completeness of the application and acknowledge receipt of the submission of application via email and return to AO for budget clearance	NONE	1 day	University Research Associate I OVCRE
	1.c. AO forwards request to Budget Office for clearance (comments/ recommendation)	NONE	30 minutes (2 days)	Administrative Officer IV / Administrative Aide VI OVCRE Budget Office
	1.d. OVCRE staff receives and records request application AO forwards to the staff in charge	NONE	30 minutes	Administrative Aide VI OVCRE Administrative Officer IV OVCRE
	1.e. Staff in charge prepares endorsement for VCRE action	NONE	1 day	University Research Associate I OVCRE



	AO checks endorsement and forwards to the VCRE for action			<i>Administrative Officer IV</i> OVCRE
	VCRE acts on the request			<i>Vice Chancellor for Research and Extension</i>
	1.f. OVCRE staff forwards endorsed application to the Office of the Chancellor	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
2. Client (Proponent/ Faculty Adviser) receives copy of the Chancellor's approval	2.a. OVCRE staff receives a copy of the Chancellor's approval	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	2.b. Staff in charge prepares the contract to be signed by the Proponent / Faculty Advisor, advisees, VCRE and Chancellor	NONE	4 hours	<i>University Research Associate I</i> OVCRE
3. Client (Proponent / Faculty Adviser) receives and signs contract	3.a. OVCRE Staff receives the project contract with signatures of the Client (proponent/ Faculty Adviser) and College Dean,	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	3.b. AO checks the completeness of the documents and forwards it to the VCRE for action	NONE	4 hours	<i>Administrative Officer IV</i> OVCRE



	VCRE signs the contract			<i>Vice Chancellor for Research and Extension</i>
	3.c. OVCRE staff forwards to OC the signed contract for the Chancellor's signature	NONE	30 minutes (2 days)	<i>Administrative Aide VI</i> OVCRE Office of the Chancellor
	3.c. Signed contract will be forwarded to UPV Legal Office for notarization	NONE	30 mins (3 days)	<i>Administrative Aide VI</i> OVCRE UPV Legal Office
4. Client (Proponent / Faculty Adviser) receives the notarized contract	4.a. OVCRE staff receives and records notarized contract furnishes a copy the following: Proponent/ Faculty Adviser, College Dean and Secretary, Budget Office, Accounting Office, and COA	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	4.b. Staff in charge prepares the release of funds for the first activity of the project	NONE	3 days	<i>University Research Associate I</i> OVCRE
TOTAL			6 days, 4 hours (7 days)	



4. Grant of Funding Support for Thesis and Dissertation Grant

This grant is financial assistance to provide support for Theses or Dissertations graduate students of UPV.

Office or Division	Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen			
Who may avail	UPV Graduate students (enrolled in UP Visayas only)			
Checklist of Requirements		Where to Secure		
1. Application letter addressed to the VCRE duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Approved Thesis/ Dissertation proposal (1 hard copy)		Requesting party		
3. Approved Thesis/ Dissertation defense (1 hard copy)		Respective College Secretary		
4. Line -Item Budget (1 hard copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (Student) submits letter and application request (properly endorsed and coursed through channels) with complete requirement/ attachment	1.a. OVCRE staff receives and records application requests	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards it to the staff-in-charge			<i>Administrative Officer IV</i> OVCRE



	1.b. Staff in charge checks the completeness of application and acknowledges receipt of submission through email	NONE	1 day	University Research Associate 1 OVCRE
	1.c. AO forwards application to the Budget Office for clearance (comments/recommendation)	NONE	30 minutes (2 days)	Administrative Officer IV/ Administrative Aide VI OVCRE Budget Office
	1.d. OVCRE staff receives comments from the Budget Office AO forwards request to the staff in charge to prepare endorsement of VCRE	NONE	30 minutes	Administrative Aide VI OVCRE Administrative Officer IV OVCRE
	1.e. Staff in charge prepares endorsement for VCRE action AO checks endorsement and forwards to VCRE VCRE acts on the request	NONE	1 day	University Research Associate I OVCRE Administrative Officer IV OVCRE Vice chancellor for Research and Extension
	1f. OVCRE staff forwards the endorsed proposal to the Office of the Chancellor for approval	NONE	30 minutes (2 days)	Administrative Aide VI OVCRE Office of the Chancellor



2. Client (Student) receives a copy of Chancellor's approval	2.a. OVCRE staff receives a copy of the Chancellor's approval	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	2.b. OVCRE Staff in charge issues a contract to be signed by the student, Thesis /Dissertation Adviser, VCRE and Chancellor	NONE	4 hours	<i>University Research Associate I</i> OVCRE
3. Client (Student) receives contract for signature and of the Thesis/ Dissertation Adviser and forwards to OVCRE	3.a. OVCRE staff receives signed contract and forwards to AO	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	3.b AO will check and forwards to VCRE for action VCRE acts /signs the contract	NONE	4 hours	<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	3.c. OVCRE staff forwards signed contract to the Office of the Chancellor for action and OC	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE Office of the Chancellor
	3.d. Signed contract will be forwarded to the Legal Office for notarization	NONE	30 minutes (3 days)	<i>University Research Associate I</i> OVCRE UPV Legal Office
3. Client (Student) receives a copy	3.a. OVCRE receives a notarized contract and gives a	NONE	1 day	



of his/her notarized contract	copy to student / proponent furnished copy the Adviser, College Dean and Secretary, Budget Office, and COA			<i>Administrative Aide VI</i> OVCRE
	3.b. Staff-in-charge prepares the release of funds for the first tranche of the project	NONE	3 days	<i>University Research Associate I</i> OVCRE
TOTAL		NONE	7 days, 4 hours (7 days)	



5. Technical Assistance for paper submission to UPV Journals (PJNS and PJSSH)

UPV-Office of the Vice Chancellor for Research and Extension maintains two (2) journals the Philippine Journal of Natural Sciences and the Philippine Journal of Social Sciences and Humanities, which are peer reviewed journals that accept papers from researchers of UPV, and other institutions in the Philippines and outside the country. These journals cater and facilitate the dissemination of research results in the natural sciences, social sciences, and humanities.

Office or Division	Vice Chancellor for Research and Extension			
Classification	Highly technical			
Type of Transaction	G2C (Government to citizen)			
Who may avail	UPV students, Non-UPV and Non-UP authors			
Checklist of Requirements		Where to Secure		
1. Cover letter addressed to the Editor (PJNS/PJSSH) (1 soft copy)		Requesting party		
2. Accomplished submission form (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph or email pjns@upv.edu.ph and pjssh@upv.edu.ph)		
3. Full copy of the paper (word format and PDF) (1 soft copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (Author) submits the complete required documents	1.a. Staff in charge receives and acknowledges the submission	NONE	10 minutes	<i>University Research Associate / OVCRE</i>
	1.b. Staff in charge checks and verifies the paper submission and prepares the code of the article and the list of possible reviewers	NONE	2 hours	<i>University Research Associate / OVCRE</i>



	1.c. Staff in charge forwards the paper submission to the Editor Editors initially review the submission including the list of reviewers	NONE	30 minutes 2 days	<i>University Research Associate / OVCRE</i> <i>Editors</i>
	1.d. Staff in-charge drafts and send invitations with conforme and article abstract to the potential reviewers <i>Note: once the invitation is accepted by the evaluator/s, the review of the paper takes at least a month, or it may extend depending on the status of the paper if the evaluator has no response within the timeframe the OVCRE emails the editor.</i>	NONE	30 minutes 7 days	<i>University Research Associate / OVCRE</i> <i>Evaluators</i>
	1.e. Staff in charge consolidates comments and forward to the editor	NONE	2 hours	<i>University Research Associate / OVCRE</i>
	1.f. Staff in charge forwards the consolidated comments to the author/s once the editor has given his/her final comments	NONE	30 minutes 2 days	<i>University Research Associate / OVCRE</i> <i>Editors</i>



2. Clients (Author) revised the article <i>(revision timeline varies on the evaluation of the reviewers):</i> Minor comments: 1-2 weeks Major comments: 1 month (or depends on the comments and suggestions of the evaluator)	2.a. Staff in-charge receives and acknowledges the revised article	NONE	10 minutes	<i>University Research Associate / OVCRE</i>
	2.b. Staff in charge checks and submits the revised paper to the Editor for decision	NONE	30 minutes	<i>University Research Associate / OVCRE</i> <i>Editors</i>
	2.c. Staff in charge put to lay-out galley proof of the article	NONE	3 days	<i>University Research Associate / OVCRE</i>
	2.d. Staff in-charge communicates to the author/s for comments on the galley proof	NONE	30 minutes	<i>University Research Associate / OVCRE</i>
3. Client (Author) submits corrections/ comments on the galley proof	3.a. Staff in-charge edits the galley proof according to the comments of the authors and sends back for another round of checking	NONE	1 hour	<i>University Research Associate / OVCRE</i>
	3.b. Staff in charge receives the comments and verifies with the author the decision to upload the article	NONE	30 minutes	<i>University Research Associate / OVCRE</i>



	3.c. Staff in-charge prepares the details of the articles and the OVCRE Information Technician uploads it in the journal website	NONE	30 minutes	<i>University Research Associate / OVCRE</i> <i>Information Technician Officer I (OVCRE)</i>
TOTAL			12 days, 4 hours, 20 mins	



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

INTERNAL SERVICE



1. Application for Arts and Science Productivity System

Arts Productivity System and Science Productivity System are programs funded by the UP System OVPA to honor and support the most productivity and distinguished artists and scientists in UP community.

Office or Division	Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty, REPs (Tenured), Administrative Staff			
Checklist of Requirements		Where to Secure		
1. Cover letter addressed to the Chancellor duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard and soft copy)		Requesting party		
2. Accomplished application form (3 hard copies and soft copy)		Requesting party (Forms can be downloaded from OVPA website: https://ovpa.up.edu.ph)		
3. Attachments should abide by the general principles and implementing guidelines of both awards (New and for renewal applications have specific requirements) <i>Note: Applications should have undergone a pre-evaluation process in the Institute/ Division Level</i>		Requirements and Guidelines can be downloaded from OVPA website: https://ovpa.up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits complete application documents and has undergone a pre-evaluation process	1.a. OVCRE staff receives and records the application and AO	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE



in the Institute/ Division level and properly coursed through proper channels	forwards to staff in charge			<i>Administrative Officer IV OVCRE</i>
	1.b. Staff in charge checks the completeness of the application and its attachment	NONE	1 day	<i>University Research Associate I OVCRE</i>
	1.c. Staff in charge prepare / drafts endorsement AO checks endorsement and forwards to VCRE for action VCRE acts on the applications	NONE	1 day	<i>University Research Associate I OVCRE Administrative Officer IV OVCRE Vice Chancellor for Research and Extension</i>
	OVCRE staff forwards endorsement to OC	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
2. Client shall receive email from the OVCRE on the status of the application	2.a. Staff in charge email the client on the status of the application	NONE	30 minutes	<i>University Research Associate I OVCRE</i>
	2. b. Staff in charge shall email the endorsed application and its attachment to the OVPA	NONE	1 day	<i>University Research Associate I OVCRE</i>
	2.c. Staff in charge will prepare the package of the hard copy and facilitate the	NONE	1 day	<i>University Research Associate I OVCRE</i>



	submission to the OVPA			
TOTAL			4 days, 1 hour, 30 minutes	

2. Application for Other Research-related Activities (e.g. seminars, training, conferences, etc.)

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty, REPs, Staff			
Checklist of Requirements		Where to Secure		
1. Letter request duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Proposal (1 hard copy)		Requesting party (Forms can be downloaded from OVCRE website: https://ovcre.upv.edu.ph)		
3. Line-Item-Budget (LIB) <i>if necessary</i> (1 hard copy)		Requesting party (Forms can be downloaded from OVCRE website: https://ovcre.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request / applications properly endorsed and coursed through proper channels and with complete requirements	1.b. OVCRE staff receives and records the letter/ application request	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards the request to the staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verifies completeness of the	NONE	1 day	<i>University Research Associate I</i>



	documents submitted			OVCRE <i>(RCWPPS Funded)</i> Administrative Officer II OVCRE <i>(Externally Funded)</i> *RCWPPS <i>(Inhouse) Funded projects</i> **externally funded projects
	1.c. AO route request to Budget or Accounting office for comments / recommendation for those requests with budgetary requirement (for no budgetary requirement proceed to action 1.e)	NONE	30 minutes (2 days)	Administrative Officer IV OVCRE Administrative Aide VI OVCRE Budget Office <i>(RCWPPS/Inhouse funded projects)</i> Accounting Office <i>(Externally funded projects)</i>
	1.d. OVCRE staff receives request with Budget/ Accounting comments /recommendation and forward to AO	NONE	30 minutes	Administrative Aide VI OVCRE
	1.e. AO checks request and forwards to VCRE for action VCRE acts on the request	NONE	1 day	Administrative Officer IV OVCRE Vice Chancellor for Research and Extension



	1.f. OVCRE staff forwards recommendation to OC	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
TOTAL			2 days, 2 hours	

3. Application for UPV Publication Support

Financial assistance for faculty-researchers to continue publishing in Web of Science or Scopus recognized journals. The grant is given on reimbursement basis.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty / REPS/ UPV Students			
Checklist of Requirements		Where to Secure		
1. Accomplished publication support form duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party (Application form can be downloaded from the OVCRE website: https://ovcre.upv.edu.ph)		
2. Manuscript or galley proof (1 hard copy)		Requesting party		
3. Table of content of the journal where the article was included (1 hard copy)		Requesting party		
4. Complete billing statement (1 hard copy)		Requesting party		
5. Original or Certified true copy of the official receipt (1 hard copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Applicant submits complete required documents duly endorsed and properly coursed through proper channels	1.a. OVCRE staff receives and records the application request	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards the request to the staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verifies the	NONE	2 days	<i>University Research Associate I</i>



	application and its attachment AO checks the request and forwards the documents/ request to VCRE for action VCRE acts on the request			OVCRE <i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	1. c. OVCRE forwards application to the Chancellor's Office for approval	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
2. Client / Applicant receives approval from the Office of the Chancellor	2.a. OVCRE staff receives and records the approved application	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	2.b. Staff in charge prepare and process DV and Obligation Request through BULSA (for reimbursement of expenses)	NONE	4 hours	<i>University Research Associate</i> OVCRE
TOTAL			2 days, 5 hours, 30 minutes	



4. Application for Research, Creative Work and Public Service Load Credit (RLC/CWLC, PSLC)

Research, Creative Work, and Public Service Load Credits are support for faculty researchers to focus on their research, creative works, public service initiatives and to meet project deliverables; thereby contributing to the research or creative work and publication productivity of the university without compromising their teaching roles.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty Members			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to the Chancellor duly endorsed by the Department/Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
New Application: 2. Approval of project implementation (1 hard copy)		Requesting party (Funding/ Monitoring Agency)		
3. Copy of any of the following: project contract; MOA/MOU (indicating Funding Agency, Name of Project Leader, Approved implementation date) (1 hard copy)		Requesting party (Funding/ Monitoring Agency)		
4. Notice of additional assignment (1 hard copy)		Requesting party (HRDO)		
Renewal 2. Certificate of submission of semestral output from previous application (MEMO No. RAE 2017-10-080) (1 hard copy) <i>Note: Only projects registered to OVCRE (through RCWPPS) will be given RLC / CWLC / PSLC / NTLC</i>		OVCRE (upon submission of required report)		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Client/ Applicant submits letter request duly endorsed and coursed through proper channels and with complete requirements / attachments	1. a. OVCRE staff receives and records the application request AO forwards to staff-in charge	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i> <i>Administrative Officer IV OVCRE</i>
	1.b. Staff in charge checks and verifies the completeness of the request and its attachments	NONE	1 day	<i>Senior Office Assistant I OVCRE-RAS</i> <i>Administrative Officer II OVCRE</i>
	1.c. Staff in charge prepares the endorsement letter AO checks the endorsement and forward documents/ request to VCRE for action VCRE acts on the request	NONE	1 day	<i>Administrative Officer II OVCRE</i> <i>Administrative Officer IV OVCRE</i> <i>Vice Chancellor for Research and Extension</i>
	OVCRE staff forwards the endorsed request to OVCAA	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
TOTAL			2 days, 1 hour	



5. Approval of Request for Extension of Research, Creative Work and Public Service Charged Against the UPV-RCWPPS Funds

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPs (Proponents of UPV RCWPPS funded projects)			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to VCRE duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Progress/ Accomplishment Report (1 hard copy)		Requesting party		
3. Certification of presentation during the UPV In-house review (1 hard copy)		OVCRE		
4. Current Status Financial report (1 hard copy)		Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request duly endorsed and coursed through proper channels, with complete requirements/ attachments	1.a. OVCRE receives the duly endorsed letter request with complete attachments/ requirements	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards request to staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verifies the completeness of	NONE	1 day	<i>University Research Associate I</i> OVCRE



	the request and its attachments and forwards to AO AO checks and forwards request to VCRE for action VCRE acts on the request (approves/ disapprove)			<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	1.c.Staff in charge relay the action of VCRE to client through email OVCRE staff sends the hard copy back to the client through the Department/ Division/ Institute	NONE	30 mins	<i>University Research Associate I</i> OVCRE <i>Administrative Aide VI</i> OVCRE
TOTAL			1 day, 1 hour	



6. Delegation of Authority to Conduct Procurement Under Direct Acquisition (Section 32 of IRR RA 12009)

Granting authorization to offices / units under the Office of the Vice Chancellor for Research and Extension to conduct procurement under Direct Acquisition with Approved Budget Contract (ABC) below 50,000.00 only.

Office or Division	Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Units and offices under the OVCRE (CWVS, GDP, NIMBB, OCEP, PGC-V, SWF and TTBD0)			
Checklist of Requirements		Where to Secure		
1. Obligated Budget Utilization Request (BURS) / Obligation Request (ObR) (4 hard copies)		Requesting party (Budget Office)		
2. Approved Job Order Request (JOR) / Purchase Request (PR) (3 hard copies)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client prepares and submits approved PR/JOR and obligated BURS/ ObR	1.a. OVCRE receives the approved PR/JOR and obligated ObR / BURS	NONE	30 minutes	Information Technology Officer I OVCRE
	AO forwards to staff in charge			Administrative Officer IV OVCRE
	1.b. Staff in charge will prepare Request for Quotation / canvass for action of VCRE	NONE	4 hours	Information Technology Officer I OVCRE



	VCRE acts on the request (RFQ)			<i>Administrative Officer IV OVCRE</i>
	1.c. Staff in charge forwards RFQ to the designated canvasser to conduct canvass / quotation	NONE	30 minutes	<i>Information Technology Officer I OVCRE</i>
	1.d. Canvasser prepares the abstract of canvass / quotation (AOQ)	NONE	3 days	<i>Assigned Canvassers as per AO CCC-2026-002</i>
	1.e. AO verifies and certifies the completeness of documents and the proper procurement procedures have been followed	NONE	30 minutes	<i>Administrative Officer IV OVCRE</i>
	1.f. VCRE approves the AOQ	NONE	30 minutes	<i>Vice Chancellor for Research and Extension</i>
	1.g. Staff in charge prepares Purchase orders (for supplies) and notice to proceed (services) for VCRE action	NONE	1 day	<i>Information Technology Officer I OVCRE</i>
2. Client prepares Disbursement Voucher and will process payment for the supplier	2.a. OVCRE staff returns complete document to the Client (end-user)	NONE	30 minutes	<i>Administrative Officer VI OVCRE</i>
TOTAL			4 days, 6 hours	



7. Endorsement of Proposal of Externally Funded Projects

A form of service intended to check the completeness and correctness of externally funded research projects proposals and to record in the database of research before the endorsement of the Chancellor to the funding agency.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPs			
Checklist of Requirements		Where to Secure		
1. Letter request for endorsement addressed to the Chancellor duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Filled-up proposal form of the funding/ monitoring agency (1 hard copy)		Requesting party (Forms can be downloaded from Funding/ Monitoring Agency website)		
3. Complete requirements as required by the Funding/ Monitoring agency (numbers of copy will depend on the requirement of the Funding/ Monitoring Agency)		Requesting party (Forms can be downloaded from Funding/ Monitoring Agency website)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request letter addressed to the Chancellor duly endorsed through proper channel and with complete required attachments	1.a. OVCRE receives and records submission AO forwards document to the staff in charge	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE <i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verifies the completeness of the attachments	NONE	1 day	<i>Administrative Officer II</i> OVCRE



	AO checks and forwards VCRE for action VCRE acts on the request			<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	1.c. OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	<i>Administrative Officer VI</i> OVCRE
TOTAL			1 day, 1 hour	



8. Endorsement of Reports (Semi-Annual, Annual, Terminal Progress Report) to External Funding Agencies (DOST, UP System, DA, etc.)

Reports are submitted to the OVCRE for recording and monitoring. The office checks the attachments and confirms the completeness of the deliverables before the endorsement of the Chancellor to the funding agency.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
Checklist of Requirements		Where to Secure		
1. Letter request for endorsement addressed to the Chancellor duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Narrative report (No. of copies as per requirement of the Funding/Monitoring Agency)		Requesting party		
3. Financial report (No. of copies as per requirements of the Funding/ Monitoring Agency)		Requesting party (Accounting Office)		
4. List of equipment (No. of copies as per requirement of the funding/ Monitoring Agency)		Requesting party (Supply and Property Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request letter duly endorsed through proper channels and with complete requirements/ attachments	1.a. OVCRE staff receives and records request	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards to the staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verify the	NONE	1 day	<i>Senior Office Assistant</i> OVCRE-RAS /



	completeness of the attachments AO checks and forwards to VCRE for action VCRE acts on the request			<i>Administrative Officer II</i> OVCRE <i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	OVCRE staff forwards the endorsed request to OC	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
TOTAL			1 day, 1 hour	



9. Endorsement of Request for Extension, Renewal, Realignment/reprogramming of Externally Funded Projects (DOST, UP System, DA, etc.)

Research projects request for extension from the original dates of its implementation and culmination; renewal; realignment/reprogramming are submitted to the OVCRE recording and the processing of the request before the endorsement of the Chancellor to the funding agency.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UPV Faculty and REPS			
Checklist of Requirements		Where to Secure		
1. Cover letter request for endorsement addressed to the Chancellor duly endorsed by the Department/Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Letter request addressed to the Funding/ Monitoring Agency (1 hard copy)		Requesting party		
3. Complete attachments required by the Funding/ Monitoring agency (e.g. Narrative report, financial report, list of equipment, etc.)		Requesting party (Accounting Office-Financial Report, Supply and Property Services Office (SPSO)- Equipment inventory)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for endorsement duly endorsed and properly coursed through proper channels and with complete required attachments	1.a. OVCRE staff receives and records duly endorsed requests and with complete required attachments	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards request to staff in charge			<i>Administrative Officer IV</i>



				OVCRE
	1.b. Staff in charge checks and verifies the completeness of attachment of the request and forwards to AO	NONE	1 day	Senior Office Assistant UPV RAS / Administrative Officer II OVCRE
	1.c. AO checks request and forward to Accounting Office for comment / recommendation (Realignment/reprogramming request) Requests for change of implementation date; extension; renewal requests will proceed to action 1.e.	NONE	30 minutes (2 days)	Administrative Officer IV OVCRE Accounting Office
	1.d. OVCRE staff receives comments/ recommendation of Accounting Office AO forwards request to VCRE for action	NONE	1 hour	Administrative Aide VI OVCRE Administrative Officer IV OVCRE
	1.e. VCRE acts on the request	NONE	1 hour	Vice Chancellor for Research and Extension
	1.f. OVCRE staff forwards the endorsed request to OC	NONE	30 min	Administrative Aide VI OVCRE
	1.g. OC endorses the request to funding / monitoring agency for	NONE	(3 days)	Office of the Chancellor



	Chancellor action and return to OVCRE			
2. Client pick-up and receives the endorsed request and submit to the Funding/ Monitoring Agency through email (cced: OVCRE RAS) and mail the hard copy	1.h. OVCRE-RAS scans the documents (for record keeping) and email a copy to the requestor/ client and inform pick-up of the hard copy	NONE	1 day	<i>Senior Office Assistant UPV RAS / Administrative Officer II OVCRE</i>
TOTAL			2 days, 3 hours, 1 minute (5 days)	



10. Ethical Clearance for Projects Involving Human Subjects (UPV-REB Section)

An Ethics review ensures the safety, dignity and well-being of research participants. This is also in compliance to key international guidelines such as the 2013 revised declaration of Helsinki, 2016 Council for International Organizations of Medical Sciences (CIOMS), International Ethical Guidelines for Health-related research, 2013 Philippine National Health Research System (PNHRS) Act, 2012 Data Privacy Act, Joint DOST, DOH, CHED and UPM Memorandum Order 001 Series of 2012 and PHREB-DCIP Memorandum of Understanding on the ethics Review of Research involving indigenous cultural communities/ indigenous peoples as participants. In addition, an ethics review is in response to the fact that an increasing number of journals already require information on the ethics clearance of research projects before processing project-based manuscript for publication.

Office or Division	Office of the Vice Chancellor for research and Extension		
Classification	Highly Technical		
Type of Transaction	G2C (Government to Citizen)		
Who may avail	UPV Faculty and Researcher		
Checklist of Requirements		Where to Secure	
1. Review checklist -UPVREB 7.1(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	
2. Accomplished application for Ethical Review - UPVREB 7.2(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	
3. Evidence of Technical Review (1 soft copy)		Requesting party (Funding Agency)	
4. Study proposal with CV of lead researcher and team members (1 soft copy)		Requesting party	
5. Data collection forms (questionnaires, informed consent forms, and/or parental consent forms) (1 soft copy)		Requesting party	
6. Accomplished study proposal Assessment Worksheet -UPVREB Form 10.2 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	
7. Accomplished informed consent assessment worksheet -UPVREB Form 7.3 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)	



8. Accomplished declaration of Conflict of Interest of lead researcher and team members - UPVREB Form 7.3 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
9. Proof of payment (1 soft copy)		Cash office		
<i>Additional requirements for student thesis and dissertation</i>				
10. Accomplished study proposal assessment worksheet - UPVREB Form 10.1 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
11. Accomplished informed consent assessment work sheet -UPVREB Form 10.2 (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
12. Accomplished student research ethics clearance -UPVREB Form 8.1(1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/ proposal with complete requirements (except requirement 9-official receipt) via email at reb-upvisayas@up.edu.ph	1.a. Staff in charge receives the proposal application with complete requirements	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	1.b. Staff in charge records, check the completeness of the application and acknowledge receipt of the submission of the proposal of the proponent via email	NONE	1 day	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	1.c. Staff in charge forwards application to the UPVREB Chair	NONE	1 day	Senior Office Assistant UPV-REB / University



	UPV REB Chair conducts initial assessment and classification of review (exempted, expedited, and full review)			Research Associate I OVCRE UPV-REB Chair
	1.d. Staff in charge issues billing/ payment slip to the client upon clearance from UPV REB Chair	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
2. Client pays to the cash office		3,000.00* 5,000.00** 10,000.00***	(1 hour)	Cash Office
3. Client submits a copy of the official receipt to UPV REB	3.a. Staff in charge forwards application to appropriate review panel	NONE	30 minutes	Senior Office Assistant UPV-REB / University Research Associate I OVCRE
	3.b. Panel review	NONE	20 days	UPV REB Panels
	3.c. Staff in charge forwards ethical clearance and decision letter to UPVREB chair for action UPV REB Chair acts on the request	NONE	5 days	Senior Office Assistant UPV-REB / University Research Associate I OVCRE UPV REB Chair
3. Client receives copy of UPVREB's approval	3.a. UPV REB issues ethical clearance and	NONE	1 day	Senior Office Assistant UPV-REB / University



	decision letter to the applicant			Research Associate / OVCRE
TOTAL			28 days, 1 hour, 30 minutes (2 hours)	

Note: * for UPV REPS initiated in-house funded project
 **for UPV Faculty initiated in-house funded project
 *** for UPV Faculty/REPS externally funded project

11. Grant of Funding Support for Public Service Activities

A public service window that caters to faculty and REPs who would like to undertake initiatives to address a public need or respond to calls for the delivery of services to the public.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty, REPs and Staff			
Checklist of Requirements		Where to Secure		
1. Application letter addressed to the Chancellor duly endorsed by the Department/ Division/ Institute head and College Dean (1 hard copy)		Requesting party		
2. Accomplished application form/ proposal (1 hard copy)		Requesting party Forms are downloadable from the OVCRE website: https://ovcre.upv.edu.ph		
3. Invitation letter from community / LGU (case to case basis) (1 hard copy)		Requesting community		
4. Endorsement from the Office of Continuing Education and Pahinungod (OCEP) (1 hard copy)		OCEP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits application/	1.a. OVCRE staff receives application	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE



proposal duly endorsed and coursed through proper channels and with complete requirement	/ proposal with endorsement from the Office of Continuing Education (OCEP) AO forwards application request to staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks completeness of the application and sends acknowledgement receipt via email and forwards request for VCRE action	NONE	30 minutes	<i>University Research Associate I</i> OVCRE
	1.c. AO checks and forward documents to the VCRE for action VCRE acts on the proposal request	NONE	1 day	<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	1.d. OVCRE staff forwards recommended documents to OC	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
TOTAL			1 day, 1 hour, 30 minutes	



12. Grant funding support for Regular In-House (RIR), Mentored Research (MR), Leveraged Research (LR) and Creative Works

RIR, MR, LR and Creative work are financial assistance to faculty and REPs who want to conduct research projects in the fields of pure and applied sciences, social sciences, management, and humanities.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C (Government to citizen)			
Who may avail	UPV Faculty and REPs (Tenured)			
Checklist of Requirements		Where to Secure		
1. Application letter addressed to the Chancellor duly endorsed by the Division/ Department/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Accomplished application form / proposal (1 copy)		Requesting party Forms can be downloaded from the OVCRE website: https://ovcre.upv.edu.ph		
3. Updated curriculum vitae (CV) (1 hard copy)		Requesting party		
4. Softcopy (MS Word format) of proposal without names for double-blind review		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/ Proponent submits application properly coursed through channels and with complete requirement /attachments	1.a. OVCRE staff receives and records duly endorsed application request and with complete required attachments	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO checks and forward to staff-in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff-in-charge checks and screens completeness of	NONE	30 minutes	<i>University Research Associate I</i> OVCRE



	the application and sends acknowledgement receipt of the proposal to the applicant via email			
	1.c. Staff in charge prepares and schedules for a research proposal presentation and invites evaluators to review the proposal	NONE	60 days	<i>University Research Associate / OVCRE</i>
	1.d. Staff in charge consolidates comments of evaluators and sends them to the clients / proponent for revision	NONE	14 days	<i>University Research Associate / OVCRE</i>
2. Client/ Proponent revises the proposal as per comments of the evaluators and re-submits to OVCRE properly endorsed through proper channels in one (1) hard copy and electronic copy	2.a. OVCRE staff receives and records revised proposal	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	2. b. Staff in charge refers proposal to evaluators for final review	NONE	3 days	<i>University Research Associate / OVCRE</i>
3. Client/ Proponent receives approval from the Office of	3.a. Staff in charge prepares project contract for signature of	NONE	30 minutes	<i>University Research Associate / OVCRE</i>



the Vice Chancellor for Research and Extension	the Proponent, College Dean,			
4. Client / Proponent receives contract for signature	4.a. OVCRE staff receives the signed contract by the proponent and College Dean AO checks contract and forwards to VCRE for action VCRE acts /signs the contract	NONE	1 day	<i>Administrative Aide VI OVCRE</i> <i>Administrative Officer IV OVCRE</i> <i>Vice Chancellor for Research and Extension</i>
	4.b. OVCRE staff forwards contract to OC for signature and Legal Office for notarization	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
5. Client/ Proponent receives notarized contract and will prepare request for inclusion of supplies and services to UPV APP, enrolment to eProcure and Basic Paper	5.a OVCRE staff receives and records the notarized contract and furnishes a copy to Budget Office, Accounting Office, HRDO and COA	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	5.b. OVCRE staff records/ register the new project on the database		1 day	<i>Senior Office Assistant OVCRE-RAS / Administrative Officer II OVCRE</i>
TOTAL			79 days, 3 hours	



13. Issuance of Certificate for Submitted Reports (Semi-Annual, Annual, Terminal Progress Report) of Research Projects, Creative Works, Public Service, and Publications

A form of monitoring services using the RCWPPS platform; recording the outputs and the requirements for clearance and promotion purposes of the researchers.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizens)			
Who may avail	Faculty / REPs			
Checklist of Requirements		Where to Secure		
1. Cover letter addressed to the VCRE duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Report (Accomplishment, Semi-Annual, Progress, Annual/ Terminal narrative report) (1 hard and electronic copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits to OVCRE a copy of report with cover letter addressed to VCRE duly endorsed and coursed through proper channels	1.a. OVCRE staff receives and records the submission of report/s	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards to staff-in-charge for checking and verification			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks and verifies the completeness of the submission and prepares checklist for OVCRE notation	NONE	4 hours	<i>Administrative Officer II</i> OVCRE <i>Vice Chancellor for Research and Extension</i>



	1.c. Staff in charge records and updates the RCWPPS database and prepares certification	NONE	4 hours	<i>Senior Office Assistant OVCRE-RAS / Administrative Officer II OVCRE</i>
	1.d. Staff in charge sends the certification to the client by email.	NONE	30 minutes	<i>Senior Office Assistant OVCRE-RAS / Administrative Officer II OVCRE</i>
TOTAL			1 day, 1 hour	



14. Registration of Newly Implemented Projects to OVCRE

Office or Division	Vice Chancellor for Research and Extension			
Classification	Simple			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPS			
Checklist of Requirements		Where to Secure		
1. Letter request for registration addressed to VCRE duly endorsed by the Department/Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Notarized MOA/ MOU (1 hard copy)		Requesting party (Funding/Monitoring Agency)		
3. Approved proposal (1 hard copy)		Requesting party		
4. Accomplished Terms of Reference (for personally funded projects) (1 hard copy)		Requesting party Form can be downloaded from the OVCRE website: https://ovcre.upv.edu.ph		
5. Approved Line-Item-Budget (LIB) (1 hard copy)		Requesting party (Funding/ Monitoring Agency)		
6. Approved project implementation (1 hard copy)		Requesting party (Funding/ Monitoring Agency)		
67. Copy of release of funds (1 hard copy)		Requesting party (Accounting or Cash Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request letter duly endorsed and coursed through proper channels and with complete requirements / attachments	1.a. OVCRE staff receives and records the request AO forwards request to the staff in charge (OVCRE-RAS)	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE <i>Administrative Officer IV</i> OVCRE
	1.b. OVCRE-RAS staff checks and verifies the completeness and the request for VCRE approval	NONE	1 day	<i>Senior Office Assistant</i> OVCRE-RAS / <i>Administrative Officer II</i> OVCRE



	AO checks and forwards request to VCRE for action VCRE acts on the request			<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	1.c. OVCRE-RAS scans and sends the approval to the client through email and register project to RCWPPS database	NONE	1 hour	<i>Senior Office Assistant</i> OVCRE-RAS <i>Administrative Officer II</i> OVCRE
2. Client receives approval of the request through email				
TOTAL			1 day, 1 hour, 30 minutes	



15. Technical Assistance for Application for Recognition or Awards Given by External Award Giving Body

External awards giving bodies refer to institutions that recognize the contributions of researchers in the field of research, publication, creative work, and public service including but not limited to DOST Publication Award, Dr. Elvira O. Tan Award, Pantas Tanglaw Award, IDLAB Awards

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty and REPs (Tenured)			
Checklist of Requirements		Where to Secure		
1. Cover letter address to the Chancellor duly endorsed by the Department/Division/ Institute head and College Dean		Requesting party		
2. Accomplished application form (should abide with the general principle and implementing guidelines of the award giving body/ agency)		Requesting party Application forms/ proposal format can be downloaded from the Agency website		
3. Complete attachments (as required by the award giving body/ agency)		Requesting party Guidelines and attachments can be downloaded from the Agency website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Applicant submits application with cover letter duly endorsed by proper channel and with complete requirement/ attachments	1.a. OVCRE receives and records application	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
	AO forwards to staff in charge			<i>Administrative Officer IV</i> OVCRE
	1.b. Staff in charge checks the completeness of the application	NONE	2 days	<i>University Research Associate I</i> OVCRE



	and its attachments			
	1.c. Staff in charge drafts endorsement AO verifies request and forwards it to VCRE for action VCRE acts on the request	NONE	1 day	<i>University Research Associate I OVCRE</i> <i>Administrative Officer IV OVCRE</i> <i>Vice Chancellor for Research and Extension</i>
	1.d. OVCRE forwards to OC for action	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	1.e. OVCRE receives the endorsed application	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
2. Client /Applicant receives update on the status of application	2.a. Staff in charge notify the client of the status of the application	NONE	30 minutes	<i>University Research Associate I OVCRE</i>
	2.b. Staff in charge scans the endorsement and package the complete set of application as required by the award giving agency <i>(If the package should be sent in hard copies to the agency, the staff in charge will prepare the package and will facilitate the</i>	NONE	1 day	<i>University Research Associate I OVCRE</i>



	<i>mailing through recognized courier)</i>			
TOTAL			4 days, 2 hours	



16. Technical assistance for OVPAA's Enhanced Creative Work and Research Grant (ECWRG) and Emerging Inter-Disciplinary Research (EIDR) Grant

OVPAA's ECWRG is a financial assistance to faculty and REPs who wish to undertake research or creative work that will lead to publication, exhibitions, performances of creative work or other significant output such as patents, new software, and advanced technologies. OVPAA's EIDR Grant aims to generate fundamentally new knowledge contributing to the understanding of natural phenomenon, and with beneficial applications. UPV OVCRE facilitates the evaluation of the proposal in the CU level.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	UPV Faculty, REPs (Tenured)			
Checklist of Requirements		Where to Secure		
1. Cover letter addressed to the Chancellor duly endorsed by the Department/ Division/ Institute Head and College Deans (1 hard copy)		Requesting party		
2. Accomplished application form / Proposal (1 hard copy)		Requesting party Application Form / Proposal format is downloadable from the OVCRE website: https://ovcre.upv.edu.ph		
3. Update Curriculum Vitae (CV) (1 hard copy)		Requesting party		
4. Soft/ electronic copy (MS Word format) of proposal without names for double-blind review		Requesting party (to email at rcwpps.ovcre@upv.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client applicant submits application duly endorsed through proper channels and with complete requirements/ attachments	1.a. OVCRE receives and records the application request	NONE	30 minutes	University Research Associate I OVCRE
	AO forwards application to staff in charge			Administrative Officer IV OVCRE



	1.b. Staff in charge checks the completeness of the application and acknowledgement receipt of proposal submission is sent through email	NONE	30 minutes	University Research Associate I OVCRE
	1.c. Staff in charge checks the duplication of proposal topic against ongoing or completed research projects	NONE	1 day	University Research Associate I OVCRE
	1. d. Staff in charge refers proposal to evaluators for review	NONE	21 days	University Research Associate I OVCRE Evaluators
	1.e. Staff in charge consolidates comments of evaluators and sends them to the client/ applicant	NONE	1 day	University Research Associate I OVCRE
2. Client / applicant revised and submits corrected and revised proposal in hard and in MS Word format without names properly endorsed through channels	2.a. OVCRE staff receives the duly endorsed and revised proposal AO forwards to staff in charge	NONE	30 minutes	Administrative Aide VI OVCRE Administrative Officer IV OVCRE
	2.b. Staff in charge refers the revised proposal	NONE	30 minutes	University Research Associate



	to evaluators for final review		3 days	OVCRE <i>Evaluators</i>
	2.b. Staff in charge prepares endorsement of the revised proposal	NONE	4 hours	<i>University Research Associate I</i> OVCRE
	2. c. AO checks and forwards the endorsement to VCRE for appropriate action VCRE acts on the request	NONE	4 hours	<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	2.d. OVCRE staff forwards the endorsed proposal to OC	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE
TOTAL			27 days, 2 hours	



17. Technical assistance for application for OVPAA's Research Dissemination Grant

UP System RDG is an award given to faculty and REPs who received invitations and acceptance to present their research in prestigious international conferences. UPV OVCRE facilitates the checking of the documents and secures the completeness of the application before its endorsement.

Office or Division	Vice Chancellor for Research and Extension		
Classification	Highly Technical		
Type of Transaction	G2C (Government to Citizen)		
Who may avail	UPV Faculty and REPs (Tenured)		
Checklist of Requirements		Where to Secure	
1. Cover letter addressed to the Chancellor duly endorsed by the Department/Division/ Institute Head and College Dean (1 hard copy)		Requesting party	
2. Accomplished OVPAA RDG Form 6.0 (1 hard copy)		Requesting party Application form can be downloaded at the OVPAA website: https://ovpaa.up.edu.ph/grants-awards/research-creative-work/research-dissemination-grant/	
3. Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper (1 hard copy)		Requesting party	
4. Official information about the conference (1 hard copy)		Requesting party	
5. Abstract of the paper (for senior faculty/ REPS, this must include the citation of recent research published in an ISI-listed publication or its equivalent) (1 hard copy)		Requesting party	
6. About the conference organizers (1 hard copy)		Requesting party	
7. Details of financial assistance from CU / other funding agencies (e.g. amount, coverage, proposed utilization) (1 hard copy)		Requesting party	
Note: RDG application follows an application period of every two months:			



February 10-15; April 10-15; June 10-15; August 10-15; October 10-15; December 10-15. Applications before and after these dates will not be processed.				
Submission of Conference Report				
1. Cover letter Cover letter addressed to the VCRE duly endorsed by the Department/Division/ Institute Head and College Dean (1 hard copy)				
Requesting party				
2. Accomplished Conference report form (OVPAAR-DG-Form 6.1)				
Requesting party Form can be downloaded at the OVPAAR website: https://ovpaa.up.edu.ph/grants-awards/research-creative-work/research-dissemination-grant/				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Applicant submits application duly endorsed through channel and with complete requirements	1.a. OVCRE receives and records the application	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	AO forwards the request to the staff in charge			<i>Administrative Officer IV OVCRE</i>
	1.b. Staff in charge checks the completeness of the application and acknowledges receipt of the application through email	NONE	30 minutes	<i>University Research Associate I OVCRE</i>
	1.c. AO verifies application and forwards to VCRE for action	NONE	30 minutes	<i>Administrative Officer IV OVCRE</i>
	VCRE acts on the request			<i>Vice Chancellor for Research and Extension</i>



	1.d. OVCRE staff forwards application to OC for action	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	1.e. OVCRE staff receives the endorsed RDG application	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
2. Client/ Applicant will send the application to OVPAAs thru the Document Routing System (DRS) and hard copy shall be sent through mail	2.a. Staff in charge scans and send back the application to the applicant	NONE	1 hour	<i>University Research Associate I OVCRE</i>
3. Client / Applicant submits conference report with cover letter duly endorsed coursed through channel	3.a. OVCRE receives and records the conference report	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i>
	AO forwards report to the staff in charge			<i>Administrative Officer IV OVCRE</i>
	3.b. Staff in charge checks and verifies the attachment of the conference report	NONE	1 hour	<i>University Research Associate I OVCRE</i>
	3.c. AO verifies the report and forwards to VCRE for action	NONE	4 hours	<i>Administrative Officer IV OVCRE</i>
	VCRE acts on the request			<i>Vice Chancellor for Research and Extension</i>
4. Client /Applicant will send the report to OVPAAs thru the Document Routing System (DRS)	4.1. Staff in charge scans and forwards the signed conference report to the applicant	NONE	30 minutes	<i>University Research Associate I OVCRE</i>



TOTAL		1 day, 1 hour, 30 minutes	



18. Technical assistance for OVPAA's International publication award (IPA)

International Publication Awards-OVPAA is a grant given to the faculty, REPs and students who were able to contribute to the body of knowledge in their respective fields/discipline by publishing in internationally respected journals that are peer-reviewed and adhere to high standards of scholarships.

Office or Division	Vice Chancellor for Research and Extension
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who may avail	UPV Faculty-researchers, REPs and students
Checklist of Requirements	
Where to Secure	
1.For IPA article application:	
a) Accomplished Form 4.1 and signed by the Dean or Division Chair/ Institute Director. (1 hard copy)	Requesting party Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph
b) Complete data on Form 4.2 (Laymanized version in word file), (soft copy)	Requesting party Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph
c) Form 4.3 Unit share (signed by the Institute Director/ Unit Head (soft copy)	Requesting party Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph
d) Full copy of manuscript	Requesting party
e) Notice of Appointment (updated at the time of application)	Requesting party (HRDO)
2.For IPA book application:	
(1) Form 4.4 (1 hard copy)	Requesting party Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph
(2) All the listed requirements in Form 4.4	Requesting party



		Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph		
(3) Form 4.3 Unit share (signed by the Institute Director/ Unit Head)		Requesting party Forms can be downloaded from the OVPAA Website: https://ovpaa.up.edu.ph or can be requested from OVCRE By emailing ipa.ovcre@upv.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the required complete documents (<i>Form 4.1 and Form 4.2 in hard copy and the rest of the files can be emailed to ipa.ovcre@upv.edu.ph</i>)	1.a. OVCRE staff receives and records the IPA application in hardcopy AO forwards the documents to the staff in charge for checking	NONE	30 minutes	<i>Administrative Aide VI OVCRE</i> <i>Administrative Officer IV OVCRE</i>
	1.b. Staff in charge checks and verifies the completeness of the application and its attachments and acknowledges submission through email	NONE	30 minutes	<i>University Research Associate I OVCRE</i>
	1.c. AO checks and forwards to VCRE for action VCRE acts on the request	NONE	1 day	<i>Administrative Officer IV OVCRE</i> <i>Vice Chancellor for Research and Extension</i>



	1.d. Staff in charge scans, arranges, and sends endorsed application to the author-applicants	NONE	20 minutes	<i>University Research Associate / OVCRE</i>
	1.e. Staff in charge emails OVPRI to inform about the submission once the author-applicant sent the application <i>Note: processing time varies on the correctness and completeness of the application</i>	NONE	10 minutes	<i>University Research Associate / OVCRE</i>
TOTAL			1 day, 1 hour, 30 minutes	



19. Technical Assistance for paper submission to UPV Journals (PJNS and PJSSH)

UPV-Office of the Vice Chancellor for Research and Extension maintains two (2) journals the Philippine Journal of Natural Sciences and the Philippine Journal of Social Sciences and Humanities, which are peer reviewed journals that accept papers from researchers of UPV, and other institutions in the Philippines and outside the country. These journals cater and facilitate the dissemination of research results in the natural sciences, social sciences, and humanities.

Office or Division	Vice Chancellor for Research and Extension			
Classification	Highly technical			
Type of Transaction	G2C (Government to citizen)			
Who may avail	UPV Faculty and REPs			
Checklist of Requirements		Where to Secure		
1. Cover letter addressed to the Editor (PJNS/PJSSH) (1 soft copy)		Requesting party		
2. Accomplished submission form (1 soft copy)		Requesting party (Forms are downloadable from OVCRE website: https://ovcre.upv.edu.ph or email pjns@upv.edu.ph and pjssh@upv.edu.ph)		
3. Full copy of the paper (word format and PDF) (1 soft copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client (Author) submits the complete required documents	1.a. Staff in charge receives and acknowledges the submission	NONE	10 minutes	<i>University Research Associate / OVCRE</i>
	1.b. Staff in charge checks and verifies the paper submission and prepares the code of the article and the list of possible reviewers	NONE	2 hours	<i>University Research Associate / OVCRE</i>
	1.c. Staff in charge forwards the paper submission to the Editor	NONE	30 minutes 2 days	<i>University Research Associate / OVCRE</i> <i>Editors</i>



	Editors initially review the submission including the list of reviewers			
	1.d. Staff in-charge drafts and send invitations with conforme and article abstract to the potential reviewers <i>Note: once the invitation is accepted by the evaluator/s, the review of the paper takes at least a month, or it may extend depending on the status of the paper if the evaluator has no response within the timeframe the OVCRE emails the editor.</i>	NONE	30 minutes 7 days	<i>University Research Associate / OVCRE</i> <i>Evaluators</i>
	1.e. Staff in charge consolidates comments and forward to the editor	NONE	2 hours	<i>University Research Associate / OVCRE</i>
	1.f. Staff in charge forwards the consolidated comments to the author/s once the editor has given his/her final comments	NONE	30 minutes 2 days	<i>University Research Associate / OVCRE</i> <i>Editors</i>
2. Clients (Author) revised the article (<i>revision timeline varies on the evaluation of the reviewers</i>):	2.a. Staff in-charge receives and acknowledges the revised article	NONE	10 minutes	<i>University Research Associate / OVCRE</i>



Minor comments: 1-2 weeks Major comments: 1 month (or depends on the comments and suggestions of the evaluator)				
	2.b. Staff in charge checks and submits the revised paper to the Editor for decision	NONE	30 minutes	University Research Associate I OVCRE Editors
	2.c. Staff in charge put to lay-out galley proof of the article	NONE	3 days	University Research Associate I OVCRE
	2.d. Staff in-charge communicates to the author/s for comments on the galley proof	NONE	30 minutes	University Research Associate I OVCRE
3. Client (Author) submits corrections/ comments on the galley proof	3.a. Staff in-charge edits the galley proof according to the comments of the authors and sends back for another round of checking	NONE	1 hour	University Research Associate I OVCRE
	3.b. Staff in charge receives the comments and verifies with the author the decision to upload the article	NONE	30 minutes	University Research Associate I OVCRE
	3.c. Staff in-charge prepares the details of the articles and the OVCRE Information Technician uploads it in the journal website	NONE	30 minutes	University Research Associate I OVCRE Information Technician Officer I



				(OVCRE)
	TOTAL		12 days, 4 hours, 20 mins	



20. UPV Research Dissemination Support (RDS)

UPV's support for researchers in their paper presentations to international conferences.

Office or Division	Office of the Vice Chancellor for Research and Extension			
Classification	Complex			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	Faculty, REPS with OVCRE registered research			
Checklist of Requirements		Where to Secure		
1. Letter of application addressed to the Chancellor duly endorsed by the Department/ Division/ Institute Head and College Dean (1 hard copy)		Requesting party		
2. Accomplished RDS application form (1 hard copy)		Requesting party RDS application form can be downloaded from OVCRE website: https://ovcre.upv.edu.ph		
3. Completed manuscript (full manuscript) (1 hard copy)		Requesting party		
4. Letter of acceptance from the Conference committee / Organizer (1 hard copy)		Requesting party		
Submission of Conference Report				
1.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Applicant submits all requirements to OVCRE	1.a. OVCRE receives and records properly endorsed/ recommended letter and application form with complete required attachments	NONE	30 mins	<i>Administrative Aide VI</i> OVCRE
	AO forwards documents to staff in charge for checking			<i>Administrative Officer IV</i> OVCRE



	1.b. Staff in charge checks completeness of the attachments of the application, and verifies the registration of the project in OVCRE database	NONE	1 day	University Research Associate1 OVCRE
	1.c. AO forwards application to Budget Office for budget clearance	NONE	30 mins (2 days)	Administrative Officer IV OVCRE Budget Office UPV
	1. d. OVCRE staff receives Budget cleared application AO forwards application to VCRE for action VCRE acts on the application	NONE	1 day	Administrative Aide VI OVCRE Administrative Officer IV OVCRE Vice Chancellor for Research and Extension
	1.f. OVCRE staff forwards application to OC for approval	NONE	30 mins	Administrative Aide VI OVCRE
	1.g. OVCRE staff receives copy of approval and staff in charge prepares contract	NONE	1 day	Administrative Aide VI OVCRE University Research Associate1 OVCRE
2. Client / Applicant receives approval and contract for the applicant signature,	2.a. OVCRE staff receives signed contract by the applicant, Unit	NONE	1 day	Administrative Aide VI OVCRE



Unit head and of the College Dean	Head and College Dean AO forwards to VCRE for action VCRE signs the contract			<i>Administrative Officer IV</i> OVCRE <i>Vice Chancellor for Research and Extension</i>
	2.b. OVCRE forwards signed contract to OC OC acts on the contract and forwards to Legal Office for notarization	NONE	30 mins (5 days)	<i>Administrative Aide VI</i> OVCRE Office of the Chancellor UPV
3. Client / Applicant receives notarized contract	3.1. OVCRE receives notarized contract and staff in charge prepares the documents and process for release of 80% of the support through BULSA system	NONE	1 day	<i>Administrative Aide VI</i> OVCRE <i>University Research Associate1</i> OVCRE
4. Client / Applicant submits the conference report along with other attachments as stipulated in the contract	4.a. OVCRE staff receives the complete and duly endorsed and properly coursed through channels report AO verifies submission and forward to VCRE for action	NONE	30 minutes	<i>Administrative Aide VI</i> OVCRE <i>Administrative Officer IV</i> OVCRE



	VCRE acts on the report			<i>Vice Chancellor for Research and Extension</i>
	4.b. Staff in charge checks and records report and prepares the remaining 20% release through the BULSA system	NONE	4 hours	<i>University Research Associate¹ OVCRE</i>
			5 days, 5 hours, 30 minutes	
TOTAL				



**Office of the Vice Chancellor for Research and
Extension
Center for West Visayan Studies
(CWVS)**



External Services

1. Consultancy and Technical Assistance

The Center for West Visayan Studies Consultancy and Technical Assistance include areas on Local and Oral History, Cultural Heritage (e.g. Cultural Mapping), Child-Centered Disaster Risk Reduction and Climate Adaptation, Small Island Resiliency (e.g. Gigantes Island) Indigenous Peoples and Communities, Cultural Tourism and Tour Guiding, Museology and Preservation of Archival Materials

Office or Division	Center for West Visayan Studies/OVCRE			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client: G2G – Government to Government			
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to the CWVS Director		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1.a. CWVS Staff receives and records the request.	NONE	5 Minutes	<i>Administrative Assistant II</i> CWVS
	1.b. CWVS Director approves/disapproves the letter request depending on the merits of the purpose. CWVS staff forwards request to URA II	NONE	5 Minutes	<i>Acting Director</i> CWVS <i>Administrative Assistant II</i> CWVS
	1.c. URA will look for available Resource	NONE	44 days	<i>University Research Associate II</i> CWVS



	Person, schedules lecture, seminar and conference and coordinates with Client on the preparation and implementation of the event.			
2. Client avails the consultation / technical assistance requested	2.a. URA conducts the technical assistance to the client	NONE		<i>University Research Associate II</i> CWVS
TOTAL			44 days, 10 minutes	



2. Library Services

The CWVS maintains a Library, Archives and Collections providing services to both UPV and Non-UPV users. These services cater foreign and local scholars, researchers, and students in terms of generating resources for their researchers and publication works. The CWVS special collections include ethnographic materials of West Visayan historians like Henry Funtecha and Demy Sonza as well as anthropologists such as Felipe Jocano and Alicia Magos. Also, literary works of West Visayan novelists such as Magdalena Jalandoni, Ramon Muzones, and Conrado Nolada.

Office or Division	Center for West Visayan Studies/OVCRE			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV students and Non-UPV Teachers, Students and Researchers			
Checklist of Requirements			Where to Secure	
1. Letter request addressed to the CWVS Director			Requesting party	
2. Valid ID			Requesting party	
3. Official Receipt (Non-UPV Clients)			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1.a. CWVS Staff receives and records the request.	NONE	5 Minutes	<i>Administrative Assistant II</i> CWVS
	1.b. CWVS Director approves /disapproves the letter request depending on the merits of the purpose.	NONE	5 Minutes	<i>Acting Director</i> CWVS
	1.c. SDO II records and files the approved request and	NONE	5 Minutes	<i>Scientific Documentation Officer II</i> CWVS



	issues billing statement			
3. Client pays Library Fee at Cash Office and Official Receipt should be secured and presents to the SDO II.		50.00	15 Minutes	Cash Office UPV
	3.a. SDO II checks receipt and valid ID, and provides the materials needed by the client	NONE	10 minutes	Scientific Documentation Officer II, CWVS
4. Client avails library services				
TOTAL		P50.00	1 hour	



3. Request to Conduct Lecture, Seminar and Conferences

The CWVS annually conducts its Regional Conference on West Visayan History and Culture in partnership with local government units or educational/cultural institutions in the region and holds lectures and seminars geared towards the preservation, propagation and dissemination of the West Visayan history and heritage among various stakeholders, especially teachers, cultural workers, artists, scholars, and researchers on topics of mutual concern such as local and oral history, cultural heritage, child-centered disaster risk reduction and climate adaptation, small island resiliency, indigenous peoples and communities, cultural tourism and tour guiding, museology and preservation of archival materials.

Office or Division	Center for West Visayan Studies/OVCRE			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client: G2G – Government to Government			
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to the CWVS Director		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1.a. CWVS Staff receives and records the request.	NONE	5 Minutes	<i>Administrative Assistant II</i> CWVS
	1.b. CWVS Director approves/disapproves the letter request depending on the merits of the purpose	NONE	5 Minutes	<i>Acting Director</i> CWVS <i>Administrative Assistant II</i> CWVS



	CWVS staff forwards request to URA II			
	2. URA will look for available Resource Person, schedules lecture, seminar and conference and coordinates with Client on the preparation and implementation of the event.	NONE	44 days	<i>University Research Associate II</i> CWVS
3. Client avails the lecture, Seminar, and conferences.	3. CWVS conducts the requested lecture, seminar, and/or conference	NONE		<i>University Research Associate II</i> CWVS
TOTAL			44 days, 10 minutes	



4. Request to Conduct Training and Workshop

The CWVS regularly conducts trainings and workshops in partnerships with various educational institutions, LGUs, NGOs and other stakeholders sharing concerns on the environment, history, heritage, IP communities, folk arts and crafts, cultural and memory institutions (e.g. local museums and archives), youth and children, and other facets of the region's historico-cultural legacies. Most of these workshops and trainings are aimed at capacitating and empowering partners and stakeholders as well as providing knowledge and updates, enhancing skills, and developing platforms for collaborations and synergy in the preservation, propagation, and dissemination of west Visayan history and culture.

Office or Division	Center for West Visayan Studies/OVCRE			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client: G2G – Government to Government			
Who may avail	Schools and Universities, Local Government Units, Government Agencies, Non-Government Organizations			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to the CWVS Director		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1.a. CWVS Staff receives and records the request.	NONE	5 Minutes	<i>Administrative Assistant II</i> CWVS
	1.b. CWVS Director approves/disapproves the letter request depending on the merits of the purpose	NONE	5 Minutes	<i>Acting Director</i> CWVS <i>Administrative Assistant II</i> CWVS



	CWVS staff forwards request to URA II			
	2. URA will look for available Resource Person, schedules lecture, seminar and conference and coordinates with Client on the preparation and implementation of the event.	NONE	44 days	<i>University Research Associate II</i> CWVS
3. Client avails the training and /or workshop.	3. CWVS conducts the requested training and/or workshop	NONE		<i>University Research Associate II</i> CWVS
TOTAL			44 days, 10 minutes	



Internal Services

1. Library Services

The CWVS maintains a Library, Archives and Collections providing services to both UPV and Non-UPV users. These services cater foreign and local scholars, researchers, and students in terms of generating resources for their researchers and publication works. The CWVS special collections include ethnographic materials of West Visayan historians like Henry Funtecha and Demy Sonza as well as anthropologists such as Felipe Jocano and Alicia Magos. Also, literary works of West Visayan novelists such as Magdalena Jalandoni, Ramon Muzones, and Conrado Nolada.

Office or Division	Center for West Visayan Studies/OVCRE			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Researchers, Faculty, REPS			
Checklist of Requirements		Where to Secure		
1. Letter request addressed to the CWVS Director		Requesting party		
2. Valid ID		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter to CWVS Director for approval of requests.	1.a. CWVS Staff receives and records the request.	NONE	5 Minutes	<i>Administrative Assistant II</i> CWVS
	1.b. CWVS Director approves /disapproves the letter request depending on the merits of the purpose.	NONE	5 Minutes	<i>Acting Director</i> CWVS



	1.c. SDO II records and files the approved request	NONE	5 Minutes	<i>Scientific Documentation Officer II</i> CWVS
	1.d. SDO II valid ID, and provides the materials needed by the client	NONE	10 minutes	Scientific Documentation Officer II, CWVS
4. Client avails library services				
TOTAL		P50.00	1 hour	



**Office of the Vice Chancellor for Research and
Extension
Gender and Development Program
(GDP)**

External Services



1. Balaybalay Child Minding Center Operations: Enrollment of Children

This service is provided to UPV employees to support working parents by providing gender-responsive early formative education and a place for socialization for their 3–5-year-old children while they are at work.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students, Job Hires, Contracting Agencies			
Checklist of Requirements		Where to Secure		
1. Request letter w/ attached LIB (Original)		Balay Balay Child Minding Centers (BBCMC) / GDP		
2. Enlistment Forms (Original)		Requesting party (Forms can be requested from GDP Office and/ or BBCMC)		
3. Child's Information Sheet (Original)		BBCMC		
4. Health Assessment Record (Original)		Requesting party (Parents)		
5. Birth Certificate (Photocopy)		Requesting party (Parents)		
6. 2x2 ID picture w/ white background (Original)		Requesting party (Parents)		
7. BBCMC Handbook (Original)		BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / parent Inquire about BBCMC and availability of slot	1.a. BBCMC enlistment of child aged 3-4 years old as the basis of prioritizing for enrollment on a first come, first served basis.	None	1 day	Day Care Workers BBCMC in Iloilo City and Miagao campuses
	1.b. Inform and set-up interview schedule to	None	1 day	Day Care Workers



	parents/guardians that are qualified to avail the services.			Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses
	1.c. Interview of parents/guardians and fill out registration forms for enrollment of the child.	Php150.00 upon enrollment and 1 st month Tuition fee (UPV direct dependent s' tuition is based on the SG level)	1 day	<i>Day Care Workers</i> Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses
TOTAL		P150.00	3 days	



2. GDP Puluy-an Accommodation

This service is provided to UPV employees and students who want to avail affordable, safe, and secure accommodation within the university premises.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Graduate Students			
Checklist of Requirements		Where to Secure		
1. Accomplished Reservation Forms (Original)		Requesting party (Form can be requested from GDP Office)		
2. Accomplished Registration Forms (Original)		Requesting party (Form can be requested from GDP Office)		
3. Official Receipt (Original)		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client upon inquiry of the availability of rooms, submits reservation slip and registration forms.	1.a. GDP Staff receives the accomplished reservation and registration forms and checks availability of rooms.	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program
	1.2. GDP staff issues payment slip	NONE	1 hour	<i>Junior Office Aide</i> Gender and Development Program
	1.3. Issuance of payment slip	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program



2. Client Pays accommodation fee	2.1. Payment and issuance of official receipt	UPV users: Php200.00/ pax UPV alumni/ parents of UPV students/ users not on official business/ UP users (other constituents): Php300.00/ pax Non-UPV users: Php400.00/ Pax	(10 minutes)	Cash Office
3. Client submits to GDP a copy of the original receipt	3.1. GDP staff receives and records OR number. Orients client on the house rules and other reminders on the use of Balay Puluy-an	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program
TOTAL			2 hours & 30 minutes (10 minutes)	



3. Use of GDP Library

This service is provided to GAD advocates, alumni, employees and students of other academic institutions, local government units and government institutions in Western Visayas who want to access gender-related materials in different forms and media.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C-Government to Client, G2G-Government to Government			
Who may Avail	GAD Advocates, Alumni, SUCs, LGUs, & other Government Agencies			
Checklist of Requirements		Where to Secure		
1. Logbook (Original)		GDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests to use library for research through phone and email.	1.a. GDP staff informs client regarding rules and regulations in the use of library.	NONE	5 minutes upon receiving the request	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	1.b. GDP Staffs assist clients during research.	NONE	5 minutes upon request	<i>University Research Associate</i>



				Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
2. Client requests to borrow books in the library.	2.a. GDP staff informs clients that books are allowed to be borrowed for photocopy but not for take home.	NONE	5 minutes upon receiving the request	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	2.b. GDP staff assists clients in filling out the borrower's form and request them to leave their identification cards upon releasing the books for photocopy.	NONE	5 minutes upon request	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program



				<i>Junior Office Aide</i> Gender and Development Program
TOTAL		None	20 minutes	



4. Use of Lactation Station and Nutrition Hub

This service is available to UPV Alumni, GAD Advocates, and visitors who wish to use the lactation room and nutrition hub.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Alumni, GAD Advocates, and Visitors			
Checklist of Requirements		Where to Secure		
1. Logbook (Original)		GDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests the use of lactation station and nutrition hub through phone and email.	1.a. GDP staff informs clients regarding rules and regulations in the use of lactation station and nutrition hub.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	1.b. Assist clients during use of the lactation station and nutrition hub.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program



				<i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	TOTAL	None	10 minutes	



**Office of the Vice Chancellor for Research and
Extension
Gender and Development Program
(GDP)**

Internal Services



1. Balay-balay Child Minding Center Operation: Enrollment of Children

This service is provided to UPV employees to support working parents by providing gender-responsive early formative education and a place for socialization for their 3–5-year-old children while they are at work.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Employees			
Checklist of Requirements		Where to Secure		
1. Request letter w/ attached LIB (Original)		Balay Balay Child Minding Centers (BBCMC) / GDP		
2. Enlistment Forms (Original)		Requesting party (Forms can be requested from GDP Office and/ or BBCMC)		
3. Child's Information Sheet (Original)		BBCMC		
4. Health Assessment Record (Original)		Requesting party (Parents)		
5. Birth Certificate (Photocopy)		Requesting party (Parents)		
6. 2x2 ID picture w/ white background (Original)		Requesting party (Parents)		
7. BBCMC Handbook (Original)		BBCMC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / parent Inquire about BBCMC and availability of slot	1.a. BBCMC enlistment of child aged 3-4 years old as the basis of prioritizing for enrollment on a first come, first served basis.	None	1 day	Day Care Workers BBCMC in Iloilo City and Miagao campuses



	1.b. Inform and set –up interview schedule to parents/guardians that are qualified to avail the services.	None	1 day	<i>Day Care Workers</i> Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses
	1.c. Interview of parents/ guardians and fill out registration forms for enrollment of the child.	Php150.00 upon enrollment and 1 st month Tuition fee (UPV direct dependent s' tuition is based on the SG level)	1 day	<i>Day Care Workers</i> Balay-Balay Child Minding Centers in Iloilo City and Miagao campuses
TOTAL		P150.00	3 days	



2. GDP Puluy-an Accommodation

This service is provided to UPV employees and students who want to avail affordable, safe and secure accommodation within the university premises.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	UPV Employees			
Checklist of Requirements		Where to Secure		
1. Accomplished Reservation Forms (Original)		Requesting party (Form can be requested from GDP Office)		
2. Accomplished Registration Forms (Original)		Requesting party (Form can be requested from GDP Office)		
3. Official Receipt (Original)		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client upon inquiry of the availability of rooms, submits reservation slip and registration forms.	1.a. GDP Staff receives the accomplished reservation and registration forms and checks availability of rooms.	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program
	1.2. GDP staff issues payment slip	NONE	1 hour	<i>Junior Office Aide</i> Gender and Development Program
	1.3. Issuance of payment slip	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program



2. Client Pays accommodation fee	2.1. Payment and issuance of official receipt	UPV users: Php200.00/ pax UPV alumni/ parents of UPV students/ users not on official business/ UP users (other constituents): Php300.00/ pax Non-UPV users: Php400.00/ Pax	(10 minutes)	Cash Office
3. Clients submits to GDP a copy of the original receipt	3.1. GDP staff receives and records OR number. Orients client on the house rules and other reminders on the use of Balay Puluy-an	NONE	30 minutes	<i>Junior Office Aide</i> Gender and Development Program
TOTAL			2 hours & 30 minutes (10 minutes)	



3. Use of Lactation Station and Nutrition Hub

This service is available to UPV faculty members, REPS, and students who wish to use the lactation room and nutrition hub.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C-Government to Client, G2G-Government to Government			
Who may Avail	UPV Faculty Members, REPS and Students			
Checklist of Requirements		Where to Secure		
1. Logbook (Original)		GDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests the use of lactation station and nutrition hub through phone and email.	1.a. GDP staff informs clients regarding rules and regulations in the use of lactation station and nutrition hub.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	1.b. GDP staff assist clients during use of the lactation station and nutrition hub.	NONE	5 minutes	<i>University Research Associate</i>



				Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
TOTAL		None	10 minutes	



4. Use of GDP Library

This service is provided to UPV faculty members, REPS and students who want to access gender-related materials in different forms and media.

Office or Division	Gender and Development Program			
Classification	Simple			
Type of Transaction	G2C-Government to Client, G2G-Government to Government			
Who may Avail	UPV Faculty Members, REPS and Students			
Checklist of Requirements		Where to Secure		
1. Logbook (Original)		GDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests to use the library for research through phone and email.	1.a. GDP staff Informs clients regarding rules and regulations in the use of library.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	1.b. GDP Staff assists clients during research.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program



				<i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
2. Client requests to borrow books in the library.	2.a. GDP staff informs clients that books are allowed to be borrowed for photocopy but not for take home.	NONE	5 minutes	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i> Gender and Development Program
	2.b. GDP staff assists clients in filling out the borrower's form and request them to leave their identification cards upon releasing the books for photocopy.	None	5 minutes	<i>University Research Associate</i> Gender and Development Program <i>Administrative Aide</i> Gender and Development Program <i>Junior Office Aide</i>



				Gender and Development Program
	TOTAL	None	20 minutes	



**Office of the Vice Chancellor for Research and
Extension
National Institute of Molecular Biology and
Biotechnology
(NIMBB)**



External Services

1. Internship /On-the-Job Training (OJT)/ Immersion / Mentorship / Apprenticeship

Structured, supervised, and academically aligned experiential learning engagements designed to provide students with practical exposure to laboratory and research environments relevant to their field of study. Activities may include access to specialized facilities, supervised handling and analysis of samples, exposure to standard operating procedures and instrumentation, participation in lectures or short courses, assistance in ongoing research projects, and guided facility tours—ensuring integration of theoretical knowledge with real-world technical competencies.

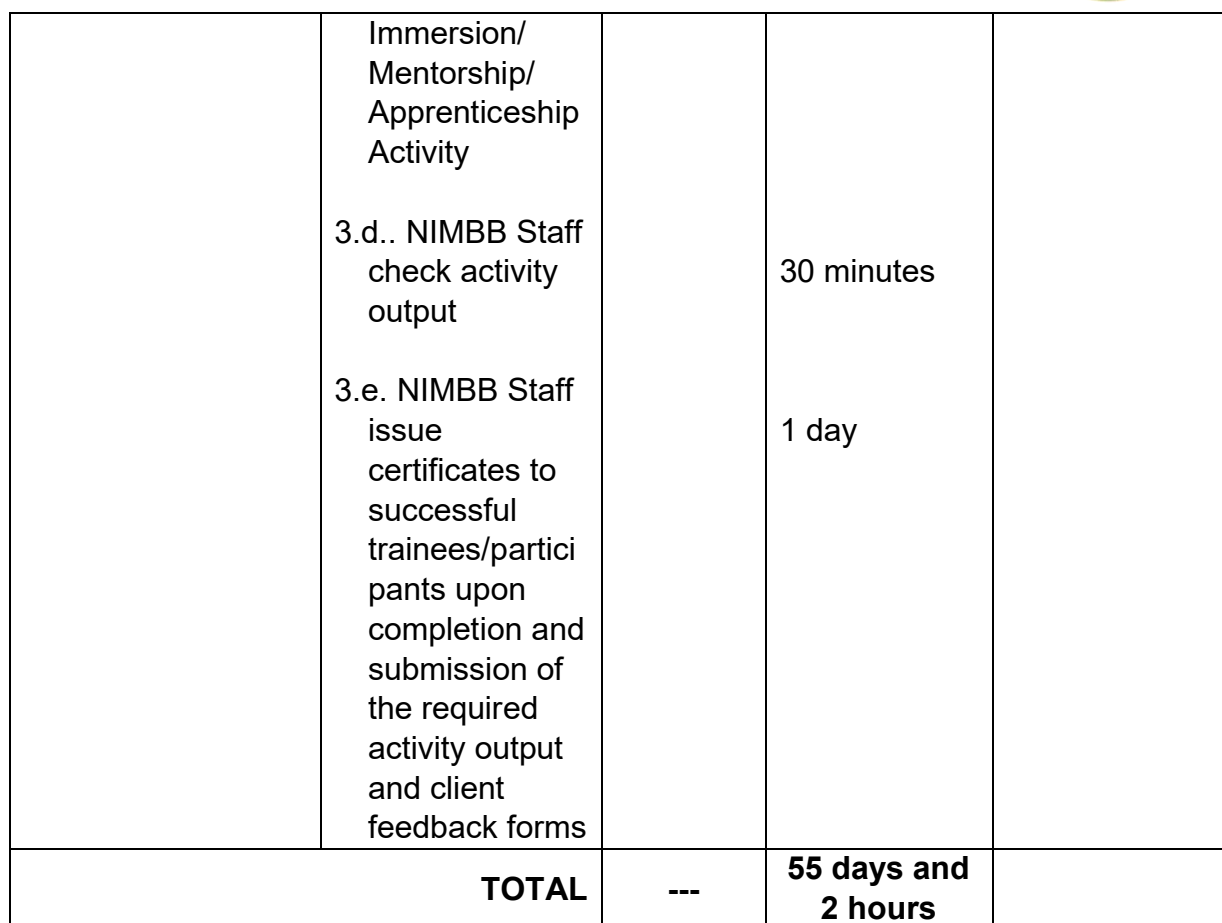
Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may Avail	Graduate and Undergraduate students (UP and non-UP), University Researchers, Faculty (UP and non-UP)
Checklist of Requirements	Where to Secure
1. Request Letter for Internship/ On-the-Job Training (OJT)/ Immersion/ Mentorship/ Apprenticeship 2. Memorandum of Agreement (MOA) / Memorandum of Understanding (MOU)/ Terms of Reference (TOR) / Collaborative Research Agreement (CRA) 3. Activity Output 4. Client Feedback Form	• Requirement 1 shall be provided by the Client. • Requirement 2 shall be duly accomplished and mutually agreed upon by both parties prior to the commencement of the activity. • Requirement 3 shall be submitted on the date agreed upon by both parties. • Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request for Internship/ On-the-Job Training (OJT)/ Immersion/ Mentorship/ Apprenticeship	1. a. AA IV receives request letter and forwards to URA I	NONE	10 minutes	<i>Administrative Aide IV</i> NIMBB
	1.b. URA I reviews request letter		30 minutes	<i>University Research Associate I</i> NIMBB
	1.c. URA I forwards request letter to Director for clearance		10 minutes	
	1.d. Director forwards letter to AA IV (with corresponding action)		3 days	<i>Director</i> NIMBB
	1.e. AA IV forwards letter (with corresponding action) to URA I for immediate and appropriate response		10 minutes	<i>Administrative Aide IV</i> NIMBB NIMBB Staff
	1.f. URA I informs client, recommends possible schedule and requirements to submit		1 day	<i>University Research Associate I</i> NIMBB



2. Client processes, notarizes, and submits agreement for legal actions 3. Client submits the notarized agreement to host institution	1.g. URA I processes and finalizes the MOA/MOU/TOR/CRA for legal consultation and clearance		3 days	UPV Legal Office
	1.h.. Legal office clears the provided agreement		(4 days)	
	3.a.. URA I provides the approved copy of request letter to client and finalizes schedule		30 minutes	University Research Associate / NIMBB
	3.b.. NIMBB staff prepares activity modules, lectures, certificates, etc.		4 days	
	3.c. NIMBB staff conducts Internship/ On-the-Job Training (OJT)/		200 hours (25 days, 8 hours per day)	





2. Laboratory Space and Equipment Use

The UPV-NIMBB upholds the right of students and researchers to utilize its laboratory facilities, including wet and dry labs, and specialized equipment to conduct experiments safely, efficiently, and effectively. Access is facilitated by trained and authorized personnel who provide guidance on proper experimental techniques, safe handling of chemicals, proper use of equipment, and compliance with established laboratory protocols, ensuring adherence to biosafety, chemical safety, and institutional standards while maintaining high scientific and research integrity.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), High School students, University Researchers, Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
5. Request Letter (clearly specifying the list of equipment and glassware to be used) 6. Copy of Form 5 7. Copy of Research Proposal 8. Laboratory Forms 9. Client Feedback Form		- Requirements 1-3 shall be provided by the Client. - Laboratory forms will be made available upon request/notice. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request specifying a full list of equipment, glassware, and	1.a. AA IV receives letter and other necessary documents/atta	NONE	10 minutes	<i>Administrative Aide IV</i> NIMBB



laboratory space to be used, copy of Form 5, and a copy of the research proposal via online transaction	chments and forwards to URA I			
	1.b. URA I reviews documents and gives comments and recommendations		30 minutes	<i>University Research Associate I NIMBB</i>
	1.c. URA I forwards request letter to Director for approval		3 days	
	1.d. Director approves/disapproves request		10 minutes	<i>Director NIMBB</i>
	1.e. Director forwards letter to AA IV (with corresponding action)		15 minutes	
	1.f. AA IV forwards letter (with corresponding action) to URA I for attachment of laboratory forms		3 days	<i>Administrative Aide IV NIMBB NIMBB Staff</i>
	1.g. URA I attaches laboratory forms and		1 hour	<i>University Research Associate I NIMBB</i>



2. Client signs laboratory forms together with Adviser/authorized personnel	informs the client			
3. Client returns signed laboratory forms to URA I	3.a. URA I schedules laboratory orientation for client		25 minutes	<i>University Research Associate / NIMBB</i>
4. Client receives orientation, fills out and submits client's feedback form	4.a. URA I orients client			
TOTAL			6 days, 2 hours, 30 minutes	



3. Technical Advice

The Institute, through its duly authorized and trained personnel, provides specialized technical services to all constituents across academic and professional levels. Consultative support covers a wide range of scientific and technical matters, including experimental design, analytical methodologies, data interpretation, laboratory protocols, instrumentation operation, and other subject-specific concerns tailored to the client's requirements. All services are conducted in accordance with established quality assurance standards, safety protocols, and ethical guidelines.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), High School Students, University Researchers			
Checklist of Requirements		Where to Secure		
10. Request Form for Technical Advice 11. Client Feedback Form		- Requirement 1 shall be provided by the Client. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up and submits Request Form for Technical Service	1.a. Administrative Aide IV (AA IV) receives request form and forwards to University Research Associate I (URA I)	NONE	10 minutes	<i>Administrative Aide IV</i> NIMBB



2. Client receives technical service, fills out and submits client's feedback form	1.b. URA I reviews request and recommends schedule		10 minutes	<i>University Research Associate / NIMBB</i>
	1.c. URA I forward request to the Director for approval		2 days	
	1.d. Director approves/disapproves request		10 minutes	<i>Director NIMBB</i>
	1.e. URA I informs client		1 hour	<i>University Research Associate / NIMBB</i>
	2.a. NIMBB staff give/provide technical service to client		15 minutes	<i>NIMBB Staff</i>
TOTAL			2 days, 1 hour, 45 minutes	



4. Training

The Institute offers a variety of specialized training programs in molecular biology and biotechnology. Key topics include: (1) Basic Molecular Biology Techniques, (2) Nucleic Acid Extraction, (3) Introduction to Enzyme Assays, and (4) Basic Aseptic Techniques. Additional training in other molecular biology and biotechnology subjects may also be provided upon request, subject to the availability of necessary reagents, materials, equipment, laboratory space, and personnel. All trainings are conducted under the guidance of qualified personnel, ensuring compliance with established laboratory protocols, biosafety standards, and best practices in scientific research.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), University Researchers, Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
12. Request Letter for Training 13. Request Form / Registration Form 14. Client Feedback Form		- Requirement 1 shall be provided by the Client. - Request form/ registration form will be made available upon request/notice. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request for Training and fills out Request Form/ Registration Form	1.a. AA IV receives request letter/ registration form and forwards to URA I	(Depends on the type of training to be conducted , duration, and reagents/c	10 minutes 30 minutes	<i>Administrative Aide IV</i> NIMBB



	1.b. URA I reviews request letter/ registration form	consumables to be used)		<i>University Research Associate I</i> NIMBB
	1.c. URA I forwards request letter/ registration form to Director for approval		10 minutes	<i>University Research Associate I</i> NIMBB
	1.d. Director approves/disapproves request/ registration		3 days	<i>Director</i> NIMBB
	1.e. Director forwards letter/form to AA IV (with corresponding action)			<i>Director</i> NIMBB
	1.f. AA IV forwards letter/form (with corresponding action) to URA I for immediate and appropriate response		10 minutes	<i>Administrative Aide IV</i> NIMBB NIMBB Staff
	1.g. URA I informs client, recommends possible		1 day	<i>University Research Associate I</i> NIMBB



	training schedule 1.h. URA I finalizes schedule, informs and provides approved copy of request letter to client 1.i. NIMBB staff prepares training modules, lectures, certificates, etc. 1.j. NIMBB staff conducts training 1.k. NIMBB Staff issue certificates to successful trainees/participants		10 days 3 days 2 days	<i>University Research Associate I</i> NIMBB
	TOTAL	---	19 days, 1 hour	



**Office of the Vice Chancellor for Research and
Extension
National Institute of Molecular Biology and
Biotechnology
(NIMBB)**

Internal Services



1. Internship / On-the Job Training (OJT)/ Immersion / Mentorship / Apprenticeship

Structured, supervised, and academically aligned experiential learning engagements designed to provide students with practical exposure to laboratory and research environments relevant to their field of study. Activities may include access to specialized facilities, supervised handling and analysis of samples, exposure to standard operating procedures and instrumentation, participation in lectures or short courses, assistance in ongoing research projects, and guided facility tours—ensuring integration of theoretical knowledge with real-world technical competencies.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), University Researchers, Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
15. Request Letter for Internship/ On-the-Job Training (OJT)/ Immersion/ Mentorship/ Apprenticeship 16. Memorandum of Agreement (MOA) / Memorandum of Understanding (MOU)/ Terms of Reference (TOR) / Collaborative Research Agreement (CRA) 17. Activity Output 18. Client Feedback Form		- Requirement 1 shall be provided by the Client. - Requirement 2 shall be duly accomplished and mutually agreed upon by both parties prior to the commencement of the activity. - Requirement 3 shall be submitted on the date agreed upon by both parties. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Client submits Letter of Request for Internship/ On-the-Job Training (OJT)/ Immersion/ Mentorship/ Apprenticeship	1. AA IV receives request letter and forwards to URA I		10 minutes	<i>Administrative Aide IV</i> NIMBB
	2. URA I reviews request letter		30 minutes	<i>University Research Associate I</i> NIMBB
	3. URA I forwards request letter to Director for clearance		10 minutes	
	4. Director forwards letter to AA IV (with corresponding action)		3 days	<i>Director</i> NIMBB
	5. AA IV forwards letter (with corresponding action) to URA I for immediate and appropriate response		10 minutes	<i>Administrative Aide IV</i> NIMBB NIMBB Staff
	6. URA I informs client, recommends possible schedule and requirements to submit		1 day	<i>University Research Associate I</i> NIMBB
	7. URA I processes and finalizes the MOA/MOU/TOR/CRA for legal		3 days	



2. Client processes, notarizes, and submits agreement for legal actions 3. Client submits the notarized agreement to host institution	consultation and clearance		4 days	
	8. Legal office clears the provided agreement		14 days	<i>UPV Legal Officer</i>
	9. URA I provides the approved copy of request letter to client and finalizes schedule		30 minutes	<i>University Research Associate I NIMBB</i>
	10. NIMBB staff prepares activity modules, lectures, certificates, etc. 11. NIMBB staff conducts Internship/ On-the-Job Training (OJT)/ Immersion/ Mentorship/ Apprenticeship Activity		4 days 200 hours (25 days, 8 hours per day)	



	12. NIMBB Staff check activity output		30 minutes	
	13. NIMBB Staff issue certificates to successful trainees/partici pants upon completion and submission of the required activity output and client feedback forms		1 day	
TOTAL		---	55 days and 2 hours	



2. Laboratory Space and Equipment Use

The UPV-NIMBB upholds the right of students and researchers to utilize its laboratory facilities, including wet and dry labs, and specialized equipment to conduct experiments safely, efficiently, and effectively. Access is facilitated by trained and authorized personnel who provide guidance on proper experimental techniques, safe handling of chemicals, proper use of equipment, and compliance with established laboratory protocols, ensuring adherence to biosafety, chemical safety, and institutional standards while maintaining high scientific and research integrity.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), High School students, University Researchers, Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
19. Request Letter (clearly specifying the list of equipment and glassware to be used) 20. Copy of Form 5 21. Copy of Research Proposal 22. Laboratory Forms 23. Client Feedback Form		- Requirements 1-3 shall be provided by the Client. - Laboratory forms will be made available upon request/notice. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request specifying a full list of equipment, glassware, and laboratory space to be used, copy	1.a. AA IV receives letter and other necessary documents/attachments and	NONE	10 minutes	<i>Administrative Aide IV</i> NIMBB



of Form 5, and a copy of the research proposal via online transaction	forwards to URA I		30 minutes	<i>University Research Associate I</i> NIMBB
	1.b. URA I reviews documents and gives comments and recommendations			
	1.c. URA I forwards request letter to Director for approval		3 days	<i>Director</i> NIMBB
	1.d. Director approves/disapproves request			
	1.e. Director forwards letter to AA IV (with corresponding action)		10 minutes	
	1.f. AA IV forwards letter (with corresponding action) to URA I for attachment of laboratory forms		15 minutes	<i>Administrative Aide IV</i> NIMBB NIMBB Staff
	1.g. URA I attaches laboratory forms and		3 days	<i>University Research Associate I</i> NIMBB



2. Client signs laboratory forms together with Adviser/authorized personnel 3. Client returns signed laboratory forms to URA I 4. Client receives orientation, fills out and submits client's feedback form	informs the client		1 hour	<i>University Research Associate / NIMBB</i>
	2.a. URA I schedules laboratory orientation for client 3.a. URA I orients client		25 minutes	
TOTAL			6 days, 2 hours, 30 minutes	



3. Technical Advice

The Institute, through its duly authorized and trained personnel, provides specialized technical services to all constituents across academic and professional levels. Consultative support covers a wide range of scientific and technical matters, including experimental design, analytical methodologies, data interpretation, laboratory protocols, instrumentation operation, and other subject-specific concerns tailored to the client's requirements. All services are conducted in accordance with established quality assurance standards, safety protocols, and ethical guidelines.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), High School Students, University Researchers			
Checklist of Requirements		Where to Secure		
24. Request Form for Technical Advice 25. Client Feedback Form		- Requirement 1 shall be provided by the Client. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up and submits Request Form for Technical Service	1.a. Administrative Aide IV (AA IV) receives request form and forwards to University Research Associate I (URA I)	None	10 minutes	<i>Administrative Aide IV</i> NIMBB
	1.b. URA I reviews request and		10 minutes	



2. Client receives technical service, fills out and submits client's feedback form	recommends schedule			<i>University Research Associate I</i> NIMBB
	1.c. URA I forwards request to the Director for approval			
	1.d. Director approves/disapproves request		2 days	<i>Director</i> NIMBB
	1.e. URA I informs client		10 minutes	
	1.f. NIMBB staff give/provide technical service to client		1 hour	<i>University Research Associate I</i> NIMBB NIMBB Staff
TOTAL		None	2 days, 1 hour, 45 minutes	



4. Training

The Institute offers a variety of specialized training programs in molecular biology and biotechnology. Key topics include: (1) Basic Molecular Biology Techniques, (2) Nucleic Acid Extraction, (3) Introduction to Enzyme Assays, and (4) Basic Aseptic Techniques. Additional training in other molecular biology and biotechnology subjects may also be provided upon request, subject to the availability of necessary reagents, materials, equipment, laboratory space, and personnel. All trainings are conducted under the guidance of qualified personnel, ensuring compliance with established laboratory protocols, biosafety standards, and best practices in scientific research.

Office or Division	National Institute of Molecular Biology and Biotechnology (NIMBB)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate students (UP and non-UP), University Researchers, Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
26. Request Letter for Training 27. Request Form / Registration Form 28. Client Feedback Form		- Requirement 1 shall be provided by the Client. - Request form/ registration form will be made available upon request/notice. - Feedback forms will be made available upon completion of the requested service. Kindly submit the formal request and all necessary supporting documents via email to: nimbb.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter of Request for Training and fills out Request Form/ Registration Form	1.a. AA IV receives request letter/ registration form and forwards to URA I	(Depends on the type of training to be conducted , duration,	10 minutes	<i>Administrative Aide IV</i> NIMBB



	1.b. URA I reviews request letter/ registration form	and reagents/consumables to be used)	30 minutes 10 minutes	<i>University Research Associate I</i> NIMBB
	1.c. URA I forwards request letter/ registration form to Director for approval		3 days	<i>Director</i> NIMBB
	1.d. Director approves/disapproves request/ registration			
	5. Director forwards letter/form to AA IV (with corresponding action)		10 minutes	<i>Administrative Aide IV</i> NIMBB NIMBB Staff
	1.e. AA IV forwards letter/form (with corresponding action) to URA I for immediate and appropriate response		1 day	<i>University Research Associate I</i> NIMBB
	1.f. URA I informs client, recommends possible			



	training schedule		10 days	
	1.g. URA I finalizes schedule, informs and provides approved copy of request letter to client		3 days	
	1.h. NIMBB staff prepares training modules, lectures, certificates, etc.		2 days	
	1.i.. NIMBB staff conducts training			
	1.j. NIMBB Staff issue certificates to successful trainees/partici pants			
TOTAL		---	19 days, 1 hour	



**Office of the Vice Chancellor for Research and
Extension
Office of Continuing Education and
Pahinungod
(OCEP)**



External Services

1. Reservation of GCEB Training Room

Office or Division	Office of Continuing Education and Pahinungod (OCEP)			
Classification	G2C, G2G			
Type of Transaction	Complex			
Who may avail	UP Constituents, outside clients			
Checklist of Requirements		Where to Secure		
- Accomplished Reservation Form (2025 Version) - Letter request addressed to the Vice Chancellor for Administration for the use on weekends and holidays, or the use of charge, or both - Approval from the Chancellor		Send an email to OCEP to request the new OCEP reservation form. ocep.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERS ON RESPONSIBLE
1. The requesting agency submits a request or inquiry to OCEP regarding the availability of the training rooms, personally or through online booking/email. Requestor accomplished the reservation	1. Checks the availability of the GCEB Training Room and, if available, sends the reservation form to the requester.	P100/hr/ training room P300/hr/ training room (outside clients)	30 mins	<i>Admin Asst. I</i> <i>Admin. Asst. II</i> OCEP



Requestor submits a letter request to use the facility (applicable for outside clients, holidays/weekend reservation, and/or for free use)	3. Receives, reviews, and validates the accomplished form together with the accompanying letter request. 4. Prepares the endorsement, including	P173.9/hr for overtime pay of the Technician for services during holidays and weekends		<i>Admin Asst. I</i> <i>Admin. Asst. II</i> <i>Admin. Officer IV</i>
	the estimated facility usage charges 1.d. Forwards it to the OC through proper channels. 1.e. OCEP receives action for the request and notifies the requestor		10 mins.	<i>OCEP Director</i> <i>OCEP</i>



2. Client receives a copy of the approved request	2.a. If approved requestor may proceed to use the facilities and OCEP prepares the billing based to the actual use of the requestor		10 mins.	<i>Admin Asst. / OCEP</i>
3. Client pays fee through Cash office (if not free use)				Cash Office
4. Present receipt	Records the payment details and secures a photocopy of the official receipt for documentation.			<i>Admin Asst. / Admin. Asst. / OCEP</i>
	TOTAL	P100/hr/ training room	1 hour, 48 min	



		P300 / hr/ training room (outside clients) P173.9/ hr for overtime pay of the Technician for services during holidays and weekends	within the day	



2. Training Programs for Government and Private Enterprise, upon request

Office or Division	1. Office of Continuing Education and Pahinungod (OCEP) 2. Office of the Vice Chancellor for Research and Extension (OVCRE) 3. Office of the Chancellor (OC)			
Classification	Highly Technical			
Type of Transaction	G2C, G2G			
Who may avail	NGA, GOCCs, SUCs			
Checklist of Requirements		Where to Secure		
- Letter request for training program from requesting agency - Approval to conduct training program - Letter of Conforme between requesting agency and OCEP		- Requesting agency - Office of the Chancellor - OCEP/requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting agency submits a request to OCEP to avail of a Public Service program	1. Acts upon the letter of request - Conducts initial arrangement (target date/venue/catering services/training cost) - Checks availability of resource person - Forwards draft letter request to conduct with	The amount shall depend on the agreed registration fee between the requesting agency and UPV, in accordance with the terms and conditions set forth in the Letter	1 hour	<i>Admin. Asst. II Admin. Officer IV OCEP Director</i>



	attached supporting docs to OCEP Director	of Conforme.		
2. Requesting Agency signs the Letter of Conforme and returns the signed document to OCEP	2. Submits letter request to conduct the activity and supporting docs addressed to the Chancellor thru OVCRE for action		1 day	<i>Admin. Asst. II Admin. Officer IV OVCRE staff OC Staff</i>
3. Requesting Agency pays to the Cash Office the agreed package fee for the training program	3. Receives Notice of Action from the OC		1 days	<i>Administrative Asst. II Admin. Officer IV</i>
	4. Prepares the Letter of Conforme		3 days	<i>Admin. Officer IV</i>
	5. OCEP conducts training program		As specified in the conforme	<i>Resource Person, OCEP Director and staff</i>
	6. OCEP secures OR Number from Cash Office regarding payment made by requesting agency			<i>Admin. Officer IV / Admin. Asst. II</i>



	7. OCEP prepares DV for the honorarium of the resource person		1 day	<i>Admin. Officer IV / Admin. Asst. II</i>
	TOTAL		6 days, 1 hour + as specified number of names in the Conforme	



**Office of the Vice Chancellor for Research and
Extension
Office of Continuing Education and
Pahinungod
(OCEP)**

Internal Services



1. Application for Public Service Grant

Office or Division	Office of Continuing Education and Pahinungod (OCEP)			
Classification	G2G			
Type of Transaction	Complex			
Who may avail	UPV Faculty, REPS and Staff			
Checklist of Requirements		Where to Secure		
- Accomplished PS Application Form/Proposal - Application letter addressed to the Chancellor endorsed by Dept./Div. Chair and/or Dean or Unit Head - Approval from the Chancellor		Application forms are downloadable at the OVCRE website (www.upv.edu.ph/ovcre)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent forwards application	1. Receives and records PS Application/ Proposal from the OVCRE	None	10 minutes	<i>Administrative Asst. II</i>
	2. Reviews/evaluates the proposal		2 days	<i>UEA II</i>
	3. - For proposals without revisions, OCEP prepares endorsement letter for OVCRE - OCEP furnishes a copy of the assessment form (either revision/ resubmission/rejection) to the proponent		2 days	<i>UEA II OCEP Director</i>
3. Proponent incorporates suggested revision/s	4. If revision/resubmission: Receives, records, reviews proposal and			<i>Administrative Asst. II Admin. Officer IV</i>



	endorses to the OVCRE			<i>UEA II OCEP Director</i>
	5. OVCRE receives, reviews, prepares endorsement and forwards to the Chancellor for action			OVCRE
	6. OC forwards to OCEP and proponents the notice of action.			OC staff
5. Proponent receives a copy of the notice of action of the OC.	7. OCEP receives a copy of notice of action		10 mins.	<i>Administrative Asst. II UEA II</i>



2. Reservation of GCEB Training Room

Office or Division	Office of Continuing Education and Pahinungod (OCEP) Office of the Vice Chancellor for Administration (OVCA) Auxiliary Services Office (ASO)			
Classification	G2C, G2G			
Type of Transaction	Complex			
Who may avail	UP Constituents, outside clients			
Checklist of Requirements		Where to Secure		
- Accomplished Reservation Form (2025 Version) - Letter request addressed to the Vice Chancellor for Administration for the use on weekends and holidays, or the use of charge, or both - Approval from the Chancellor		Send an email to OCEP to request the new OCEP reservation form. ocep.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The requesting agency submits a request or inquiry to OCEP regarding the availability of the training rooms, personally or through online booking/email. - Requestor accomplished the reservation - Requestor submits a letter request to use the facility (applicable for outside clients, holidays/weekend reservation, and/or for free use)	1. Checks the availability of the GCEB Training Room and, if available, sends the reservation form to the requester. 3. Receives, reviews, and validates the accomplished form together with the accompanying letter request. 4. Prepares the endorsement, including	P100/hr/ training room P300/hr/ training room (outside clients) P173.9/hr for overtime pay of the Technician for services during holidays and weekends	30 mins	Admin Asst. I Admin. Asst. II Admin Asst. I Admin. Asst. II Admin. Officer IV



	the estimated facility usage charges 5. Forwards it to the OC through proper channels. 6. OCEP receives action for the request and notifies the requestor		10 mins. 2-3 days	OCEP Director
2. Requestor receives a copy of the approved request	7. If approved requestor may proceed to use the facilities and OCEP prepares the billing based to the actual use of the requestor		10 mins.	<i>Admin Asst. I</i>
3. Pays fee through Cash office (if not free use)				Cash Office
4. Present receipt	Records the payment details and secures a photocopy of the official receipt for documentation.			<i>Admin Asst. I</i> <i>Admin. Asst. II</i>
	TOTAL	P100/hr/ training room	1 hr, 48 min or	



		P300/hr/tr aining room (outside clients) P173.9/hr for overtime pay of the Technicia n for services during holidays and weekends	within the day	



**Office of the Vice Chancellor for Research
and Extension
Philippine Genome Center-Visayas
(PGC-V)**



External Services

1. Bioinformatics Analysis Services

The PGC Visayas Bioinformatics Laboratory offers bioinformatics analysis services such as molecular phylogenetics analysis, whole genome assembly, 16s metabarcoding/metagenomics, transcriptomics, and custom bioinformatics analysis.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail				
Checklist of Requirements		Where to Secure		
1. Request from the concerned agency/committee/organizer (1 email)		From the Requestor		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
3. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas -Bioinformatics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry for Bioinformatics Analysis Service/s through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph or in Bioinformatics Lab	1. Acknowledge receipt of the E-mail of the requestor 2. Clarify the objectives and analysis	None	1 hr	<i>CIP Fellow</i> Bioinformatics Lab
2. Requests Quotation through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph	3. Receives request from requestor	None	1 day	<i>SRS II and URA I</i> Bioinformatics Lab



as@up.edu.ph or in Bioinformatics Lab	4. Clarify specific objectives and analysis 5. Calculate the cost of the analysis and create quotation for bioinformatics pipeline			
3. Confirm availment of service based on the provided quotation through Bioinformatics E-mail: bioinfo.pgc.upvisayas@up.edu.ph or in Bioinformatics Lab	6. Receives confirmation and client approval to proceed with the service	None	5 min	<i>CIP Fellow</i> Bioinformatics Lab
4. Fill up and submit Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) and Client Conforme (Form PGCV-LF-CC) (1 copy)	7. Receives and records necessary forms 8. Checks for completeness of the necessary forms 9. Recommends and forwards to AED-PGCV for approval/disapproval 10. Approves/disapproves request and forward to SRA	None	1 hrs	<i>SRS II</i> Bioinformatics Lab
5. Receives data for bioinformatics analysis * For complex analysis and/or cases with large data input which	11. Checks usability of data 12. Approves/disapproves the usability of provided data to proceed for analysis	None	30 days	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab



would require large computational resources, overall completion may take more than 1 month)	13. Performs analysis if data was approved for analysis; otherwise, inform client regarding reasons for unusability of data for analysis 14. Prepares output of the analysis together with the service report and send to client 15. Issue Charge Slip			
6. The client presents a charge slip and pays the corresponding fee For walk-in: • Proceed to Cash Office For bank transfer: • Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvi.sayas@up.edu.ph (cc: sequenci	16. Receives charge slip and payment 16.1 Issue Official Receipt (OR) 16.2 Return Charge Slip to Client	Based on the amount provided in the charge slip	1 day	Cashier Cash Office



ng.pgc.up.visayas@up.edu.ph) * For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day * Prices are subject to change without prior notice				
7. Provide OR number to PGC Visayas staff in Omics Lab or via email	17. Receives OR number and notes payment of client	None	1 day	SRA Bioinformatics Lab
7. Receives service report and output files of the analysis	18. Receive copy of OR and proof of payment 19. Send service report and output files to client	None	1 day	SRA Bioinformatics Lab
TOTAL			33 days, 2 hrs, 5 min	

Bioinformatics Analysis Services qualified for multi-stage processing.



2. Bioinformatics Analysis Services- Technical Advice

The PGC Visayas Bioinformatics Laboratory provides technical advice to clients by offering expertise in analyzing and interpreting sequencing results, selecting appropriate bioinformatics tools, designing experiments, and troubleshooting data analysis workflows.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Request from the concerned agency/ committee / organizer (1 email)		Client		
2. Technical Advice Form (VSF-LF-TA) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics. pgc.upvisayas@up.edu.ph		
3. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics. pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email for concern requiring Technical Advise	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i>
2. Fills up and submits the	3. Receives and records necessary forms	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i>



necessary forms	4. Checks for completeness of the necessary forms 5. Recommends and forwards to AED-PGCV for approval/disapproval 6. Approves/disapproves the request and forward to SRA 7. Inform Client of approved request and schedules appointment date of technical advice			Bioinformatics Lab
Receives approved/disapproved request	8. PGC Visayas SRA (Bioinformatician) gives technical advice	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab
TOTAL		None	4 Days	



3. Bioinformatics Analysis Service-Training

The PGC Visayas Bioinformatics Laboratory offers bioinformatics training services including basic coding, whole genome assembly, and analysis, 16s metabarcoding/metagenomics, and transcriptomics.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Request from the concerned agency/committee/organizer (1 email)		Client		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
3. Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy)		PGC Visayas - Bioinformatics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
4. Training Conforme (Form VSF-LF-TC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at bioinformatics.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for Bioinformatics Training in Bioinformatics Lab or via email.	1. Acknowledges receipt of the E-mail of the requestor 2. Clarify the objectives and types of analysis	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab
2. Requests Quotation in	3. Receives request from requestor	None	1 day	SRS II, URA I, 2 SRAs and CIP Fellow



Bioinformatics Lab or via email	4. Clarify specific objectives and analysis 5. Confirms the availability of bioinformatics pipeline/s 6. Calculate and create a quotation for the bioinformatics pipeline			Bioinformatics Lab
4. Fills up and submits the Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy), Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy) and Training Conforme (Form VSF-LF-TC) (1 copy) in Bioinformatics Lab or via email	7. Receives and records necessary forms 8. Checks for completeness of the necessary forms 9. Recommends and forwards to AED-PGCV for approval/disapproval 10. Approves/disapproves the request and forward to SRA 11. Inform Client of approved request and schedules training date	None	3 days	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab
5. Receives approved/disapproved request in Bioinformatics Lab or via email	12. Issues charge slip 13. Prepares modules and training materials 14. Set ups workstations and	None	30 days	<i>SRS II, URA I, 2 SRAs and CIP Fellow</i> Bioinformatics Lab



	servers 15. Sends reminders for training and assists with transportation and accommodation inquiries			
6. Client presents the charge slip and pays the corresponding fee (payment should be done on or before the first day of training) For walk-in: • Proceed to Cash Office For bank transfer: • Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)	16. Receives charge slip and payment 17. Returns Charge Slip to Client	Based on the amount provided in the charge slip	1 day	<i>Cashier</i> Cash Office



up.edu.ph) * (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)				
7. Provides OR number to PGC Visayas	17. Receives OR number and notes payment of client	None	1 day	<i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i>
8. Client undergoes training *Processing time depends on the type of training requested.	18. Conducts training on scheduled date	None	3 days	<i>SRS II, URA I, 2 SRAs and CIP Fellow Bioinformatics Lab</i>
TOTAL			40 days	

Bioinformatics Analysis Services - Training qualified for multi-stage processing



4. Capillary Sequencing

Clients can submit their samples for short fragment sequencing through the Sanger method. The client shall ensure that the samples meet the minimum sample qualifications. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: Proceed to PGC Visayas Staff Office For email:	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of	None	3 days	UR I and 2 URA / Omics Lab



Send email to sequencing.pgc.upvisayas@up.edu.ph	equipment and assign to URA I/SRA in-charge 1.3 Recommend and forward to the AED-PGCV for approval/diapproval 1.4 Approve/diapprove request and forward to URA I Inform Client of approved request and schedule sample submission			<i>AED-PGCV</i> PGC Visayas <i>URA I and 2 URA I</i> Omics Lab
2. Submit samples to Omics Lab. Applicable samples: PCR Product * Samples must conform to the guidelines stipulated in the Sample Submission Requirements * Processing of samples is on a first come-first served basis	2. Receive samples and check samples if it conforms to the Sample Submission Requirements 2.1 Records the samples received and assigns sample ID 2.2 Sample processing 2.3 Data analysis	None	5 days	<i>URA I and SRA</i> Omics Lab



	2.4 Provides raw sequence files and Service Report			<i>SRSII, URA I and SRA</i> Bioinformatics Lab
3. Receives raw sequence files and Service Report * Submitted samples for sequencing will be kept only up to one week after the release of the Service Report, and backup sequence files for capillary sequencing will be kept for one month	3. Issue charge slip after client's receipt of service report	None	1 day	<i>UR I and 2 URA</i> / Omics Lab
4. The client presents a charge slip and pays the corresponding fee For walk-in: Proceed to Cash Office For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Capillary Sequencing: SeqStudio Genetic Analyzer: P2,100.00 per sample	1 day	<i>Cashier</i> CASH OFFICE



* For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day *Prices are subject to change without prior notice				
5. Provide OR number to PGC Visayas staff in Omics Lab or via email,	5. Receives OR number and notes payment of client	None	1 day	UR 1 and 2 URA / Omics Lab
TOTAL			11 Days	

Capillary Sequencing qualified for multi-stage processing.



5. Consortium Membership

PGC Visayas maintains a consortium to ensure access to omics-driven technologies and customized services through extension activities intended for consortium members.

Office or Division	Philippine Genome Center Visayas- Bioinformatics Laboratory			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
1. Expression of interest (1 email)		Client		
2. Memorandum of Understanding (1 copy)		PGC Visayas - Staff Office or online		
3. Memorandum of Academic and Research Cooperation/Memorandum of Agreement		PGC Visayas - Staff Office or online		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client expresses interest to become a consortium member via email or through PGC Visayas activities	1. Person responsible acknowledges expression of interest and conducts orientation meeting (online or face-to-face)	None	1 day	<i>PDO II and AED-PGCV</i> PGC Visayas



	2. Person responsible drafts agreements	None	2 days	<i>PDO II</i> PGC Visayas
2. Client meets with Person Responsible regarding activities pursuant to the draft agreements via email or in PGC Visayas Staff Office. * Processing time depend on client schedule.	3. Person responsible documents activities pursuant to the draft agreements as attachment to draft agreements	None	1 day	<i>PDO II</i> PGC Visayas
3. Client reviews agreements online *Processing time depends on client.	4. Person responsible and UP Visayas Legal Services Office review	None	3 days	<i>PDO II</i> PGC Visayas
4. Client processes agreements in Home Institution. * Processing time depends on client response.	5. Person responsible processes agreements	None	30 days	<i>PDO II</i> PGC Visayas
5. Client receives agreements in Home Institution.	6. Person responsible receives agreements	None	1 day	<i>PDO II</i> PGC Visayas
TOTAL		None	37 days	

Consortium membership qualified for multi-stage processing.



6. DNA/PCR Purification

Genomic DNA (gDNA) samples and PCR products can be submitted to the Facility for purification before capillary or next-generation sequencing. Purification will be done according to the Facility's prescribed protocols. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submits the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequenci	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of equipment	None	3 days	UR I and 2 URA I Omics Lab



ng.pgc.up.visayas@up.edu.ph	and assign to URA I/SRA in-charge 1.3 Recommends and forwards to AED-PGCV for approval/dissapproval 1.4 Approve/dissapprove request and forward to URA I Inform Client of approved request and schedule sample submission			AED-PGCV PGC Visayas URA I and 2 URA I Omics Lab
2. Submit samples in Omics Lab. Applicable samples: Purified DNA PCR Product Note: Samples must conform to the guidelines stipulated in the Sample Submission Requirements	2. Receive samples and check samples if it conforms to the Sample Submission Requirements 2.1 Record the samples received and assign sample ID 2.2 Sample processing	None	5 days	URA I and SRA Omics Lab



	2.3 Provide purified DNA/PCR Product and Service Report			
3. Receives purified DNA/PCR Product and Service Report in Omics Lab or via email. *A backup of the purified DNA or PCR Product will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report *Processing of samples is on a first come-first served basis)	3. Issue charge slip after client's receipt of service report	None	1 day	<i>UR 1 and 2</i> <i>URA 1</i> Omics Lab
4. The client presents a charge slip and pays the corresponding fee For walk-in: • Proceed to Cash Office *For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Gel excision and purification (Recovery kit): P530.00 per sample PCR Product Purification: P450.00	1 day (For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day)	<i>Cashier</i> CASH OFFICE



cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) *Prices are subject to change without prior notice.		per sample		
5. Provide OR number to PGC Visayas staff in Omics Lab or via email.	5. Receive OR number and notes payment of client	None	1 day	<i>UR 1 and 2 URA 1 Omics Lab</i>
TOTAL			11 Days	

DNA/RNA Purification qualified for multi-stage processing.



7. Equipment Use

Interested clients who would like to conduct their experiments can avail of the Equipment Use service, wherein they are allowed to personally handle several equipment, provided that the clients undergo basic orientation on equipment use and maintenance and abide by the Rules and Regulations of the Facility (Annex 4, Orientation on PGC VSF Rules and Regulations and Annex 5, PGC VSF Laboratory Safety Manual) and provide their consumables and reagents. A list of equipment that can be used is found in the pricing guide. Use of equipment will be charged per hour of use, with a minimum of one (1) hour of use. Any damage incurred during use shall be shouldered by the Client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Equipment Use) Form (Form VSF-LF-LS-EU) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Client Conforme (Form PGC-V-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
4. Copy of research proposal or methodology (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: • Proceed to PGC Visayas	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms	None	3 days	UR 1 and 2 URA 1 Omics Lab



Staff Office For email: Send email to sequencing.pgc.upvisayas@up.edu.ph	1.2 Review forms and check equipment availability based on the indicated preferred date and time of use 1.3 Recommend and forward to the AED-PGCV for approval/disapproval 1.4 Approve/disapprove request and forward to UR I Inform the Client of the approved request and forward it to URA I/SRA for laboratory orientation			<i>AED-PGCV</i> PGC Visayas <i>UR I and 2</i> <i>URA I</i> Omics Lab
2. Gets a copy of the approved request	2. Schedule laboratory orientation 2.1 Orients Client on basic equipment use and maintenance and laboratory rules and regulations	None	1 day	<i>UR I and 2</i> <i>URA I</i> Omics Lab <i>UR I and 2</i> <i>URA I</i> Omics Lab



	Schedule use of equipment based on availability of equipment and URA in-charge			
3. Uses equipment in Omics Lab Equipment uses less than 8 hours: • Proceed to supervised equipment use *Equipment used for more than 8 hours: Comply with minimum 8-hour equipment use for issuance of Certificate of Competency for specific equipment (Certificate of Competency allows unsupervised use of equipment) *Processing time depends on the hours of equipment use.	3. Supervise Client on equipment use 4.1 Issues certificate of competency to Client for unsupervised use of equipment Issues Charge Slip after client finishes use of equipment	None	1 day	UR 1 and 2 URA 1 Omics Lab
4. The client presents a charge slip and pays the corresponding fee. For walk-in:	4. Receives charge slip and payment	(May vary depending on the equipment used)	1 day	Cashier CASH OFFICE



• Proceed to Cash Office For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) *For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day.	4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	and hours of use)		
5. Provides OR number to PGC Visayas staff in Omics Lab or via email.	5. Receives OR number and notes payment of client	None	1 day	UR 1 and 2 URA 1 Omics Lab
TOTAL			7 Days	

Equipment use qualified for multi-stage processing.



8. Library Preparation and Next-Generation Sequencing

Nucleic acid samples can be submitted to the Facility for Library Preparation. The client shall ensure that the samples meet the minimum sample qualifications. Initial quality checks will be done to determine whether the submitted samples can proceed to Library Preparation. Results of the initial quality checks shall be provided to the client and advice will be given to the client whether to proceed or not with the Library Preparation. After advice is given, the client can then decide to proceed with the service.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequencing.pgc.up	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of equipment	None	3 days	UR I and 2 URA I Omics Lab



visayas@up.edu.ph	and assign to URA I/SRA in-charge 1.3 Recommend and forward to the AED-PGCV for approval/disapproval 1.4 Approves/disapproves request and forwards to URA I 1.5 Informs Client of approved request and schedules sample submission			AED-PGCV PGC Visayas URA I and 2 URA I Omics Lab
2. Submission of samples in Omics Lab. Applicable samples: genomic DNA (gDNA) total RNA (tRNA) PCR Product DNA Library * Samples must conform to the guidelines	2. Receives samples and checks samples if it conforms to the Sample Submission Requirements 2.1 Records the samples received and assigns sample ID	None	5 days	URA I and SRA Omics Lab



stipulated in the Sample Submission Requirements * Processing of samples is on a first come-first served basis.	2.2 Sample processing 2.3 Data analysis 2.4 Provides raw sequence files and Service Report			<i>SRSII, URA I and SRA</i> Bioinformatics Lab
3. Receives raw sequence files and Service Report Note: Submitted samples for sequencing will be kept only up to one week after the release of the Service Report, NGS libraries will be kept for up to six months, and backup sequence files for NGS will be kept for one year.	3. Issue charge slip after client's receipt of service report	None	1 day	<i>UR I and 2</i> <i>URA I</i> Omics Lab
4. The client presents a charge slip and pays the corresponding fee For walk-in: • Proceed to Cash Office For bank transfer: Sends bank deposit and provides a	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Library Preparation: DNA Lib Prep: P11,35.00 per sample Nextera XT DNA Lib Prep:	1 day	<i>Cashier</i> CASH OFFICE



copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph and/or bioinfo.pgc.upvisayas@up.edu.ph) * For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. * Prices are subject to change without prior notice.		P10,240.00 per sample TruSeq Stranded mRNA Lib Prep: P25,750.00 per sample TruSeq Stranded Total RNA Lib Prep: P34,900.00 per sample 16s Metagenomics: P4,750.00 per sample Amplicon Sequencing: P5,100.00 per sample COVIDSeq Test HT: P6,850.00 per sample		



		COVIDS eq Test LT: P10,750. 00 per sample		
5. Provide OR number to PGC Visayas staff in Omics Lab or via email.	5. Receives OR number and notes payment of client	None	1 day	<i>UR I and 2 URA I Omics Lab</i>
TOTAL			11 Days	

Library Preparation and Next-Generation Sequencing qualified for multi-stage processing



9. Nucleic Acid Extraction

Samples (tissue, blood, bacteria) can be submitted to the Facility for extraction of genomic DNA (gDNA) or total RNA (tRNA) using the Facility's prescribed protocols. If the client provides his/her extraction protocol, validation and optimization of the protocol shall be done by the Facility, provided that the Client agrees to include the costs of validation and optimization with the Billing Statement. Additional costs for quality checks and quantification are included in this service. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequencing.pgc.upvisayas@up.edu.ph	1. Receive and record the necessary forms 1.5 Check for completeness of the necessary forms 1.6 Review forms and checks availability of equipment	None	3 days	UR 1 and 2 URA 1 Omics Lab



ng.pgc.up.visayas@up.edu.ph	and assign to URA I/SRA in-charge 1.7 Recommended and forwards to Assistant to PGC Executive Director for Satellite Facility in UP Visayas (AED-PGCV) for approval/dissapproval 1.8 Approve/dissapprove request and forward to URA I Informs Client of approved request and schedules sample submission			<i>AED-PGCV PGC Visayas</i> <i>URA I and 2 URA I Omics Lab</i>
2. Submit samples to Omics Lab Applicable samples: Bacterial culture Animal blood Animal cell and tissue *Samples must conform to the guidelines stipulated in the Sample	2. Receive samples and check samples if it conforms to the Sample Submission Requirements 2.1 Records the samples received and assigns sample ID	None	5 days	<i>URA I and SRA Omics Lab</i> <i>URA I and SRA Omics Lab</i>



Submission Requirements *Processing of samples is on a first come-first served basis.	2.2 Sample processing 2.4 Provide DNA/RNA Extract and Service Report			UR I and 2 URA I Omics Lab
3. Receives DNA/RNA Extract and Service Report in Omics Lab or via email *A backup of the purified DNA or RNA will be kept only up to one week after the release of the Service Report and submitted samples will be discarded immediately after the release of the Service Report	3. Issue charge slip after client's receipt of service report	None	1 day	UR I and 2 URA I Omics Lab
4. The client presents the charge slip and pays the corresponding fee For walk-in: Proceed to Cash Office For bank transfer: Sends bank deposit and provides a copy of proof of payment to Cash Office via email to	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Bacterial culture (spin column): P940 per sample Animal blood (magnetic-based): P910.00 per sample Cell and tissue (magnetic-based): P910.00 per sample	1 day	Cashier CASH OFFICE



cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) *For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. *Prices are subject to change without prior notice		c-based): P1,100 per sample		
5. Provides OR number to PGC Visayas staff in Omics Lab or via email	5. Receives OR number and notes payment of client	None	1 day	UR I and 2 URA I Omics Lab
TOTAL			11 Days	

Nucleic acid extraction qualified for multi-stage processing.



10.Nucleic Acid Quantification

Genomic DNA (gDNA) and total RNA (tRNA) samples can be submitted to the Facility for quantification. The client can choose between three (3) quantification procedures: 1) Fluorometry using Qubit 4; 2) Spectrophotometry using Multiskan Sky Microplate Reader (µdrop plate); and 3) Chip Electrophoresis using Agilent 2100 Bioanalyzer. Samples will be analyzed as received. Any liabilities during shipping shall not be shouldered by the Facility.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequencing.pgc.up	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of equipment and assign	None	3 days	UR I and 2 URA I Omics Lab



visayas@up.edu.ph	to URA I/SRA in-charge 1.3 Recommended and forward to the AED-PGCV for approval/diapproval 1.4 Approve/diapprove request and forward to URA I Informs Client of approved request and schedules sample submission			<i>AED-PGCV PGC Visayas</i> <i>URA I and 2 URA I Omics Lab</i>
2. Submit samples to Omics Lab Applicable samples: Purified DNA/RNA *Samples must conform to the guidelines stipulated in the Sample Submission Requirements *Processing of samples is on a first come-first served basis.	2. 2. Receive samples and check samples if it conforms to the Sample Submission Requirements 2.1 Records the samples received and assigns sample ID 2.2 Sample processing	None	3 days	<i>URA I and SRA Omics Lab</i> <i>URA I and SRA Omics Lab</i> <i>URA I and 2 URA I Omics Lab</i>



	2.4 Provide Service Report			<i>UR 1 and 2 URA 1 Omics Lab</i>
3. Receives Service Report in Omics Lab or via email. Note: Submitted samples will be discarded immediately after the release of the Service Report	3. Issue charge slip after client's receipt of service report	None	1 day	<i>UR 1 and 2 URA 1 Omics Lab</i>
4. The client presents a charge slip and pays the corresponding fee For walk-in: • Proceed to Cash Office For bank transfer: • Sends bank deposit and provides a copy of proof of payment to Cash Office via email to cash.upvi.sayas@up.edu.ph (cc: sequencing.pgc.up.edu.ph)	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Qubit 4.0 fluorometry: P190.00 per sample Agilent Bioanalyzer: P1,100.00 per sample Agarose Gel Electrophoresis: P590.00 per run Multiskan Sky Spectrophotometry: P300.00 per run	1 day	<i>Cashier CASH OFFICE</i>



visayas@up.edu.ph) *For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day *Prices are subject to change without prior notice				
5. Provide OR number to PGC Visayas staff in Omics Lab or via email.	5. Receives OR number and notes payment of client	None	1 day	<i>UR 1 and 2 URA 1 Omics Lab</i>
TOTAL			9 Days	

Nucleic acid quantification qualified for multi-stage processing.



11. PCR/Real-time PCR

Samples for PCR or Real-time PCR can be submitted to the Facility, provided that all primers shall be provided by the client. Optimized protocols can be provided by the client; however, custom optimization costs shall be shouldered by the client.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Sample Submission Form (PGCV-LF-SSF) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
4. Optimized PCR Protocols (if not available, PGC Visayas can optimize the protocols with additional optimization costs) (1 copy)		Client's Home Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to	1. Receive and record the necessary forms 1.1 Checks for completeness of the necessary forms 1.2 Review forms and check availability of	None	3 days	UR I and 2 URA I Omics Lab



sequencing.pgc.upvisayas@up.edu.ph	equipment and assign to URA I/SRA in-charge 1.3 Recommend and forward to AED-PGCV for approval/diapproval 1.4 Approve/diapprove request and forward to URA I Informs Client of approved request and schedules sample submission			AED-PGCV PGC Visayas URA I and 2 URA I Omics Lab
2. Submits samples and primers to Omics Laboratory Applicable samples: Purified gDNA (for PCR) cDNA *Samples must conform to the guidelines stipulated in the Sample Submission Requirements *Processing of samples is on a	2. Receives samples and primers and checks samples if it conforms to the Sample Submission Requirements 2.1 Records the samples received and assigns sample ID 2.2 Sample processing	None	5 days	URA I and SRA Omics Lab URA/SRA In-Charge URA I and 2 URA I Omics Lab



first come-first served basis)	2.3 Provide PCR Product and Service Report			
3. Receives PCR Product and Service Report in Omics Laboratory or via email Note: Submitted samples will be discarded immediately after the release of the Service Report	3. Issue charge slip after client's receipt of service report	None	1 day	UR I and 2 URA I Omics Lab
4. The client presents a charge slip and pays the corresponding fee For walk-in: - Proceed to Cash Office For bank transfer: - Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvi@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph)	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	End-point PCR (Low-throughput): P300.00 per sample Real-time PCR: Single channel: P230.00 per sample Per additional channel: P170.00 per sample	1 day	Cashier CASH OFFICE



up.edu.ph) *For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day. *Prices are subject to change without prior notice.				
5. Provides OR number to PGC Visayas staff in Omics Lab or via email.	5. Receives OR number and notes payment of client	None	1 day	<i>UR 1 and 2 URA 1 Omics Lab</i>
TOTAL			11 Days	

PCR/Real-time PCR qualified for multi-stage processing



12. Preparation Agreements

Most services that clients avail require an agreement to aid in procurement processes and research collaboration. In PGC Visayas, we help our clients draft the agreements they need so we could work together smoothly.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	State Universities and Colleges, Higher Education Institutions and Medical Institutions			
Checklist of Requirements		Where to Secure		
1. Expression of need for agreement		Client		
2. Draft agreement		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client expresses the need for an agreement	1. Person responsible acknowledges expression of need for agreement	None	1 day	<i>PDO II and AED-PGCV</i> PGC Visayas <i>UR I</i> Omics Lab
	2. Person responsible assigns personnel involved in the agreement	None	1 day	<i>AED-PGCV</i> PGC Visayas
	3. Person responsible drafts agreement	None	2 days	<i>PDO II</i> PGC Visayas <i>UR I</i> Omics Lab
2. Client reviews agreement *Processing time depends on client.	4. Person responsible and UP Visayas Legal Services Office review	None	3 days	<i>URA I and SRA</i> Omics Lab <i>URA I and SRA</i>



				Bioinformatics Lab
3. Client processes agreements *Processing time depends on client response.	5. Person responsible processes agreements	None	30 days	<i>PDO II</i> PGC Visayas
4. Client receives agreements	6. Person responsible receives agreements	None	1 day	<i>PDO II</i> PGC Visayas
TOTAL		None	38 days	



13. Retail Services

Retail purchases include the purchase of Liquid Nitrogen, Flake Ice, and Water from the Facility. Clients shall provide their own vessel/container for this service. Purchases shall be scheduled at least three (3) days for Liquid Nitrogen purchases and at least two (2) days for Flake Ice before pick-up, for proper scheduling of production. All purchases shall be priced on a per kg/L basis.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Retail Sales) Form (Form VSF-LF-LS-RS) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Client Conforme (Form PGCV-LF-CC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequencing.pgc.upvisayas@up.edu.ph	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of product and JRA 1.3 Recommend and forward to	None	3 days	UR 1 and 2 URA 1 Omics Lab



	the AED-PGCV for approval/disapproval 1.4 Approve/disapprove request and forward to UR I Inform the Client of the approved request and schedule a collection date with the JRA			<i>AED-PGCV</i> <i>PGC Visayas</i> <i>UR I and 2</i> <i>URA I</i> <i>Omics Lab</i>
2. Provide appropriate containers in Omics Lab Appropriate containers: For LN2 – Liquid Nitrogen Tank For Flaked Ice – Cooler/bucket For Type 1 and 2 water and Nuclease-free water – Tubes/water container	2. Receive containers 2.1 Prepares required volume of liquid nitrogen/flaked ice/nuclease free-water 2.2 Fill up provided container	None	1 days (Collection is scheduled on a first come-first served basis)	<i>Laboratory Technician II</i> <i>Omics Lab</i>
3. Receive filled-up container in Omics Lab	3. Issue charge slip after client's receipt of service report	None	1 day	<i>UR I and 2</i> <i>URA I</i> <i>Omics Lab</i>



4. The client presents a charge slip and pays the corresponding fee For walk-in: • Proceed to Cash Office For bank transfer: • Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvi.sayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) * For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day * Prices are subject to change without prior notice	4. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	Liquid nitrogen: P620.00 per liter Flake ice: P100.00 per kilo Type 1 water (<i>Ultrapure</i>): P900.00 per 3 liters Type 2 water (Pure): P280.00 per liter Nuclease-free water (NFW): P703.00 per 100 mL	1 day	<i>Cashier</i> CASH OFFICE
5. Provides OR number to PGC Visayas staff in	5. Receives OR number and	None	1 day	<i>UR 1 and 2</i> <i>URA 1</i> Omics Lab



Omics Lab or via email	notes payment of client			
TOTAL			7 days	



14. Science Immersion Program (SIP)

Science Immersion Program (SIP) is for high school students who are required to undergo immersion to gain real work life experience. SIP serves as exposure to the operations of a research center for high school students too.

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (according to capacity of laboratories to supervise high school students)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	High school students and sending institution			
Checklist of Requirements		Where to Secure		
1. Request letter from sending institution of high school students		Client		
2. Medical certificate		Client		
3. Other immersion requirements of sending institution		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sending institution submits a request letter.	1. Request letter is acknowledged and forwarded to Assistant to the PGC Executive Director for Satellite Facility in the Visayas. Request is approved or disapproved by Assistant to the PGC Executive Director for Satellite Facility in the Visayas.	None	10 days	<i>PDO II and AED-PGCV</i> PGC Visayas
2. Sending institution of client reviews and processes MOA	2. Person responsible and UP Visayas Legal Services Office review and	None	60 days	<i>PDO II</i> PGC Visayas



	processing the MOA			
3. Client attends orientation	3. Person responsible orients interns	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
4. Client undergoes internship	4. Person responsible supervises interns	None	8 days	<i>URA I and SRA I</i> Omics Lab
5. Client answers feedback form and participates in Culminating Activity	5. Person responsible solicits feedback from client and conducts Culminating Activity	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
6. Client submits internship report	6. Person responsible reviews Interns' Report	None	3 days	<i>PDO II and UEA I</i> PGC Visayas
	7. Person issues clearance and certificate of completion	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
TOTAL		None	84 days	

Science Immersion Program qualified for multi-stage processing.



15. Technical Advice

PGC Visayas offers expert technical advice in genomics, bioinformatics, and molecular biology to support research and innovation in health, agriculture, biodiversity, and public health. Our team guides study design, data analysis, sequencing technologies, and molecular techniques to help researchers, institutions, and industries optimize their projects and achieve high-quality results.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Technical Advice Form (VSF-LF-TA) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up and submits the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to pgc.upvisayas@up.edu.ph or sequencing.pgc.upvisayas@up.edu.ph	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms; recommend and forward to the AED-PGCV for approval/dissapproval	None	1 day	UR I and 2 URA I Omics Lab



ng.pgc.up.visayas@up.edu.ph	1.3 Approve/disapprove the request and forward to UR I 2. Inform the Client of the approved request and schedule appointment date for technical advise			<i>AED-PGCV</i> PGC Visayas <i>UR I and 2</i> <i>URA I</i> Omics Lab
2. Receives approved/disapproved request in Omics Lab or via email. *Processing time depends on personnel availability.	2. PGC Visayas Core Staff in-charge gives technical advice	None	1 day	<i>SRA</i> Omics Lab
3. The client fills up the feedback form in PGC Visayas Staff Office or via email.	3. Receives feedback form	None	1 day	<i>SRA</i> Omics Lab
TOTAL			3 Days	



16. Tours and Visits

This is the process for requesting and conducting tours and visits at PGC Visayas. It provides a clear guide on the steps to follow, expected processing time, and the responsible personnel to ensure a smooth and informative experience for all visitors.

Office or Division	Philippine Genome Center Visayas			
Classification	Simple			
Type of Transaction	G2G – Government to Government / Private G2C – Government to Citizen			
Who may Avail	Government / Public and Private Individuals			
Checklist of Requirements		Where to Secure		
1. Google Form for Tour request (1 googleform)		PGC Visayas - online		
2. Letter of Request from visitor/client with list of participants (1 copy)		Client's home institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for a tour or visit via email at pgc.upvisayas@up.edu.ph or at PGC Visayas Staff Office	1. Acknowledge receipt of the request and review the details	None	5 min	UEA I and PDO II PGC Visayas
2. Wait for confirmation and schedule availability online	2. Confirm schedule and provide guidelines for the visit 3. Prepare all necessary materials and equipment for the tour	None	1 day	UEA I PGC Visayas UEA I and PDO II PGC Visayas



3. Attend the scheduled tour or visit	4. Conduct the tour, including a presentation and lab walkthrough 5. Collect and review feedback to improve future tours	None	2 hours	<i>UEA I and PDO II</i> PGC Visayas SRA Omics Lab <i>SRS II, URA I,</i> <i>2 SRAs and CIP Fellow</i> Bioinformatics Lab
TOTAL		None	1 day, 2 hrs, 5 min	



17. Training

The Philippine Genome Center (PGC) Visayas provides customized training in genomics, bioinformatics, and molecular biology techniques. Designed for researchers, students, and professionals, these training programs cover topics such as high-throughput sequencing, genomic surveillance, DNA barcoding, and molecular diagnostics. Through hands-on workshops and expert-led lectures, PGC Visayas equips participants with cutting-edge skills to advance research and applications in health, agriculture, biodiversity, and public health.

Office or Division	Philippine Genome Center Visayas (PGC Visayas)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	Graduate and Undergraduate Students, University Researchers, and Faculty (UP and non-UP)			
Checklist of Requirements		Where to Secure		
1. Laboratory Services (Training) Form (Form VSF-LF-LS-TR) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
2. Client Information Sheet (Form VSF-LF-CIS) (for first-time Clients only) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
3. Training Conforme (Form VSF-LF-TC) (1 copy)		PGC Visayas - Omics Lab or can be acquired through email inquiry at sequencing.pgc.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the necessary forms For walk-in: - Proceed to PGC Visayas Staff Office For email: - Send email to sequenci	1. Receive and record the necessary forms 1.1 Check for completeness of the necessary forms 1.2 Review forms and check availability of laboratory, equipment, and PGC Visayas Staff	None	3 days	UR I and 2 URA I Omics Lab



ng.pgc.up.visayas@up.edu.ph	1.3 Recommend and forward to the AED-PGCV for approval/disapproval 1.4 Approve/disapprove the request and forward it to UR I 2. Inform the Client of the approved request and schedule the training date			<i>AED-PGCV PGC Visayas</i> <i>UR I and 2 URA I Omics Lab</i>
2. Receives approved/disapproved request * Processing time may depend on lab and personnel availability, but the procurement of needs has a minimum of 30 days of preparation according to University Procurement Guidelines.	2. Prepares needs for training 3.1 Issues charge slip 3.2 Prepare laboratory set-up 3.3 Procure training needs Send reminders for training and assist with transportation and accommodation inquiries	None	30 days	<i>UR I, 2 URA I and 2 SRAs Omics Lab</i> <i>SRS II, URA I and 2 SRAs Bioinformatics Lab</i> <i>UEA I PGC Visayas</i> <i>Administrative Aide III PGC Visayas</i> <i>UR I and 2 URA I Omics Lab</i>



3. Client presents the charge slip and pays a corresponding fee (payment should be done on or before the first day of training) For walk-in: • Proceed to Cash Office For bank transfer: Sends bank deposit and provides copy of proof of payment to Cash Office via email to cash.upvisayas@up.edu.ph (cc: sequencing.pgc.upvisayas@up.edu.ph) * For payment through banks, the issuance of OR by the Cash Office usually takes more than 1 day	3. Receives charge slip and payment 4.1 Issue Official Receipt (OR) 4.2 Return Charge Slip to Client	(May vary depending on the type of training requested and equipment and consumables used)	1 day	Cashier CASH OFFICE
4. Provide OR number to PGC Visayas staff in Omics Lab or via email	4. Receives OR number and notes payment of client	None	1 day	UR 1 and 2 URA 1 Omics Lab
5. The client undergoes training in PGC Visayas Laboratories	5. Conduct training on scheduled date	None	3 days	UR 1, 2 URA 1 and 2 SRAs Omics Lab



* Processing time depends on the type of training requested				
TOTAL			37 days	



18. Undergraduate Internship

The Philippine Genome Center Visayas, as part of its mandate to support genomics appreciation in the region, will hold an annual internship program for college students, with approval from the UP Visayas Office of the Chancellor. Internship Programs will be divided into different tracks, in accordance with the present Core Facilities in PGC Visayas (e.g., Genomics Track for the Omics Laboratory and Bioinformatics Track for the Bioinformatics Laboratory).

Office or Division	Philippine Genome Center Visayas			
Classification	Complex (January - August annually)			
Type of Transaction	G2C - Government to Citizen/G2C - Government to government			
Who may Avail	Undergraduate students and sending institution			
Checklist of Requirements		Where to Secure		
1. Motivational Letter from potential trainee addressed to the AED-PGCV (1 copy)		Client		
2. Letter of recommendation from OJT Adviser (in special cases, a letter from the Division/Department head can be accepted) (1 copy)		Client		
3. Curriculum Vitae in .pdf format (1 copy)		Client		
4. Unofficial copy of grades reflecting units taken in biology, molecular biology, or a related field (1 copy)		Client		
5. Medical certificate (1 copy)		Client		
6. Other internship requirements by sending institution (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits requirements via email	Persons responsible posts call for interns and acknowledges receipt of documents	None	40 days	<i>PDO II and UEA I</i> PGC Visayas



depending on Assistant to the PGC Executive Director for Satellite Facility in the Visayas' schedule	Person responsible pre-screens internship applicants (review of completeness of documents)	None	10 days	<i>PDO II and UEA I</i> PGC Visayas
	Persons responsible screens internship applicants	None	5 days	<i>UR I and 2 URA I</i> Omics Lab <i>SRS II and URA I</i> Bioinformatics Lab <i>AED-PGCV</i> PGC Visayas
Client confirms internship slot	Selected interns are informed about their acceptance	None	10 days	<i>PDO II and UEA I</i> PGC Visayas
Sending institution of client reviews and processes MOA	Person responsible and UP Visayas Legal Services Office review and processing the MOA	None	60 days	<i>PDO II</i> PGC Visayas
Client attends orientation	Person responsible orients interns	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
Client undergoes internship	Person responsible supervises interns	None	18 days or depending on the need of the client	<i>UR I</i> Omics Lab <i>SRS II</i> Bioinformatics Lab
Client answers feedback form and participates in Culminating Activity	Person responsible solicits feedback from client and conducts	None	1 day	<i>PDO II and UEA I</i> PGC Visayas



	Culminating Activity			
Client submits internship report	Person responsible reviews Interns' Report	None	3 days	<i>PDO II and UEA I</i> PGC Visayas
	Person issues clearance and certificate of completion	None	1 day	<i>PDO II and UEA I</i> PGC Visayas
TOTAL		None	148 days	

Undergraduate Internship qualified for multi-stage processing.



**Office of the Vice Chancellor for Research
and Extension
Regional Research Center
(RRC)**



External Services

1. Request for Tours and Benchmarkings

Provide opportunities to clients to explore and evaluate innovative research practices, methodologies, and facilities in the Regional Research Center. This service enables visitors to gain valuable insights, foster collaborations, and assess performance standards across various research initiatives within the region.

Office or Division	Regional Research Center			
Classification	Simple Transactions			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Approved letter request		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry and forward to UES	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
	1.2 Evaluate request	N/A	10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.3 Consult request to UR/lab in charge for confirmation of schedule	N/A	30 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.4 Approve request	N/A	5 mins	<i>RRC Director</i> Administration Office
	1.5 Send approval		5 mins	<i>Admin Officer/Staff</i>



	notification to client			Administration Office
2. Avail Tour or Benchmarking activity	2.1 Supervise, orient, and guide visitors	N/A	15 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division <i>University Researcher</i> RRC Laboratory
	2.2 Conduct short presentation or lecture		Max. of 1 hour	
3. Fill-out customer satisfaction survey or feedback form	3.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
TOTAL			Max. of 1 day	



2. Sample Processing

Reading and analysis of samples using a pre-determined protocol, along with the provision of raw data/results. Samples must be fully prepared and ready for processing upon submission. This service does not include data analysis or interpretation.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions Highly Technical Applications			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry	N/A	Max. of 7 working days	Admin Officer/Staff Administration Office
	1.2 Pre-evaluate requests or inquiry and response to client			University Researcher RRC Laboratory
1. Fill out Online Request Form	2.1 Review Request	N/A	10 mins	Admin Officer/Staff Administration Office
	2.2 Recommend Request		5 mins	University Researcher RRC Laboratory
	2.3 Approval of Requests		5 mins	RRC Director Administration Office
	2.4 Assign request Code		5 mins	Admin Officer/Staff



				Administration Office
2. Payment of Services	3.1 Issue charge Slip	<i>Please contact RRC for actual pricing.</i>	3 mins	Admin Officer/Staff Administration Office
	3.2 Recommend Charge Slip		5 mins	University Researcher RRC Laboratory
	3.3 Approved Charge slip		5 mins	RRC Director Administration Office
3. Send copy of official receipt to RRC	4.1 Receive official receipt and notify lab in-charge	N/A	10 mins	Admin Officer/Staff Administration Office
4. Send or submit samples	5.1 Receive and check samples	N/A	15 mins	University Researcher RRC Laboratory
	5.2 Perform analysis		20 working days (or as determined by the agency or depending on Researcher's Method)	University Researcher RRC Laboratory
	5.3 Release Raw Data/Results through email		10 mins	University Researcher RRC Laboratory
5. Fill-out customer satisfaction survey or feedback form	6.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	Admin Officer/Staff Administration Office
TOTAL		<i>Total Fees may vary according to the number of samples submitted</i>	Max. of 28 days	



3. Training

Training services are designed to ensure that clients and customers acquire both the knowledge and hands-on experience necessary to effectively operate different analytical equipment.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive requests or inquiry and forward to TECD and laboratories	N/A	Max. of 7 working days	<i>Admin Officer/Staff Administration Office</i>
	1.2 Pre-evaluate requests or inquiry and respond to client			<i>University Researcher RRC Laboratory</i>
2. Fill out Online Request Form	2.1 Receive Training request form	N/A	5 mins	<i>Admin Officer/Staff Administration Office</i>
	2.2 Review Training request form		10 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
	2.3 Recommend Training request form		5 mins	<i>University Researcher RRC Laboratory</i>
	2.4 Approve Training request form		5 mins	<i>RRC Director Administration Office</i>



	2.5 Assign Request Code		5 mins	<i>Admin Officer/Staff Administration Office</i>
3. Payment of Services	3.1 Issue Charge Slip	<i>Please contact RRC for actual pricing</i>	3 mins	<i>Admin Officer/Staff Administration Office</i>
	3.2 Recommend Charge Slip		5 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
	3.3 Approve Charge slip		5 mins	<i>RRC Director Administration Office</i>
4. Send copy of official receipt to RRC	4.1 Receive official receipt and notify lab in-charge	N/A	10 mins	<i>Admin Officer/Staff Administration Office</i>
5. Avail training service	5.1 Conduct or Facilitate Training service	N/A	Max. of 7 working days (or as determined by the agency or depending on nature of client's request)	<i>University Extension Specialist I Training, Extension, Communication Division</i> <i>University Researcher RRC Laboratory</i>
6. Received Certificate of training	6.1 Distribute certificate of training	N/A	15 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
7. Fill out customer satisfaction survey or activity evaluation form	7.1 Receive customer satisfaction survey or activity evaluation form	N/A	10 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>



TOTAL	<i>Total fees may vary according to the type of training availed</i>	Max. 15 days	



4. Use of Equipment

Clients and customers must have prior knowledge and/or experience to ensure proper handling of equipment. Training certificates are required before gaining access to equipment.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions Highly Technical Applications			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry	N/A	Max. of 7 working days	<i>Admin Officer/Staff</i> Administration Office
	1.2 Pre-evaluate requests or inquiry and response to client			<i>University Researcher</i> RRC Laboratory
2. Fill out Online Request Form	2.1 Review Request	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
	2.2 Recommend Request		5 mins	<i>University Researcher</i> RRC Laboratory
	2.3 Approve Request		5 mins	<i>RRC Director</i> Administration Office
	2.4 Assign request Code		5 mins	<i>Admin Officer/Staff</i> Administration Office
3. Bring Samples to the laboratory	3.1 Receive and check samples	N/A	15 mins	<i>University Researcher</i> RRC Laboratory



4. Avail use of equipment service	4.1 Supervise, orient, and guide customers/clients	N/A	20 working days (or as determined by the agency or depending on Researcher's Method)	<i>University Researcher</i> RRC Laboratory
	4.2 Release Raw Data/Results through email	N/A	10 mins	<i>University Researcher</i> RRC Laboratory
5. Payment of Services	5.1 Issue charge Slip	<i>Please contact RRC for actual pricing.</i>	3 mins	<i>Admin Officer/Staff</i> Administration Office
	5.2 Recommend charge Slip		5 mins	<i>University Researcher</i> RRC Laboratory
	5.3 Approve charge slip		5 mins	<i>RRC Director</i> Administration Office
6. Send copy of official receipt to RRC	6.1 Receive official receipt and notify lab in-charge	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
7. Fill out customer satisfaction survey or feedback form	7.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
TOTAL		<i>Total fees may vary according to the number of hours of use</i>	Max. of 28 days	



**Office of the Vice Chancellor for Research
and Extension
Regional Research Center
(RRC)**

Internal Services



1. Request for Tours and Benchmarking

Provide opportunities to clients to explore and evaluate innovative research practices, methodologies, and facilities in the Regional Research Center. This service enables visitors to gain valuable insights, foster collaborations, and assess performance standards across various research initiatives within the region.

Office or Division	Regional Research Center			
Classification	Simple Transactions			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Approved letter request		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry and forward to UES	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
	1.2 Evaluate request	N/A	10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.3 Consult request to UR/lab in charge for confirmation of schedule		30 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.4 Approve request	N/A	5 mins	<i>RRC Director</i> Administration Office
	1.5 Send approval notification to client		5 mins	<i>Admin Officer/Staff</i> Administration Office



2. Avail Tour or Benchmarking activity	2.1 Supervise, orient, and guide visitors	N/A	15 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division <i>University Researcher</i> RRC Laboratory
	2.2 Conduct short presentation or lecture		Max. of 1 hour	
3. Fill-out customer satisfaction survey or feedback form	3.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
TOTAL			Max. of 1 day	



2. Sample Processing

Reading and analysis of samples using a pre-determined protocol, along with the provision of raw data/results. Samples must be fully prepared and ready for processing upon submission. This service does not include data analysis or interpretation.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions Highly Technical Applications			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry	N/A	Max. of 7 working days	<i>Admin Officer/Staff</i> Administration Office
	1.2 Pre-evaluate requests or inquiry and response to client			<i>University Researcher</i> RRC Laboratory
2. Fill out Online Request Form	2.1 Review Request	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
	2.2 Recommend Request		5 mins	<i>University Researcher</i> RRC Laboratory
	2.3 Approval of Requests		5 mins	<i>RRC Director</i> Administration Office
	2.4 Assign request Code		5 mins	<i>Admin Officer/Staff</i>



				Administration Office
3. Payment of Services	3.1 Issue charge Slip	<i>Please contact RRC for actual pricing.</i>	3 mins	<i>Admin Officer/Staff</i> Administration Office
	3.2 Recommend Charge Slip		5 mins	<i>University Researcher</i> RRC Laboratory
	3.3 Approved Charge slip		5 mins	<i>RRC Director</i> Administration Office
4. Send copy of official receipt to RRC	4.1 Receive official receipt and notify lab in-charge	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
5. Send or submit samples	5.1 Receive and check samples	N/A	15 mins	<i>University Researcher</i> RRC Laboratory
	5.2 Perform analysis		20 working days (or as determined by the agency or depending on Researcher's Method)	<i>University Researcher</i> RRC Laboratory
	5.3 Release Raw Data/Results through email		10 mins	<i>University Researcher</i> RRC Laboratory
6. Fill-out customer satisfaction survey or feedback form	6.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
TOTAL		<i>Total Fees may vary according to the number of samples submitted</i>	Max. of 28 days	



3. Training Services

Training services are designed to ensure that clients and customers acquire both the knowledge and hands-on experience necessary to effectively operate different analytical equipment.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive requests or inquiry and forward to TECD and laboratories	N/A	Max. of 7 working days	<i>Admin Officer/Staff</i> Administration Office
	1.2 Pre-evaluate requests or inquiry and respond to client			<i>University Researcher</i> RRC Laboratory
2. Fill out Online Request Form	2.1 Receive Training request form	N/A	5 mins	<i>Admin Officer/Staff</i> Administration Office
	2.2 Review Training request form		10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
	2.3 Recommend Training request form		5 mins	<i>University Researcher</i> RRC Laboratory



	2.4 Approve Training request form		5 mins	<i>RRC Director Administration Office</i>
	2.5 Assign Request Code		5 mins	<i>Admin Officer/Staff Administration Office</i>
3. Payment of Services	3.1 Issue Charge Slip	<i>Please contact RRC for actual pricing</i>	3 mins	<i>Admin Officer/Staff Administration Office</i>
	3.2 Recommend Charge Slip		5 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
	3.3 Approve Charge slip		5 mins	<i>RRC Director Administration Office</i>
4. Send copy of official receipt to RRC	4.1 Receive official receipt and notify lab in-charge	N/A	10 mins	<i>Admin Officer/Staff Administration Office</i>
5. Avail training service	5.1 Conduct or Facilitate Training service	N/A	Max. of 7 working days (or as determined by the agency or depending on nature of client's request)	<i>University Extension Specialist I Training, Extension, Communication Division</i> <i>University Researcher RRC Laboratory</i>
6. Received Certificate of training	6.1 Distribute certificate of training	N/A	15 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
7. Fill out customer satisfaction survey	7.1 Receive customer satisfaction survey	N/A	10 mins	<i>University Extension Specialist I</i>



or activity evaluation form	or activity evaluation form			Training, Extension, Communication Division
TOTAL		<i>Total fees may vary according to the type of training availed</i>	Max. 15 days	



4. Use of Equipment

Clients and customers must have prior knowledge and/or experience to ensure proper handling of equipment. Training certificates are required before gaining access to equipment.

Office or Division	Regional Research Center			
Classification	Simple Transactions Complex Transactions Highly Technical Applications			
Type of Transaction	G2G – Government to Government G2C – Government to Citizens			
Who may Avail	Government Agencies, Private Industries, SUCs & High School, Others			
Checklist of Requirements		Where to Secure		
Laboratory Request form		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email	1.1 Receive request or inquiry	N/A	Max. of 7 working days	<i>Admin Officer/Staff</i> Administration Office
	1.2 Pre-evaluate requests or inquiry and response to client			<i>University Researcher</i> RRC Laboratory
2. Fill out Online Request Form	2.1 Review Request	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
	2.2 Recommend Request		5 mins	<i>University Researcher</i> RRC Laboratory
	2.3 Approve Request		5 mins	<i>RRC Director</i> Administration Office
	2.4 Assign request Code		5 mins	<i>Admin Officer/Staff</i> Administration Office
3. Bring Samples to the laboratory	3.1 Receive and check samples	N/A	15 mins	<i>University Researcher</i> RRC Laboratory



4. Avail use of equipment service	4.1 Supervise, orient, and guide customers/clients	N/A	20 working days (or as determined by the agency or depending on Researcher's Method)	<i>University Researcher</i> RRC Laboratory
	4.2 Release Raw Data/Results through email	N/A	10 mins	<i>University Researcher</i> RRC Laboratory
5. Payment of Services	5.1 Issue charge Slip	<i>Please contact RRC for actual pricing</i>	3 mins	<i>Admin Officer/Staff</i> Administration Office
	5.2 Recommend charge Slip		5 mins	<i>University Researcher</i> RRC Laboratory
	5.3 Approve charge slip		5 mins	<i>RRC Director</i> Administration Office
6. Send copy of official receipt to RRC	6.1 Receive official receipt and notify lab in-charge	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
7. Fill out customer satisfaction survey or feedback form	7.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
TOTAL		<i>Total fees may vary according to the number of hours of use</i>	Max. of 28 days	



5. Use of Facilities (For Offices inside RRC Building)

Provide access to a variety of spaces designed to support meetings, workshops, presentations, and collaborative projects, providing a conducive environment for academic, research, and professional activities.

Office or Division	Regional Research Center			
Classification	Simple Transactions			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPV Constituents (<i>Within RRC Building Offices</i>)			
Checklist of Requirements		Where to Secure		
Approved letter request		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request through email or Fill out Online Request Form	1.1 Receive and review request or inquiry	N/A	Max. of 1 working day	Admin Officer/Staff Administration Office
	1.2 Evaluate request or inquiry			University Extension Specialist I Training, Extension, Communication Division
	1.3 Recommend Request			RRC Director Administration Office
	1.4 Approve Request			University Extension Specialist I Training, Extension, Communication Division
	1.5 Assign request Code			
2. Payment of Services	2.1 Issue charge Slip	Please contact RRC for actual pricing.	3 mins	Admin Officer/Staff
	2.2 Recommend charge Slip		5 mins	Admin Officer/Staff Administration Office



	2.3 Approve charge slip		5 mins	<i>RRC Director Administration Office</i>
3. Send copy of official receipt to RRC	3.1 Notify personnel In charge	N/A	10 mins	<i>Admin Officer/Staff Administration Office</i>
4. Availability of Facilities service	4.1 Supervise, orient, and guide customers/clients	N/A	Max. of 1 working day	<i>University Extension Specialist I Training, Extension, Communication Division</i>
5. Fill out customer satisfaction survey or feedback form	5.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>University Extension Specialist I Training, Extension, Communication Division</i>
TOTAL			Max. of 2.5 days	



6. USE OF FACILITIES (For UPV)

Provide access to a variety of spaces designed to support meetings, workshops, presentations, and collaborative projects, providing a conducive environment for academic, research, and professional activities.

Office or Division	Regional Research Center			
Classification	Simple Transactions			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPV Constituents			
Checklist of Requirements		Where to Secure		
Approved letter request		Regional Research Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or letter request through email	1.1 Receive and review request or inquiry	N/A	Max. of 1 working day	<i>Admin Officer/Staff</i> Administration Office
	1.2 Evaluate request or inquiry			<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.3 Recommend Request			<i>RRC Director</i> Administration Office
	1.4 Approve Request			<i>University Extension Specialist I</i> Training, Extension, Communication Division
	1.5 Fill out request form and assign request Code			
2. Payment of Services	2.1 Issue charge Slip	<i>Please contact RRC for actual pricing.</i>	3 mins	<i>Admin Officer/Staff</i> Administration Office
	2.2 Recommend charge Slip		5 mins	<i>Admin Officer/Staff</i> Administration Office
	2.3 Approve charge slip		5 mins	<i>RRC Director</i>



				Administration Office
3. Send copy of official receipt to RRC	3.1 Notify personnel in charge	N/A	10 mins	<i>Admin Officer/Staff</i> Administration Office
4. Availability of Facilities service	4.1 Supervise, orient, and guide customers/clients	N/A	Max. of 1 working day	<i>University Extension Specialist I</i> Training, Extension, Communication Division
5. Fill out customer satisfaction survey or feedback form	5.1 Receive customer satisfaction survey or feedback form	N/A	10 mins	<i>University Extension Specialist I</i> Training, Extension, Communication Division
TOTAL			Max. of 2.5 days	



**Office of the Vice Chancellor for Research
and Extension
Sentro ng Wikang Filipino
(SWF)**



External Services

1. Balay Wika Accommodation

Acceptance of guests for accommodation as IGP of the SWF and also as service to the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquire on the availability of rooms for accommodation	1. CWVS Staff Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For employees action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For employees action	SWF Staff
	1.2 Issuance of payment slip	None	1 hr upon confirming the	UPV Cash Office



	1.3 Payment of bill and issuance of Official Receipt	500/pax for UP Client and 1000/pax for Non-UP Client	availability of room For Agency action 10 mins.	
Total		500/pax for UP Client 1000/pax for Non-UP Client	2 hours, 40 minutes	



2. Issuance of Certification for Certified Translation of the Original Texts.

The Sentro ng Wikang Filipino is an agency recognize by the university through the UP Language Policy to promote Filipino as the National Language thereby it also certify if the translation of material is faithful to the original text of the source language. As an academic institution, it has a mandate to translate language from the original text to Filipino as provided in the 1987 Constitution to propagate and develop Filipino and as a support agency of the government office.

Office	Sentro ng Wikang Filipino			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Gen. Public and those who need the certification for translated materials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy and soft copy of the original and translated text with a cover letter addressed to the Director/Head of Unit.		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual request for issuance of certification for translation of the text from the original language.	1. Receive and record request	None	5 minutes For Agency action	<i>Adm. Aide</i> <i>Adm. Asst.</i> SWF
	1.1 Issues billing to be paid	Php150.00	5 minutes Employees action	CASH Office UPV
	1.2 Update record in logbook		20 mins. For Agency action	<i>Adm. Aide/Adm. Asst.</i> SWF
			1- 2 days For Agency action	



	1.3 Issue certification 1.4 Send email and notice to requestor for the availability of certification that can be now claim.			<i>SWF Coordinator</i> <i>Adm. Aide/Adm. Asst. -SWF</i>
TOTAL		Php150 .00	1-2 days	



3. Request for Technical Advice.

Technical Advice for Thesis and Research Writing as a form of public service to the community. Technical advice is given by authorized and trained personnel of the Sentro ng Wikang Filipino. It is granted to both UP and non-UP constituents of all levels. Client may file a request for technical advice and be catered accordingly by authorized personnel of the SWF. Advice may range from different topics depending on the concern of the requestor.

Office	Sentro ng Wikang Filipino			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Graduate and Undergraduate Students(UP and non-UP) ; University Researchers, Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Feedback Form 2. Request Form for Technical Advise		Forms are available at the Sentro ng Wikang Filipino		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills up and submits Request Form for Technical Advise and Feedback Form for Technical Advise/Lecture/Instructions/Thesis/ Research	1. Admin Aide receives request form and forwards to Admin Assistant 1.1 Admin Assistant reviews request and recommends schedule 1.2 Admin Assistant forwards request to Director for approval 1.3 Director approves/disapproves request 1.4 Admin Assistant informs the requestor	None	3 days For Agency action	Adm. Aide/, SWF Admin Assistant, SWF Admin Assistant, SWF SWF- Director Admin Assistant, SWF SWF- Director



	1.5 Director gives technical advise to requestor			
	1.6 Requestor fills up feedback form			



4. Sentro ng Wikang Filipino Aklatang Bayan (Filipiniana Community Learning Resource Center)

Acceptance of Aklatang Bayan (Filipiniana Community Learning Resource Center) Researcher as a public service of the university to the community and general public.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, CUs, Others who are recommended by UPV constituents, Public, Dep Ed. And SUCs Teachers and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of Books	1. Identify the availability of books for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For Agency action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon borrowing of books on room use only.	None	1 hr upon confirming the availability of room For Agency action	SWF Staff
	1.2 Issuance of payment slip	Free of Use provided books are not for sale items	1 hr upon confirming the availability of room For Agency action	Cash Office
			10 mins.	



	1.3 Payment of bill and issuance of Official Receipt	from the collections	For Agency action	
Total		None	2 hours, 40 minutes	



5. Sentro ng Wikang Filipino Silid Pandayan (Conference Room)

Acceptance of Conference Room accommodation as service to the university and the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Forms Registration Forms Payment slip OR		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation	1. Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For employees action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For Agency action	SWF Staff
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room	SWF Staff
	1.3 Payment of bill and issuance of Official Receipt	None	10 mins. For Agency action	Cash Office
		200/hr for UP Client and 400/hr for Non-UP Client Use of Equipment will be charge based on		



		the University approved rate for use of Equipment		
	Total	200/hr for UP Client 400/hr for Non-UP Client Use of Equipment will be charge based on the University approved rate for use of Equipment	2 hours, 40 minutes	



6. Translation of the Original Texts to Filipino/Hiligaynon.

Translation from the original text language to Filipino/Hiligaynon is a mandate of the SWF to promote and develop Filipino as medium of instruction in teaching and as National Language of the country.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may avail	Gen. Public and those who need translations materials.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy and soft copy of the original and translated text with a cover letter addressed to the Director/Head of Unit.		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual request for translation of the text from the original language to Filipino/Hiligaynon/Ilonggo/Kinaraya-a	1. Receive and record request	*For Questionnaire 1,000-1,500 per page	5 minutes For Agency action 1.1	Adm. Aide/Adm. Asst.-SWF
	1.1 Issues billing to be paid	Technical Text 1,500 per page	5 minutes For Agency action 1.2	CASH Office for Issuance of OR
	1.2 Update record in logbook	Manuals-30,000		Adm. Aide/Adm. Asst.-SWF
	1.3 Issue certification	BOOK-40,000-75,000 depending on the thickness of the text	20 minutes For Agency action 1.4	SWF- Director
	1.4 Send email and notice to requestor for the availability of certification that can be now claim.	With 50% discount for UP Constituents and Alumni	1- 2 days For short materials	Adm. Aide/Adm. Asst. -SWF
			For Manuals and Books, minimum of 1 month. For Agency action	



TOTAL	*	1-2 days	

** For Questionnaire: 1,000-1,500 per page; Technical Text 1,500 per page; Manuals-30,000; BOOK-40,000-75,000 depending on the thickness of the text; with 50% discount for UP Constituents and Alumni*



**Office of the Vice Chancellor for Research
and Extension
Sentro ng Wikang Filipino
(SWF)**

Internal Services



1. Balay Wika Accommodation

Acceptance of guests for accommodation as IGP of the SWF and also as service to the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Forms 2. Registration Forms 3. Payment slip 4. Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation	1. Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For employees action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For employees action	SWF Staff
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room For Agency action	Cash Office
	1.3 Payment of bill and issuance of Official Receipt	500/pax for UP Client and	10 mins.	



		1000/pax for Non-UP Client		
Total		500/pax for UP Client 1000/pax for Non-UP Client	2 hours, 40 minutes	



2. Sentro ng Wikang Filipino Aklatang Bayan (Filipiniana Community Learning Resource Center)

Acceptance of Aklatang Bayan (Filipiniana Community Learning Resource Center) Researcher as a public service of the university to the community and general public.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, CUs, Others who are recommended by UPV constituents, Public, Dep Ed. And SUCs Teachers and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Forms 2. Registration Forms 3. Payment slip 4. Official Receipt		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of Books	1. Identify the availability of books for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For Agency action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon borrowing of books on room use only.	None	1 hr upon confirming the availability of room For Agency action	SWF Staff
	1.2 Issuance of payment slip	Free of Use provided books are not for sale items	1 hr upon confirming the availability of room For Agency action	Cash Office
			10 mins.	



	1.3 Payment of bill and issuance of Official Receipt	from the collections	For Agency action	
Total		None	2 hours, 40 minutes	



3. Sentro ng Wikang Filipino Silid Pandayan (Conference Room)

Acceptance of Conference Room accommodation as service to the university and the community.

Offices	Sentro ng Wikang Filipino Cash Office			
Classification	G2C- Government to Client			
Type of Transaction	Simple			
Who may avail	UPV constituents, , CUs, Others who are recommended by UPV constituents, Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reservation Forms 2. Registration Forms 3. Payment slip 4. OR		SWF SWF SWF Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of rooms for accommodation	1. Identify the availability of rooms for reservation on date specified by the guest and filling up of reservation form	None	30 mins upon receiving the inquiry For employees action	SWF Staff
	1.1 Facilitate guests in filling up registration and inform them about the house rules upon check-in	None	1 hr upon confirming the availability of room For Agency action	SWF Staff
	1.2 Issuance of payment slip	None	1 hr upon confirming the availability of room	SWF Staff
	1.3 Payment of bill and issuance of Official Receipt	200/hr for UP Client and 400/hr for Non-UP Client Use of Equipment will be charge based on	10 mins. For Agency action	Cash Office



		the University approved rate for use of Equipment		
	Total	200/hr for UP Client 400/hr for Non-UP Client Use of Equipment will be charge based on the University approved rate for use of Equipment	2 hours, 40 minutes	



**Office of the Vice Chancellor for Research
and Extension
Technology Transfer and Business Office
(TTBDO)**



External Services

1. Facilitation, Collaboration, and Capacity Building

This service offers assistance to facilitate requests for meetings or events, including industry collaboration or event collaboration; and requests to conduct IP or technology commercialization-related training and workshops.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
1. Letter of Request		Client		
2. Service Request Form		TTBDO (https://bit.ly/ServReq_Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Fill-up Service Request Form	1. Receive and record the Request	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Set schedule meeting/activity if applicable	None	1 day	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
	1.2. Provide feedback/Office	None	30 minutes	Administrative Aide VI



	Action to the client's request			TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
TOTAL		None	1 day and 1 hour	



2. Intellectual Property Right Application

This service is provided to UPV industry partners or collaborators who want to protect their Intellectual Property. This type of service involves facilitation, updating, drafting and assistance in preparing documents for Intellectual Property Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
1. Letter Request		Client(Sample Letter: https://bit.ly/TTBDO-Reqs25)		
2. UPV TTBDO Form 1A: Invention Disclosure Form		TTBDO (https://bit.ly/TTBDO-IDF25)		
3. UPV TTBDO Form 1B: Prior Art Search Report		TTBDO (https://bit.ly/TTBDO-PAS25)		
4. IPOPHL Form 400 for Trademark Application		IPOPHL Website (https://bit.ly/TTBDO-TM25)		
5. Copyright Registry Enrollment Form		IPOPHL Website (https://bit.ly/CopyrightForm25)		
6. BCRR Supplemental Sheet for Copyright Application		IPOPHL Website (https://bit.ly/CopyrightSS25)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invention Disclosure Form and Letter Request	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review completeness of Submitted	None	2 days	Intellectual Property Officer



	Disclosure and Provide Quotation for the Requested Service/s			TTBDO
2. Agree/Disagree to the Quotation	2. Assess and Recommend applicable IPR to the client	None	2 days	Intellectual Property Officer TTBDO
3. Send confirmation on the recommended IPR	3. Prepare Pertinent IP Application Documents and Send to Client for Review and Feedback	None	12 days	Intellectual Property Officer TTBDO
4. Provide Feedback on the Drafted Application	4. Finalize IP Application and Submit to IPOPHL	None	3 days	Intellectual Property Officer TTBDO
5. Pay necessary fees and submit proof of payment	5. Confirm and acknowledge the payment	5,000 - 20,000	30 minutes	Administrative Aide VI TTBDO
TOTAL		5,000 - 20,000	19 days and 1 hour	



3. Intellectual Property Rights Prosecution

This service is provided to UPV industry partners or collaborators who have pending IP Applications and need assistance in drafting an office response to the IPOPHL Notice of Action Regarding the filed IP Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
1. Letter Request		Client(Sample Letter: https://bit.ly/TTBDO-Regs25)		
2. IPOPHL's Notice of Action		IPOPHL E-corr		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Copy of Notice of Action from IPOPHL and Letter Request	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review IPOPHL Notice of Action and Provide Feedback	None	3 days	Intellectual Property Officer TTBDO
2. Provide necessary or additional information requested from IPOPHL Notice of Action	2. Draft Response to IPOPHL Notice of Action and submit to IPOPHL	None	7 days	Intellectual Property Officer TTBDO



3. Payment of Necessary Fees	3. Provide Client with a copy of Proof of Response from IPOPHL Notice of Action	5,000 - 10,000	30 minutes	Administrative Aide VI TTBDO
TOTAL		5,000 - 10,000	10 days and 1 hour	



4. Permit to Use UP and UPV Trademark for Commercial Purposes

This service is provided to private individuals or companies who want to use UP and/or UPV Trademark for commercial purposes. This service includes facilitation in securing the approval to use any marks of UP and UPV that are protected under trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
1. Letter Request to Use UP Trademark		Client		
2. UPV TTBD0 Form 5 - Request to Use UP Trademark		TTBD0 (https://bit.ly/UPVTTBD0Form5)		
3. Design (where to use the requested Trademark)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, UPV TTBD0 Form 5, and Design	1. Receive, record and forward the request to Staff In-charge	None	30 Minutes	Administrative Aide VI TTBD0
	1.1. Review the request and prepare endorsement documents	None	2 days	Intellectual Property Officer TTBD0 URA for Tech Transfer TTBD0



	1.2. Endorse the Request to UPV Chancellor, through Channels*	None	1 hour	Director TTBD0
	1.3. Send copy of Chancellor's Action to the Client	None	30 minutes	Administrative Aide VI TTBD0
TOTAL		None	2 days and 2 hours	

**For UP System Trademark, request will be forwarded to UP System TTBD0*



5. Renewal of Technology Licensing

This service is provided to the Licensee of UPV-owned technology who wants to renew their license to continue its production and selling. This type of service includes assistance in preparing the new Technology Licensing Agreement and facilitating the approval of requests.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	Industry Partners and Collaborators			
Checklist of Requirements		Where to Secure		
1. Letter of Intent (LOI)		Client(Sample LOI: https://bit.ly/TTBDO-LOi25)		
2. Clearance on Payment of Royalty (Clearance)		TTBDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to Renew Technology Licensing Agreement (TLA)	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review and Recommend Appropriate Action*	None	1 day	Director TTBDO
	1.2. Send Notice of Action to the Client	None	30 minutes	Administrative Aide VI TTBDO



2. Work with TTBD0 in preparing New TLA	2. Prepare New TLA	None	2 days	URA for Tech Transfer TTBD0
	2.1. Endorse renewal request to the Chancellor	None	30 minutes	Director TTBD0
3. Sign the New TLA	3. Facilitate Signing and Notarization of the TLA	None	2 days	URA for Tech Transfer TTBD0
	3.1. Send copy of notarized TLA to the client	None	1 day	Administrative Aide VI TTBD0
TOTAL		None	6 days, 1 hour and 30 minutes	

**In case of changes in the provisions of the previous TLA, proceed to Service 3 (Technology Licensing)*



**Office of the Vice Chancellor for Research
and Extension
Technology Transfer and Business Office
(TTBDO)**

Internal Services



1. Facilitation, Collaboration, and Capacity Building

This service offers assistance to facilitate requests for meetings or events, including requests to include in committee works; event or activity collaboration; and requests to conduct IP or technology commercialization-related training and workshops.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty and UPV Offices/Units			
Checklist of Requirements		Where to Secure		
1. Letter of Request		Client		
2. Service Request Form		TTBDO (https://bit.ly/ServReq_Form)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request or Fill-up Service Request Form	1. Receive and record the Request	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Set schedule meeting/activity if applicable	None	1 day	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO Intellectual Property Officer TTBDO
	1.2. Provide feedback/Office Action to the client's request	None	30 minutes	Administrative Aide VI TTBDO URA for Tech Transfer TTBDO



				Intellectual Property Officer TTBDO
TOTAL		None	1 day and 1 hour	



2. Invention Disclosure Incentive (IDI)

This service is offered to UPV faculty and REPS who want to receive a monetary incentive by disclosing their technology. This service includes nomination to the UP system and assistance in preparing technology presentations.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty and REPS			
Checklist of Requirements		Where to Secure		
Invention Disclosure Incentive (IDI) Form		TTBDO (https://bit.ly/UPVTTBDOForm2)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Completed Invention Disclosure Incentive Form	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review the submitted IDI and provide feedback to the client	None	5 days	URA for Tech Transfer TTBDO
2. Work with UPV TTBDO in preparing the presentation	2. Present the technology requested for IDI to UP System TTBDO TWG	None	1 day	URA for Tech Transfer TTBDO
	2.1. Relay UP System TTBDO TWG Action to the client	None	1 day	URA for Tech Transfer TTBDO
TOTAL		None	7 days and 30 minutes	



3. Intellectual Property Right Application

This service is provided to UPV constituents who want to protect their Intellectual Property that is owned or assigned to the University. This type of service involves drafting and submission of documents for Intellectual Property Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
1. Commitment Letter		Client(Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
2. UPV TTBDO Form 1A: Invention Disclosure Form		TTBDO (https://bit.ly/TTBDO-IDF25)		
3. UPV TTBDO Form 1B: Prior Art Search Report		TTBDO (https://bit.ly/TTBDO-PAS25)		
4. Deed of Assignment for Invention		Client (Template: https://bit.ly/UPVTTBDODOA)		
5. Deed of Assignment for Student Thesis		Client(Template: https://bit.ly/DoAStudentThesis)		
6. IPOPHL Form 400 for Trademark Application		IPOPHL Website (https://bit.ly/TTBDO-TM25)		
7. Copyright Registry Enrollment Form		IPOPHL Website (https://bit.ly/CopyrightForm25)		
8. BCRR Supplemental Sheet for Copyright Application		IPOPHL Website (https://bit.ly/CopyrightSS25)		
9. Deed of Assignment for Copyright		Client(Template: https://bit.ly/UPVTTBDODOAC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invention Disclosure Form and Commitment Letter	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO



	1.1. Review completeness of Submitted Disclosure	None	2 days	Intellectual Property Officer TTBDO
	1.2. Assess and Recommend applicable IPR to the client	None	1 day	Intellectual Property Officer TTBDO
2. Send confirmation on the recommended IPR together with Appropriate Deed of Assignment	2. Prepare Pertinent IP Application Documents and Send to Client for Review and Feedback	None	12 days	Intellectual Property Officer TTBDO
3. Provide Feedback on the Drafted Application	3. Finalize IP Application and Submit to IPOPHL	None	3 days	Intellectual Property Officer TTBDO
	3.1. Facilitate payment of Application Fee	None	1 day	Administrative Aide VI TTBDO
	3.2. Send Proof of Filing to the Client	None	30 minutes	Intellectual Property Officer TTBDO
TOTAL		None	19 days and 1 hour	



4. Intellectual Property Rights Prosecution

This service is provided to UPV constituents with pending IP Applications owned by the university and needing assistance in drafting an office response to the IPOPHL Notice of Action Regarding the filed IP Application which includes Utility Model, Patent, Industrial Design, Copyright and Trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
IPOPHL's Notice of Action		IPOPHL E-corr		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Copy of Notice of Action from IPOPHL	1. Receive, record and review the request and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1 Review IPOPHL Notice of Action and Provide Feedback	None	3 days	Intellectual Property Officer TTBDO
2. Provide necessary or additional information requested from IPOPHL Notice of Action	2. Draft Response to IPOPHL Notice of Action and submit to IPOPHL	None	7 days	Intellectual Property Officer TTBDO
	2.1. Facilitate Payment to IPOPHL if Necessary	None	1 day	Administrative Aide VI TTBDO
	2.2. Provide client with a copy of Proof of	None	30 minutes	Administrative Aide VI TTBDO



	Response from IPOP HL Notice of Action			
TOTAL		None	11 days and one hour	



5. Patent Search Report and Analysis

This service is offered to UPV faculty and REPS active in research. This service includes conduct of Patent Search for IP Protection, research proposal, or research updates.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
1. Commitment Letter		Client (Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
2. Details of Subject for Prior Art Search (PAS)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit commitment letter with details of subject for PAS	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBD0
	1.1. Assess the Request and Provide Feedback to the Client	None	1 day	Intellectual Property Officer TTBD0
2. Provide additional information or document if necessary	2. Conduct Patent Search; Analyze Patent Search Result and Prepare Complete Patent Search Report	None	15 days	Intellectual Property Officer TTBD0
	2.1. Send Prior Art Search Report to the Applicant	None	10 minutes	Administrative Aide VI TTBD0
TOTAL		None	16 days and 40 minutes	



6. Permit to Use UP and UPV Trademark for Commercial Purposes

A service provided to UPV-affiliated organizations who want to use the UP and/or UPV Trademark for commercial purposes. This service includes facilitation in securing the approval to use any marks of UP and UPV that are protected under trademark.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty, REPS, Students, and Administrative Staff			
Checklist of Requirements		Where to Secure		
1. Letter Request to Use UP Trademark		Client		
2. UPV TTBDO Form 5 - Request to Use UP Trademark		TTBDO (https://bit.ly/UPVTTBDOForm5)		
3. Design (where to use the requested Trademark)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request, UPV TTBDO Form 5, and Design	1. Receive, record and forward the request to Staff In-charge	None	30 Minutes	Administrative Aide VI TTBDO
	1.1. Review the request and prepare endorsement documents	None	2 days	IP Officer TTBDO URA for Tech Transfer TTBDO
	1.2. Endorse the Request to UPV Chancellor, through Channels*	None	1 hour	Director TTBDO
	1.3. Send copy of Chancellor's	None	30 minutes	Administrative Aide VI TTBDO



	Action to the Client			
	TOTAL	None	2 days and 2 hours	

**For UP System Trademark, requests will be forwarded to UP System TTBD0*



7. Technology Readiness Enhancement Assistance

This type of service offers linkages and/or assistance in improving the technology readiness for possible commercialization. Included in this service is the assistance in preparing pre-commercialization related documents and activities which includes Feasibility Report; IP Valuation; Technology Commercialization Plan; Freedom to Operate; and Market Matching to UPV constituents with technology that has a commercialization potential.

Office or Division	Technology Transfer and Business Development Office			
Classification	Highly Technical			
Type of Transaction	G2C; G2G			
Who may Avail	UPV Faculty, REPS, and Students			
Checklist of Requirements		Where to Secure		
1. Commitment Letter		Client (Sample Letter: https://bit.ly/TemplateCommitmentLetter23)		
2. Technology Assessment Form		TTBDO (https://bit.ly/Checklist23)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Commitment Letter to Avail the Service and Completed Technology Assessment Form	1. Receive, record and forward the request to Staff In-charge	None	30 minutes	Administrative Aide VI TTBDO
	1.1. Review the submitted form and provide feedback to the client	None	4 days	URA for Tech Transfer TTBDO
2. Submit necessary documents or information needed	2. Connect the client to the expert or resources	None	15 days	URA for Tech Transfer TTBDO
	2.1. Provide feedback to the client	None	4 hours	URA for Tech Transfer TTBDO



	TOTAL	None	19 days, 4 hours and 30 minutes	



COLLEGE OF FISHERIES AND OCEAN SCIENCES (CFOS)



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
OFFICE OF THE DEAN**



BOTH EXTERNAL SERVICE AND INTERNAL SERVICE

1. USE OF FACILITIES AND EQUIPMENT AT VILLADOLID HALL, PIDLAOAN HALL, AND UMALI HALL

The use of Conference Rooms at Villadolid Hall, Pidlaoan Hall, and Umali Hall is intended to provide venue for conferences, meetings of various college/university committees, graduate student theses defense, and other academic and research related activities.

Office or Division	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client; G2B-Government to Business Entity; G2G-Government to Government			
Who may Avail	UPV Constituents; Private Individual and Private Business Institutions; Other Government Agencies			
Checklist of Requirements		Where to Secure		
Accomplished Form Letter Request if Necessary for Outside Clients		Office of the Dean, Facebook Account (CFosUPVisayas), CFOS Website and Facebook Page (College of Fisheries and Ocean Sciences, UP Visayas)		
Billing Statement for Paying Users 6/ <i>For Paying Clients only</i> Official Receipt		c/o Audio Visual Technician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor fills out form from/ submits letter request if necessary for outside clients	1.1 Evaluates and validates the accomplished form	P375/hour for paying clients	30 minutes	Audio-Visual Technician
	1.2 Checks the availability of the facility and equipment requested	P194.68/hr for overtime pay of the Technician for services during	10 minutes	Audio-Visual Technician
	1.3 Approves the request			



2.Pays the fee 3.Presents the receipt	1.4 Issues billing for paying client 2. Records the payment receipt	holidays and weekends and P162.24/ hour for services beyond office hours	3 days	Dean Audio-Visual Technician Audio-Visual Technician
TOTAL		P375/hour for paying clients;	3 days	
		P194.68/ hr for overtime pay of the Technician for services during holidays and weekends and	(excluding the issuance of the bill to the requestor and recording of the payment receipt)	
		P162.24/ hour for services beyond office hours		





EXTERNAL SERVICES

2. ISSUANCE OF CERTIFICATE OF APPEARANCE (BY APPOINTMENT, SCHEDULED VISIT OR WALK-IN CLIENTS)

This certificate is being issued in compliance with the standing regulations provided under Republic Act No. 3847 duly implemented by the Commission on Audit for the purpose of establishing the evidence and duration of his/her appearance.

Office or Division	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client			
Who may Avail	All visitors and clients transacting with the Office of the Dean			
Checklist of Requirements			Where to Secure	
Written or verbal request for the certificate after the visit/transaction			Office of the Dean, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Certificate of Appearance	1.1Prepares the Certificate	None	1 Day	Administrative Assistant III
	1.2Checks the document			Administrative Officer V
	1.3Signs the Certificate			Dean
TOTAL		None	1 Day	

3. REQUEST FOR TOUR OF FACILITIES AND BENCHMARKING ACTIVITIES



The Office of the Dean grants approval for requests of tour of facilities and benchmarking activities especially for SUCs and other government agencies for mentoring purposes.

Office or Division	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2B -Government to Business Entities; G2G-Government to Government			
Who may Avail	Any Private Business Entity; Any Government Owned and Controlled Corporation; State Universities			
Checklist of Requirements			Where to Secure	
Written request to visit the College to tour the facilities or conduct benchmarking activities with itinerary/schedule			Office of the Dean, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes request to visit CFOS for purpose of tour of facilities/benchmarking activity	1.1 Receives and logs the request	None	3 days	Administrative Aide VI (for printed requests) Administrative Assistant III (Communications Equipment Operator III) (for requests sent via email)



2. Requestor coordinates with the Office regarding the visit and provides Itinerary of travel and other details	1.2 Screens communication			Administrative Officer V
	1.3 Reviews/Approves the request and gives instruction when necessary			Dean
	2. Coordinates with the requestor, Public Service Coordinator, and Institute in charge of the tour of facilities and/or benchmarking activities.			Administrative Assistant II (Public Service Committee Member)
TOTAL		None	3 Days	



INTERNAL SERVICES

4. ISSUANCE OF TRAVEL ORDER FOR LOCAL TRAVELS WITHIN THE AUTHORITY OF THE DEAN

The Office of the Dean issues travel order to CFOS constituents who will go for official travel outside their official station.

Office or Division	Office of the Dean, CFOS			
Classification	Simple			
Type of Transaction	G2C -Government to Client			
Who may Avail	CFOS Constituents			
Checklist of Requirements		Where to Secure		
Properly filled-out travel order form		Institute Office; Office of the Dean, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the travel form and submits the application	1.1 Institute Directors/Direct Supervisor recommends for approval the request	None	2 Days	Institute Directors/Direct Supervisor
	1.2 Approves the request			Dean
TOTAL		None	2 Days	



5. CONDUCT OF ALTERNATIVE MODE OF PROCUREMENT (CFOS DELEGATED AUTHORITY)

As per Administrative Order No. CCC 2024-224, effective February 1, 2024, the CFOS Dean, Dr. Harold M. Monteclaro was authorized to conduct alternative mode of procurement through Small Value Procurement (SVP) and Shopping, for procurement with Approved Budget Contract 9ABC) below P50,000.00.

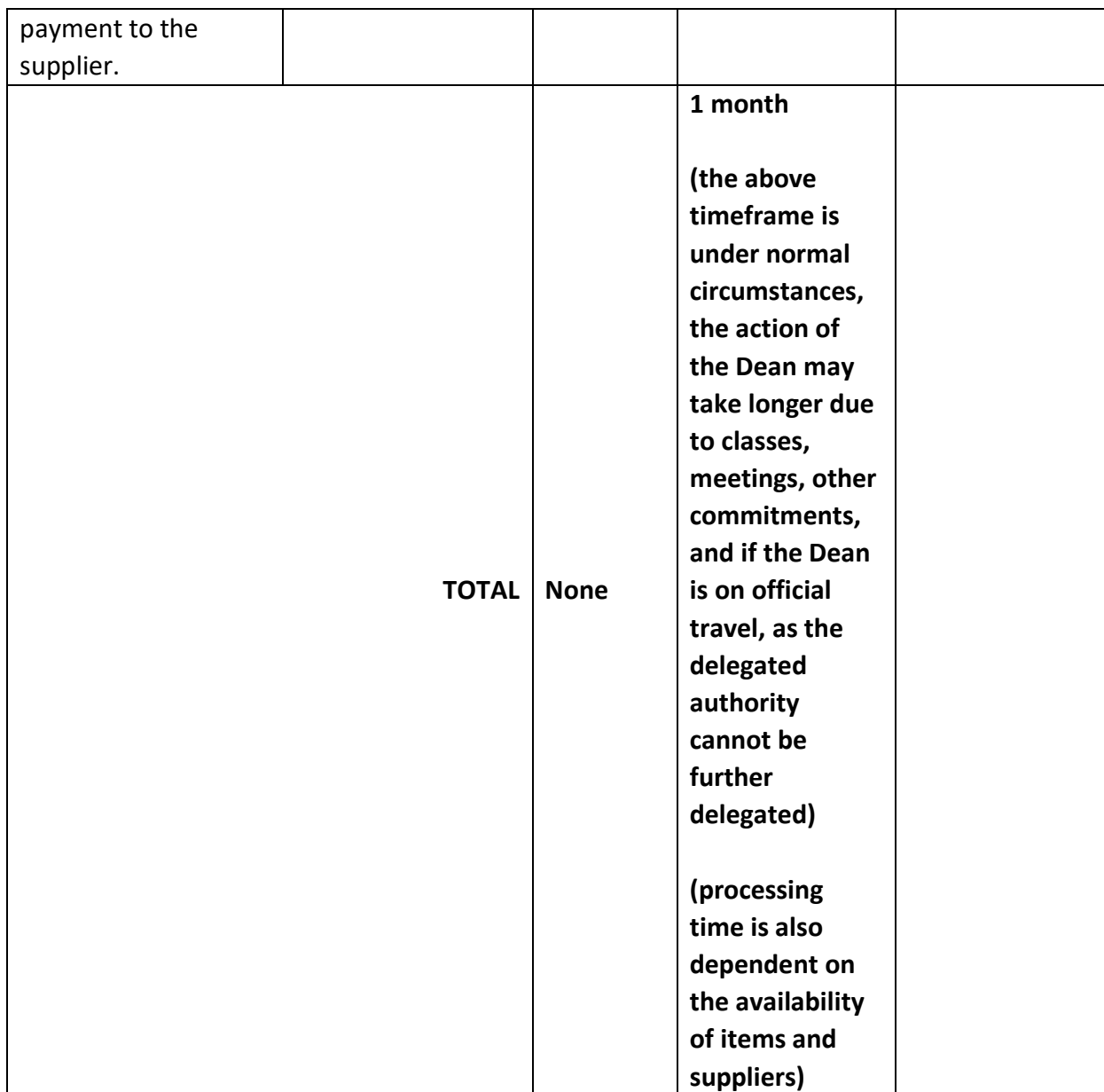
Office or Division	Office of the Dean, CFOS			
Classification	Complex/Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	All units under CFOS			
Checklist of Requirements		Where to Secure		
Purchase Request (PR)/Job Order Request (JOR), Obligation Request (OBR), Request for Quotation (RFQ), Abstract of Quotation (AOQ), Job Contract (JC) / Purchase Order (PO), Notice to Proceed (NTP), Inspection and Acceptance Report (IAR) or Certificate of Final Acceptance (CFA), Disbursement Voucher (DV)		CFOS Units/Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the PR form and have it approved by the Project Leader/Unit Head	1. c/o unit	None	-	Administrative Officer V
2. Submits the OBR and PR to the Accounting/Budget Office for obligation of funds	2. c/o Accounting/Budget Office		-	
3. Prepares the RFQ form in 3 copies for the signature of the Dean with attached Obligated PR and PPMP inclusion certification	3.1 Reviews, initials, and assigns reference numbers to the RFQ		10 mins	
	3.2 Reviews the documents and signs the RFQ		30 mins	Dean



4. Unit canvasser to canvass, the prepares and submits AOQ for the approval of the Dean	3.3 Sends the signed RFQ and other documents back to the requisitioning unit		or longer depending on the availability of the Dean	
	4.1 Reviews, initials, and assigns reference numbers to the AOQ		5 mins	Administrative Officer V
	4.2 Reviews the documents and approves the AOQ		15 mins	Administrative Officer V
5. Prepares the purchase order (PO)/Job Contract (JC) and Notice to Proceed (NTP) and submits the documents for the signature of the Dean	4.3 Sends the signed AOQ and other documents back to the requisitioning unit		30 mins or longer depending on the availability of the Dean	Dean
	5.1 Reviews, initials, and assigns reference numbers to the PO/JC/NTP		5 mins	Administrative Officer V
	5.2 Reviews the documents and signs the PO/JC/NTP		15 mins	Administrative Officer V
	5.3 Sends the signed documents back to the requisitioning unit		30 mins	Dean



6. Contacts the supplier for the signing of PO/JC/NTP and for the delivery of procured items 7. Gives a copy of the PO/JC to the Commission on Audit (COA) 8. Receives the items and prepares the Disbursement Voucher (DV) with Inspection and Acceptance Report (IAR) or Certificate of Final Acceptance (CFA) 9. Submits the DV with all the supporting documents to the Accounting Office for the processing of	6. c/o unit		or longer depending on the availability of the Dean	Administrative Officer V
	7. c/o COA		5 mins	
	8.1 Reviews all the documents			
	8.2 Reviews all the documents and signs the CFA and DV		20 mins	Administrative Officer V
	8.3 Sends the signed documents back to the requisitioning unit		30 mins or longer depending on the availability of the Dean	Dean
	9. c/o unit and Accounting Office		5 mins	Administrative Officer V





**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
OFFICE OF THE COLLEGE SECRETARY**



EXTERNAL SERVICE

1. PRE-REGISTRATION OF STUDENTS

Pre-registration is a service intended to provide information to students before the registration proper.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements			Where to Secure	
Schedule			CRSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students views the schedule from the CRSIS	1. No Action	None	5 Minutes	
2. Presents the schedule to the adviser for evaluation	2. Evaluates the schedule	None	30 Minutes	<i>Program Adviser</i>
3.Students confirms subjects thru CRSIS	3. No Action	None	5 Minutes	
TOTAL		None	40 Minutes	



2. ISSUANCE OF PERMIT FOR CROSS-REGISTRATION

This is a service provided to students who intend to cross-register to another constituent university.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Cross-registration form		Office of the College Secretary		
Copy of grades		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads cross-registration form, fills out completely	1. No Action	None	10 Minutes	
2. Forwards the duly signed up CRF to the program adviser for signature	2. Evaluates and assesses the student records and recommends the subjects to be taken	None	20 Minutes	<i>Program Adviser</i>



3. Submits the duly signed form to the Office of the College Secretary (OCS)	3. Evaluates records, attaches copy of grades and makes recommendation	None	30 Minutes	<i>School Credits Evaluator College Secretary</i>
4. Submits the duly signed form to the Office of the Dean	4. No Action	None	5 Minutes	<i>Administrative Aide VI</i>
5. Forwards the duly signed form to the Office of the University Registrar (OUR) for approval	5. Recommends cross-registration form. (Wait for OUR approval.)	None	1 day	<i>Dean</i>
6. Claims the approved/disapproved CRF	6. Issues the approved/disapproved CRF	None	5 minutes	<i>Administrative Aide VI</i>
TOTAL		None	1 Day, 1 hour & 10 minutes	



3. ENROLLMENT /REGISTRATION FOR REGULAR STUDENTS

This is a service provided to students who have approved pre-registration.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Copy of grades		Office of the College Secretary (OCS)		
Adviser Validation		CRS (If online registration, adviser validation will be eliminated)		
Medical Certificate (every first semester)		Health Services Unit (HSU)		
Admission Slip (every first semester for Freshmen and Transferees)		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OCS.	1. Tags the student to a pre-assigned program adviser.	None	5 minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
2. Proceeds to the program adviser for validation of subjects.	2. Validates all of the confirmed subjects thru CRSIS	None	15 minutes	<i>Program Adviser</i>



3.Proceeds to assessment.	3. Assesses the students for payment and prints form 5	None	5 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
4. Confirms the form in the CRSIS	4.No Action	None	5 minutes	
5. Program Adviser confirms the form 5 in the CRSIS	5. No Action	None	5 Minutes	<i>Program Adviser</i>
6.OCS to finalize the enrolment.	6.OCS Confirms the form 5 in the CRSIS	None	2 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
TOTAL		None	37 Minutes	



4. APPLICATION FOR TRANSFER FROM OTHER COLLEGES WITHIN UPV

This service is provided to students who intend to transfer from other colleges within UPV.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Copy of grades		Office of the College Secretary (OCS)		
Adviser Validation		CRS (If online registration, adviser validation will be eliminated)		
Medical Certificate (every first semester)		Health Services Unit (HSU)		
Admission Slip (every first semester for Freshmen and Transferees)		Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents to the OCS.	1. Convenes the college admissions committee .	None	1-3 Days	College Secretary
	1.1 Evaluates the request for transfer of	None	1-3 Days	<i>Admission Committee</i>



Office or Division		College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)		
	the students			
3. Claims the notice of action.	3. Releases the notice of action.	None	2 Minutes	<i>School Credits Evaluator</i>
TOTAL		None	2-6 days & 2 Minutes	



5. APPLICATION FOR SHIFTING OF COURSE

This service is provided to students who intend to shift course.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Application form for shifting		Office of the College Secretary (OCS)		
Copy of grades		Office of the College Secretary (OCS)		
OSA Recommendation on certain cases		Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application form with requirement	1.1 Evaluates student's records and forwards request form to College Admissions Committee or Division/Department/Institute offering the Program	None	7 days	<i>School Credits Evaluator</i>



	1.2 College Admissions Committee or Division/Department head acts on the application	None	30 Minutes	College Admissions Committee
	1.3 Forwards recommendation action to Office of the College Secretary (OCS)	None	5 Minutes	College Admissions Committee
	1.4 Signs the request	None	5 Minutes	College Secretary
2. Receives notice of action	2. Issues notice of action	None	5 Minutes	<i>School Credits Evaluator</i>



	TOTAL	None	7 days, 47 Mins	



6. CHANGE/ADD OF MATRICULATION

This service is provided to students who want to change/add matriculation.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Change/Add Matriculation form		CRS		
Registration form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads Change of Matriculation form (UP Form 26) in the CRS	No Action	None	1 Minute	
2. Fills out Change of Matriculation form (UP Form 26) and secures signatures of the Program Adviser and instructors/faculty of the subject authorized/subject cancelled	2. Checks, evaluates and signs the request form	None	1-3 days	<i>Program Adviser Instructors/Faculty Concerned</i>



3. Submits the duly accomplished Change of Matriculation form to the Office of the College Secretary	3. Receives the duly accomplished Change of Matriculation form	None	1 Minute	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	3.1 Adds/changes/cancels courses	None	10 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	3.2 Assesses and bills fees then returns the form together with the billing statement	None	5 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
4. Proceeds to Cash Office and presents the form and billing statement together with the payment	4. Accepts the form and billing statement together with the payment then issues an OR	₱10.00/subject *₱1,000/unit	5 Minutes	<i>Cashier</i>



5. Returns the form and OR to the OCS	5. Receives the form and OR	None	1 Minute	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	5.1 Forwards the form and OR to College Secretary for action	None	1 Minute	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	5.2 Signs the form	None	5 Minutes	College Secretary
6. Receives copy of form with action	6. Issues the student's copy of form with action	None	1 Minute	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
TOTAL		₱10.00/subject *₱1,000/unit	3 days & 30 Minutes	

** Note: These are for students not eligible under RA 10931.*



7. STUDENT REQUEST FOR OVERLOAD

This service is provided to students who want to have overload subjects.

Office or Division		College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		Students		
Checklist of Requirements		Where to Secure		
Overload request form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished overload request form	1. Receives the duly accomplished overload request form and forwards it to School Credits Evaluator for evaluation	None	2 minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	1.2 Recommends and forwards request to the Dean for final action	None	30 minutes	College Secretary



2. Receives copy of the action	2. Issues the notice of action to the student	None	5 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
TOTAL		None	2 hours & 37 Minutes	



8. SUBSTITUTION OF COURSES

This service is provided to students who want to substitute courses.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Request for Substitution of Courses form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out substitution form	1. No Action	None	3 minutes	
2. Submits form	2. Evaluates request and validates grade (s) and forwards to Division/Department	None	15 Minutes	<i>School Credits Evaluator</i>
3. Secures recommendation of Program Adviser and Division/Department/Institute Chair/Director	3. Recommends request for substitution	None	1-3 Days	<i>Program Adviser /Institute Director</i>



4. Submits request to OCS	4. Acts on the request	None	5 Minutes	College Secretary
5. Receives copy of action	5. Issues the student's copy of action and forwards a copy to OUR	None	5 Minutes	<i>Administrative Aide VI</i>
TOTAL		None	3 days & 28 Minutes	



9. APPLICATION FOR WAIVER OF PRE-REQUISITE

This service is provided to students who wish to apply for a waiver of pre-requisite.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Pre-requisite waiver form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out form and submits to the Division/Department/Institute of Pre-requisite course	1. Signs Certification	None	3 Minutes	<i>Faculty of Pre-requisites course</i>
2. Secures recommendation and approval	2. Validates grades and recommends on the request	None	1 day	<i>Program Adviser /Institute Director</i>



3. Submits duly signed waiver	3. Receives and checks the waiver and forward to College Secretary for action	None	3 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	3.1 Acts on the request	None	5 Minutes	College Secretary
4. Receives a copy of action	4. Issues a copy of action	None	2 Minutes	<i>Administrative Aide VI</i>
TOTAL		None	1 day & 13 Minutes	



10. ISSUANCE OF PERMIT FOR REMOVAL OF 4.0 AND COMPLETION OF INCOMPLETE GRADE

This service is provided to students who have 4.0/incomplete grade for removal/completion.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Completion/Removal Permit		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out completion/removal permit and proceeds to the Cash Office for payment	1. Bills and issues Official Receipt	If within removal period: none If not: ₱20 for removal & ₱10 for completion	5 Minutes	<i>Cashier</i> Cash Office
2. Forward to the instructor	2. Signs the permit	None	30 mins	<i>Instructor</i>
3. Submits permit for completion/removal to OCS	3. Recommends permit	None	5 mins	College Secretary
4. Receives approved permit	4. Issues approved permit	None	2 minutes	<i>Administrative Aide VI</i>
5. Presents permit before completion/removal	5. Approves permit	None	2 minutes	<i>Faculty concerned</i>



TOTAL	If within removal period: none If not: ₱20 for removal & ₱10 for completion	44 Minutes	



11.DROPPING OF SUBJECTS/COURSES

This service is provided to students who want to drop subjects/courses.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Dropping form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out waiver of prerequisite form	1. No Action	None		
2. Secures signature of teacher	2. Evaluates class standing and signs form	None	5 Minutes	<i>Faculty-In-Charge of the course</i>
3. Secures signature of adviser	3. Checks records and signs form	None	5 Minutes	<i>Adviser</i>
4. Presents form for assessment	4. Assesses and bills fee	None	5 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>



5. Pays dropping fee	5. Accepts the billing statement together with the payment and issues OR	₱10/unit	5 Minutes	Cashier Cash Office
6. Submits duly accomplished dropping form with OR	6. Checks and verifies student's record	None	5 Minutes	Administrative Aide VI School Credits Evaluator
6. Receives copy of action	7. Issues student's copy of action	None	2 Minutes	Administrative Aide VI
TOTAL		None	27 Minutes	



12.APPLICATION FOR LEAVE OF ABSENCE (LOA)

This service is provided to students who want to leave.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
LOA Form		Office of the College Secretary (OCS)		
Medical Certificate (if for health reasons)		Health Services Unit (HSU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads and fills out LOA form	1. No action	None		
2. Submits duly filled out LOA form	2. Receives and evaluates records and bills fees	None	5 Minutes	<i>School Credits Evaluator</i>
3. Pays fee	3. Accepts billing statement together with payment and issues OR	₱150.00	5 Minutes	Cashier



4. Submits form with OR	4. Accept forms and forwards to the Division/Department /Institute concerned	None	1-3 days	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
	4.1 Acts on the request and forwards to OCS	None	5 Minutes	Institute Chair/Director /Library/OSA
	4.2 Acts on the request	None	5 Minutes	College Secretary
5. Receives copy of the request for LOA with action	5. Issues copy of the request for LOA with action	None	2 Minutes	<i>Administrative Aide VI</i> <i>School Credits Evaluator</i>
TOTAL		₱150.00	3 days & 22 Minutes	



13.RE-ADMISSION FROM AWOL

This service is provided to AWOL status students who want to be re-admitted.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Readmission Form		Office of the College Secretary (OCS)		
OSA Recommendation for delinquent students		Office of the Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Downloads, fills out readmission form from AWOL and submits to OCS	1. Evaluates student's records ,	None	1 hour	<i>School Credits Evaluator</i>
	1.1 if PD and delinquent students, goes through counseling via OSA	None	1 day	OSA



	1.2 Acts on the request and forwards to the Dean	None	1-3 days	College Secretary; Admission Committee
	1.3 Acts on the request and forwards to OUR	None	1 hour	Dean
	1.4 Acts on the request and forwards to OVCAA	None	1 day	OUR
	1.5 Acts on the request and return to OCS	None	1 day	OVCAA



	1.6 Informs student of the result	None	30 minutes	<i>School Credits Evaluator</i>
2. Pays Fee	2. Accepts payment and issues OR	₱225.00	5 Minutes	<i>Cashier Cash Office</i>
3. Presents OR and receives copy of approved request	3. Issues student's copy of approved request	None	2 Minutes	<i>Administrative Aide VI School Credits Evaluator</i>
TOTAL		₱225.00	6 days & 2 hours & 37 Minutes	



14.VALIDATION OF SUBJECTS FOR TRANSFEREES

This service is provided to validate subjects for transferees.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Transcript of Records		Office of the University Registrar (OUR)		
Syllabus and Validation Request Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for verification of what courses to be validated	1. Checks and verifies courses to be validated, prepares and issues permit for validation	None	20 Minutes	<i>School Credits Evaluator</i>
2. Pays fee at Cash Office	2. Accepts payment and issues Official Receipt (OR)	₱20.00	5 Minutes	<i>Cashier</i> Cash Office
3. Submits permit for validation	3. Accepts permit for validation exam and forwards to faculty concerned	None	1 Minutes	<i>Institute Staff</i>



	3.1 Acts on request and schedules the exam, then, informs the student/s the date and venue of the exam	None	4-5 days	<i>Faculty Concerned</i>
4. Takes the Exam	4. Gives the exam and checks the paper after the exam	None	2 minutes	<i>Faculty Concerned</i>
	4.1 Forwards the result of the exam to OCS	None	2 minutes	<i>Institute Staff</i>
	4.2 Records and forwards the result of the exam to the Office of the Dean for action	None	3 minutes	<i>School Credits Evaluator</i>
	4.3 Acts on the result of the exam	None	2 minutes	<i>Dean</i>
	4.4 Forwards result of the exam to the OCS	None	2 minutes	<i>Staff Office of the Dean</i>
5. Inquires the result of the validation exam	5. Issues a copy of the result of the	None	3 minutes	<i>Administrative Aide VI</i>



	validation exam			
	TOTAL	₱20.00	4-5 days and 40 Minutes	



15.REQUEST FOR WAIVER OF MAXIMUM RESIDENCY RULE (MRR)

This service is provided to students who have not finished their programs of study within the prescribed residency period.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Letter request for waiver of MRR addressed to the VCAA, if applying for waiver is on AWOL status		Supplied by students		
Application for waiver of MRR form		Office of the College Secretary (OCS)		
Approved readmission, if applicable		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out MRR form and prepares study plan with adviser	1. Evaluates records, prepares study plan and affixes signature	None	1 Hour	Faculty Adviser
2.Submits duly accomplished form	2. Evaluates records, accomplishes page 2 of the form and forwards request to College Admission Committee	None	1 hour	<i>School Credits Evaluator</i>



	2.1 Acts on the request and forwards to the Dean for action	None	2 days	<i>College Admission Committee</i>
	2.2 Acts on the request and forwards to the Office of the University Registrar (OUR)	None	1 hour	<i>Dean</i>
	2.3 Evaluates and prepares recommendation and forwards to Office of the Vice Chancellor for Academic Affairs (OVCAA)	None	30 minutes	Student Records Evaluator OUR
	2.4 Acts on request and issues Notice of Action (NOA)	None	30 minutes	<i>OVCAA Staff</i>
3. Receives copy of NOA	3. Issues copy of NOA	None	2 minutes	<i>School Credits Evaluator</i>
TOTAL		None	2 Days; 4 Hours & 2 Minutes	



16.APPLICATION FOR GRADUATION

This service is provided to evaluate the student if he/she is qualified for graduation.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Application for Graduation Form		Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form in the CRSIS (https://crs.upv.edu.ph/)	1. Checks the duly accomplished application form, evaluates student's records and signs	None	10 Minutes	<i>School Credits Evaluator</i>
	1.1 Endorses student's application for graduation	None	2 minutes	
	1.2 Forwards the endorsed application for graduation form to the Office of the College Secretary	None	5 Minutes	
	1.3 Checks, verifies and submits student's application for	None	10 Minutes	



	graduation to the Office of the University Registrar (OUR)			
TOTAL		None	27 Minutes	



17.ISSUANCE OF REQUESTS OF STUDENTS FOR TRUE COPY OF GRADES AND CERTIFICATES E.G., GOOD MORAL CHARACTER, ENROLMENT/RESIDENCY, AND OTHER CERTIFICATIONS

This service is provided to students who are requesting for a certain document.

Office or Division	College of Fisheries and Ocean Sciences - Office of the College Secretary (CFOS-OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Request Slip		Office of the College Secretary (OCS)		
Official Receipt (OR)		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished request form	1. Receives request form and bill fees	None	5 Minutes	<i>Administrative Aide VI</i>
2. Presents request form and pays fees	2. Accepts request form together with payment and issues Official Receipt (OR)	₱20/₱40 per copy	5 Minutes	Cashier Cash Office
10. Submits request form with Official Receipt (OR)	3.1 Receives request form with OR and prepares the document(s) requested and forwards to the College Secretary for signature	None	1 day	<i>Administrative Aide VI</i>
		None	10 Minutes	



	3.2 Signs the document(s) requested			
4. Receives requested document(s)	4. Releases the requested document(s)	None	2 Minutes	<i>Administrative Aide VI</i>
TOTAL		₱20/₱40 per copy	1 day & 22 Minutes	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
UPV MUSEUM OF NATURAL SCIENCES**



EXTERNAL SERVICES

1. TOUR AND/OR ORIENTATION ON MUSEUM COLLECTION AND FACILITIES

Visitors are provided with orientation regarding the biological specimen collection and tour around Museum facilities and laboratory. It aims to enrich public awareness on the country's rich biota, ecological status and historical account of the museum collection. The museum also serves as a venue for students' research and source of information.

Office or Division	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C - Government to Client			
Who may Avail	General public			
Checklist of Requirements		Where to Secure		
Letter Request for tour and orientation around museum facilities and collection		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office via email or hard copy.	1. Receives the request via email or hard copy.	Entrance fee of Php 5.00/pax	10 mins.	Museum Technician II
	2. Deliberates on the request.		10 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		10 mins.	Museum Coordinator
TOTAL			30 mins.	



2. PROCESSING OF BIOLOGICAL SPECIMENS AND ISSUANCE OF CERTIFICATE OF IDENTIFICATION

As a support unit to various courses in the university and other institutions, the Office conducts / accepts requests for identification, especially in the field of taxonomy, for research purposes. Identification is the process of assigning a pre-existing taxon name to an individual organism (based on natural body features, measurements, individual markers, color, etc.).

Office or Division	UPV Museum of Natural Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Students, Faculty, Staff, Researchers			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. Biological Specimen		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office.	1. Receives and records the request via email or hard copy.	Php 500.00	10 mins.	Museum Technician II
	2. Deliberates on the request.		10 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		10 mins.	Museum Coordinator
2. If approved, client submits biological specimen for identification.	1. Fix, documents, prepares and stores the specimen.		2 hrs.	Administrative Aide I Museum Technician II



3. Client waits for the result / issuance of certificate of identified biological specimen.	1.Gathers data / references necessary for species identification .		10 working days	Museum Coordinator
4. Client receives the Certificate of identified biological specimen.	1.Issues Certificate of the identified biological specimens either via email or hard copy.		5 mins.	Museum Technician II
TOTAL			11 working days	



3. TAXIDERMY AND PRESERVATION OF SPECIMEN

Taxidermy is the process of preserving an animal's body through mounting or stuffing and restoring specimen to its original form for the purpose of display or study. It is practiced primarily on vertebrates. It is also a method to record or document species, including those that are extinct and threatened.

Office or Division	UPV Museum of Natural Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Students, Faculty, Staff, Researchers and Private Individuals			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. Biological Specimen		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends letter request to the Office.	1. Receives and records the request via email or hard copy.		10 mins.	Museum Technician II
	2. Deliberates on the request.		10 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		10 mins.	Museum Coordinator
2. If approved, client submits biological specimen for identification.	1. Fix, documents and process the specimen for preservation.		30 working days	Administrative Aide I Museum Technician II



3. Client receives the preserved specimen.	Hand-overs the specimen to the client.		1 working day	Administrative Aide I Museum Technician II
TOTAL			32 working days	



4. SHORT-TERM TRAINING ON FIXATION AND PRESERVATION TECHNIQUES OF FINFISHES

This training aims to educate and provide technical know-how to students, faculty and staff on fish handling and preservation techniques according to museum protocol.

Office or Division	UPV Museum of Natural Sciences			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Students, Faculty, Staff, Researchers			
Checklist of Requirements		Where to Secure		
1. Letter Request		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends/submits letter request to the Office or via email.	1. Receives and records the request via email or hard copy.	None	10 mins.	Museum Technician II
	2. Deliberates on the request.		30 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		1 working day	Museum Coordinator
TOTAL			1 day and 40 mins.	



5. USE OF MUSEUM LOBBY FOR EXHIBITS, WELLNESS PROGRAM AND STUDENT ACTIVITIES

The Museum allows students, faculty and staff to use the facilities including the lobby as venue for exhibits, wellness program and other activities particularly topics pertaining to fish conservation.

Office or Division	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students, Faculty, Staff, Researchers			
Checklist of Requirements		Where to Secure		
1. Letter Request		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends/submits letter request to the Office or via email.	1. Receives and records the request via email or hard copy.	None	10 mins.	Museum Technician II
	2. Deliberates on the request.		10 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		10 mins	Museum Coordinator
TOTAL			30 mins.	



6. USE OF MUSEUM LABORATORY AND FACILITIES

The Museum laboratory serves as a venue for students, faculty and staff in conducting their research studies. Existing museum laboratory equipment in the laboratory are allowed with the assistance of the Staff-in-charge.

Office or Division	UPV Museum of Natural Sciences			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Students, Faculty, Staff, Researchers			
Checklist of Requirements		Where to Secure		
1. Letter Request		UPV Museum of Natural Sciences		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends/submits letter request to the Office or via email.	1. Receives and records the request via email or hard copy.	None	10 mins.	Museum Technician II
	2. Deliberates on the request.		10 mins.	Museum Technician II Museum Coordinator
	3. Acts on the request.		10 mins	Museum Coordinator
TOTAL			30 mins.	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
INSTITUTE OF AQUACULTURE**



EXTERNAL SERVICE

1. ANALYTICAL LABORATORY SERVICES (AA Analysis; FAME; SFE, etc.)

The Analytical Laboratory Services provide the following: Amino Acid (AA) Analysis, Fatty Acid Methylene Ester (FAME), Supercritical Fluid Extraction (SFE), etc.

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business entity; G2G – Government to Government; G2C – Government to Client			
Who may Avail	Researchers, Research Institutions, private hatchery corporations; private feed millers			
Checklist of Requirements		Where to Secure		
Request for Laboratory Analyses		Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Analytical Laboratory Services - Proximate Analysis; - Crude Protein; - Water Analysis; - Amino Acid Analysis-HPLC-AA; Fatty Acid Methylene Ester (FAME); - Gas Chromatography and Mass Spectroscopy Analysis (GC-MS) - Supercritical Fluid Extraction (SFE); - Fish Diseases Tests; - Neutralizing value of lime	1. Accepts letter request from NGO's & NGA; researchers	P 20,000 AA, SFE, FAME per sample P 1,500 Crude protein	1 working day	Admin. Officer
	2. Forward for referral the laboratory request to concerned staff	P 350 for H ₂ O and Soil samples P 550- Lime test; SFE	1 working day	REPS Laboratory -in-Charge Nutrition Laboratory & Microbiology Lab & Physiology Lab



	3. Schedule analyses requested and requires specification of samples brought for analyses		10 working days	
	4. Release of laboratory results upon payment to UPV Cashier's Office		1 working day	
	5. Forward a copy of Official Receipts to IA Office for encoding of income		1 working day	
TOTAL		P 20,000 AA, SFE, FAME per sample P 1,500 Crude protein P 350 for H2O and Soil samples P 550- Lime test; SFE	14 working days	



2. TECHNICAL CONSULTANCY SERVICES (E.G., SITE SELECTION; POND PREPARATION; WATER CULTURE; GROW-OUT HATCHERY DESIGNS)

Inquiries from clients are entertained and responded accordingly as part of the Institute's technical consultancy services.

Office or Division	1. Institute of Aquaculture 2. Brackishwater Aquaculture Center 3. Batan Mariculture Station 4. Freshwater Aquaculture Station 5. IA Multi-Species Hatchery			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may Avail	Researchers, Private Stakeholders, Other Government Entities, State Universities and Colleges			
Checklist of Requirements		Where to Secure		
Letter Request		Submit request to the Director, Institute of Aquaculture through email: ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1.Referral to concerned faculty/ REPS for comments / recommendation	Pro bono	3 working days	Administrative Officer Director
	2.Schedule visits or ocular inspection		7 working days	Faculty/ REPS



	3.Feedback/ evaluation of services			
				cc: CFOS Dean
	TOTAL	None	10 working days	



3. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT

Facilities and/or equipment of the Institute may be used by students, private, or government institutions.

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business entity; G2G – Government to Government; G2C – Government to client			
Who may Avail	External stakeholders from private, government, and non-government agencies/institutions.			
Checklist of Requirements		Where to Secure		
Letter Request Use of Facilities and/or Equipment Request Form		Submit the request form to the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly filled up request for use of facilities form noted by the laboratory-in-charge and faculty adviser/project leader	1.Receives and records the request form	●Free for UP students ●Refer to the Standard University rates	1 working day	Administrative Officer
	2.Forwards to IA Director for approval		1 working day	Administrative Officer
	3.Acts on the request		2 working days	Director
	4.Forwards approved request to		3 working days	Administrative Officer



	the laboratory-in-charge			Laboratory-in-charge
2. Gets the billing statement and pays at the Cash Office	5. Prepares billing statement and requests the client to pay at the Cash Office		2 working days	Laboratory-in-charge
3. Furnishes the Institute a copy of the Official Receipt	6. Receives a copy of the Official Receipt		1 working day	
TOTAL		None	10 working days	



4. REQUEST FOR TOUR OF INSTITUTE OF AQUACULTURE

Request for the tour of the Institute facilities is being accommodated and facilitated.

Office or Division	Institute of Aquaculture			
Classification	Simple			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	Internal Stakeholders/ Private/ Government Agencies / Civic Organizations			
Checklist of Requirements		Where to Secure		
Agency/ Institution letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requests/ informs IA office of the proposed schedule for the tour into the IA facilities which includes stations, hatchery, and laboratories.	1.The Office receives and records the request	Pro bono	1 working day	Administrative Officer
	2.Checks and verifies date of the tour from station heads, REPS/ laboratory in-charge, if permissible and forwards to IA Director for approval		2 working days	REPS Personnel Laboratory-in-charge Administrative Officer



	3.Acts/ responds on the request		1 working day	Director
	TOTAL	None	4 working days	



5. REQUEST FOR AQUACULTURE TRAINING

As part of its mandate, the Institute conducts requested training in the field of Aquaculture and its specialized areas.

Office or Division	Institute of Aquaculture			
Classification	Complex			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	External Stakeholders/ Private/ Government Agencies / Civic Organizations			
Checklist of Requirements		Where to Secure		
Agency/Institution letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the letter request to the Admin Office	1. The Office receives and records the letter request which will be forwarded to the Director	Pro bono	1 working day	Admin. Officers
2. Coordinates with IA focal persons regarding the	2. The Director will evaluate and refer the letter request to the		2 working days	Director



conduct of the training	appropriate personnel. He then acts/responds on the request		
	3. Preparation of training program in accordance to the request of the client	6 working days	Faculty/REPS/Admin. Staff/Admin. Officers
	3. Sends trainees to the venue of the training	1 working day	
TOTAL		None	10 working days* *(depends on the nature of the training)



		<i>g being Reque sted; actual durati on of trainin g is not yet accou nted)</i>	



INTERNAL SERVICE

1. REQUEST FOR USE OF FACILITIES AND / OR EQUIPMENT

Facilities and / or equipment of the Institute may be used by its internal stakeholders (UP constituents).

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; G2G – Government to Government			
Who may Avail	Faculty, REPS, Students, Research Assistants and Project-Based Staff			
Checklist of Requirements		Where to Secure		
Use of Facilities Request Form		Request form from the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled up request for use of facilities form noted by the laboratory-in-charge and faculty adviser/project leader	1. Receives and records the request form	•Free for UP students •Refer to the Standard University rates	5 working days	Admin. Officer
	2. Forwards to IA Director for approval			
	3. Acts on the request			Director
	4. Forwards approved request to the laboratory-in-charge		1 working day	Admin. Officer
2. Gets the billing statement and pays at the Cash Office	5. Prepares billing statement and requests the client to pay at the Cash Office		4 working day	Laboratory-in-charge



3. Furnishes the Institute a copy of the Official Receipt	6. Receives a copy of the Official Receipt			
TOTAL			10 working days	



2. REQUEST FOR OVERTIME AND / OR OVERTIME PERMITS

Overtime and/or overnight permits and other similar documents are being facilitated/issued as part of the Institute's regular operation.

Office or Division	Institute of Aquaculture			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty, REPS, Students, Research Project Staff, Administrative Staff			
Checklist of Requirements		Where to Secure		
Overtime / Overnight Permit Form		Request form from the office of Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for overnight/ overtime permit duly endorsed by the faculty adviser/project leader and recommended by the head/ laboratory-in-charge	1. Receives and records the request	Pro bono	1 working day	Admin. Officer
	2. Checks and verifies entries and forwards to IA Director for approval		2 working days	Admin. Officer
	3. Acts on the request			Director
2. Receives the approved overnight/ overtime permit	4. Releases the approved request to the client		1 working day	Laboratory-in-charge
TOTAL		Pro bono	4 working days	



3. REQUEST FOR AQUACULTURE TRAINING

As part of its mandate, the Institute conducts requested training in the field of Aquaculture and its specialized areas.

Office or Division	Institute of Aquaculture			
Classification	Complex			
Type of Transaction	G2C – Government to Client/ G2G – Government to Government			
Who may Avail	Internal Stakeholders - Faculty, REPS, Students, Research Assistants, Administrative Staff			
Checklist of Requirements		Where to Secure		
UPV constituent's letter request		From the client/ requestor through printed letter or e-mail to ia.upvisayas@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the letter request to the Admin Office	1. The Office receives and records the letter request which will be forwarded to the Director	Pro bono	1 working day	Administrative Officers
	2. The Director will evaluate and refer the letter request to the appropriate personnel. He then acts/ responds on the request		2 working days	Director



2. Coordinates with IA focal persons regarding the conduct of the training	3. Preparation of training program in accordance to the request of the client		1 working day	Faculty/ REPS/ Admin. Staff Admin. Officer
3. Sends trainees to the venue of the training	4. Conducts training activity*			Faculty/ REPS/ Admin. Staff/ Admin. Officer
TOTAL		Pro bono	4 working days* <i>*(Depends on the nature of the training being Requested; actual duration of training is not yet accounted)</i>	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
INSTITUTE OF MARINE FISHERIES AND
OCEANOLOGY**



EXTERNAL SERVICE

1. USE OF HISTOLOGICAL SERVICES

The histological laboratory is a repository of specimen for histology purposes. It caters to various internal and external clients of the University who requests for services. The acceptance of request is on first come first served basis.

Office or Division		Institute of Marine Fisheries and Oceanology		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		Faculty, Researchers; Research Institutions, Students		
Checklist of Requirements		Where to Secure		
Request for Histological Services		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits letter request duly noted by the Faculty-In-Charge (FIC) for histological services	1. Staff receives inquiry/issues request and job order form	None	10 mins	Lab Technician/Lab Staff of Histology Lab IMFO Laboratories
	1.1 Staff checks completeness of entries, signatures and records request	None	10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	1.2 Staff acts on the requests with approval from the FIC	None	20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	1.3 Staff forwards requests to Lab-In-Charge	None	20 mins	IMFO Lab Technician/Lab Staff of Histology Lab IMFO Lab Technician/Lab Staff of Histology Lab



2.Client submits samples, approved request and job order form to Lab-In-Charge	Staff receives and processes the samples and issues billing statements	P100/slide	18 days (on a first come first serve basis)	
3.Client pays the bill at the Cash office and submits Official Receipt (OR)	Staff records Official receipt and releases final slides		1 day	
4.Client checks and accepts final slides				
TOTAL		P100/slide	20 days	



2. USE OF IMFO FLOATING ASSETS

IMFO Floating Assets are functional boats that includes a speed boat (Thunnus) and a fiberglass boat (Bangsi) equipped with modern tools/devices necessary for class instructions and demonstrations, as well as field works to fulfill the academic (e.g., training on navigation and seamanship, actual fishing) and research needs (e.g., sampling) of its students, faculty members, and REPS in line with its institutional mandate. It caters to various internal and external clients of the University who requests for services. The acceptance of request is on first come first served basis.

Office or Division	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty, Researchers; Research Institutions, Students			
Checklist of Requirements		Where to Secure		
Request for use of floating assets		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the accomplished Request for use of IMFO Boats Form.	1. Staff-in-charge receives the request form and checks the availability of the unit/s. It should be forwarded to the IMFO Admin. Office and approved by the IMFO Director.	- P1500/ Bench Fee - Actual Fuel Cost - Per diem of crew based on distance from UPV Miagao - Overtime pay for short trips	10 mins 15 mins	IMFO Floating Assets Staff-in-charge IMFO Admin Staff-In-Charge IMFO Director
TOTAL		P1500/ Bench Fee	25 minutes	



	plus other payables		

INTERNAL SERVICE



1. USE OF HISTOLOGICAL SERVICES

The histological laboratory is a repository of specimen for histology purposes. It caters to various internal and external clients of the University who requests for services. The acceptance of request is on first come first served basis.

Office or Division		Institute of Marine Fisheries and Oceanology		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		Faculty, Researchers; Research Institutions, Students		
Checklist of Requirements		Where to Secure		
Request for Histological Services		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request duly noted by the Faculty-In-Charge (FIC) for histological services. 2. Client submits samples, approved request and job order form to Lab-In-Charge. 3. Client pays the bill at the Cash office and submits Official Receipt (OR).	1. Staff receives inquiry/issues request and job order form.	P100/slide	10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	2. Staff checks completeness of entries, signatures and records request.		10 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	3. Staff acts on the requests with approval from the FIC.		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	4. Staff forwards requests to Lab-In-Charge.		20 mins	IMFO Lab Technician/Lab Staff of Histology Lab
	5. Staff receives and processes the samples and		18 days (on a first come first serve basis)	IMFO Lab Technician/Lab Staff of Histology Lab
			1 day	



4. Client checks and accepts final slides.	issues billing statements. 6. Staff records Official receipt and releases final slides.			IMFO Lab Technician/Lab Staff of Histology Lab
TOTAL		P100/slide	20 days	



2. USE OF LIBRARY FACILITIES

IMFO Library is a storehouse of books for our graduate and undergraduate students. It also provides various other sources of information for reading in its premises as well as borrowing for home. The IMFO collection of library materials include books, manuscripts, magazines, periodicals, videos, audios, DVDs and various other formats.

Office or Division		Institute of Marine Fisheries and Oceanology		
Classification		Simple		
Type of Transaction		G2C – Government to Client		
Who may Avail		Faculty, Researchers; Research Institutions, Students		
Checklist of Requirements		Where to Secure		
Request for use of library facilities		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires availability of books/other library materials	1. Library Staff responds to inquiries	N/A	10 mins	IMFO Library Staff-In-Charge
2. Client signs borrower's card and presents library ID	2. Checks availability of books/reference materials - If not available (Library staff advises clients to check inquired materials to main library) - If available			
3. Client receives and returns borrowed materials on	3. Staff checks borrower's card, affix signature and stamp due date		10 mins 10 mins	



specified due date	4. Releases requested library materials, and reminds accountability after due date			IMFO Library Staff-In-Charge
TOTAL		N/A	30 mins	



3. USE OF INSTRUCTIONAL AND RESEARCH FACILITIES

The IMFO instructional and research facilities allow graduate and undergraduate students to interact directly with the data gathered. They get a first-hand experience by performing various experiments on their own. It helps students to remember concepts better. It helps to transfer the experience to other learning situations. It is a facility that provides controlled conditions in which scientific research experiments and measurement may be performed. It makes teaching and learning easy both for faculty as well students.

Office or Division	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty, Researchers; Research Institutions, Students			
Checklist of Requirements		Where to Secure		
Request for use of instructional facilities		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on how to use IMFO Instructional Facilities	1. Staff responds to inquiries	N/A	10 mins	IMFO Admin Staff-In-Charge
2. Submits letter request (non-IMFO and external clients only) - submits request form - submits approved request	2.Receives and records requests		10 mins	IMFO Admin Staff-In-Charge
	3. Checks completeness of entries,		10 mins	IMFO Admin Staff-In-Charge



	signatures and attachments			
	4.Acts on request		10 mins	IMFO Director
	5. Receives and records approved requests		10 mins	IMFO Admin Staff-In-Charge
	6.Prepare requested facilities and equipment for use of requestor		10 mins	IMFO Admin Staff-In-Charge
TOTAL		P100/slide	20 days	



4. USE OF IMFO FLOATING ASSETS

IMFO Floating Assets are functional boats that includes a speed boat (Thunnus) and a fiberglass boat (Bangsi) equipped with modern tools/devices necessary for class instructions and demonstrations, as well as field works to fulfill the academic (e.g., training on navigation and seamanship, actual fishing) and research needs (e.g., sampling) of its students, faculty members, and REPS in line with its institutional mandate. It caters to various internal and external clients of the University who requests for services. The acceptance of request is on first come first served basis.

Office or Division	Institute of Marine Fisheries and Oceanology			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may Avail	Faculty, Researchers; Research Institutions, Students			
Checklist of Requirements		Where to Secure		
Request for use of floating assets		Institute of Marine Fisheries and Oceanology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the accomplished Request for use of IMFO Boats Form.	1. Staff-in-charge receives the request form and checks the availability of the unit/s. It should be forwarded to the IMFO Admin. Office and approved by the IMFO Director.	N/A	10 mins	IMFO Floating Assets Staff-in-charge
2. Client pays the bill at the Cash office and submits Official Receipt (OR) to IMFO Office.			15 mins	IMFO Admin Staff-In-Charge
				IMFO Director
TOTAL		N/A	25 minutes	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
INSTITUTE OF FISH PROCESSING TECHNOLOGY**



EXTERNAL SERVICE

1. POST-HARVEST FISHERIES RESEARCH LABORATORY (PFRL) SAMPLE ANALYSIS

The Post-Harvest Fisheries Research Laboratory of the Institute provides microbiological tests and sensory evaluation for fish and fishery products, as well as other technical services.

Office or Division	1. IFPT 2. Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	Non-IFPT students, researchers, funded research projects			
Checklist of Requirements		Where to Secure		
1. Letter request		Client		
2. Duly signed IFPT Request Form		IFPT Website/ Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Request form and submits it to the Admin Office together	1. Accepts the form and the sample and issues billing statement.	Fees will depend on the type of analysis (refer to Annex A)	4. 30 mins.	Admin clerk
2. Pays the bill at the Cash Office and presents the Official Receipt to the Office	2. Photocopies Official Receipt		5. 5 mins.	Admin clerk
	3. Forwards the form and the sample to the laboratory-in-charge		3. 15 mins	Admin clerk/driver
	4. Laboratory-in-charge will conduct the analysis		4. Processing time depends on the analysis being requested	Laboratory-in-charge
	5. Results will be forwarded to the ASL-in-charge		5. 15 mins	Laboratory-in-charge
	6. Reviews and certifies the results		6. 1 day	Faculty/REPS (ASL-in-charge)



Office or Division	1. IFPT 2. Cash Office			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	Non-IFPT students, researchers, funded research projects			
Checklist of Requirements		Where to Secure		
	7. Results will be forwarded to the Director for signature		7. 15 mins	AO/Admin clerk/driver
	8. Director will sign the results		8. 15 mins	Director
3. Receives results	9. Releasing of results		9. 15 mins	Admin Clerk
TOTAL		Fees will depend on the type of analysis (refer to Annex A)	1 day, 1 hour, 50 minutes (processing time for analysis not yet accounted)	



2. PROCESSED FISHERY PRODUCTS AVAILABLE FOR SALE

The Institute produces and sells value-added fishery products

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may Avail	All individuals, Private or Government Agencies			
Checklist of Requirements		Where to Secure		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contacts the IGP-in charge for available fishery products on sale	1. IGP-in charge will inform the client of the available fishery products with corresponding price	Fees will depend on the product (refer to Annex B)	Products ordered are delivered as per agreed schedule.	IGP-in-charge
	2. Orders products are delivered as per agreed schedule.			IGP-in-charge/ Driver
	3. Clients pay to the Cash Office as soon as they receive the products			Client
TOTAL		Fees will depend on the product (refer to Annex B)	__ Day	



3. USE OF FACILITIES/EQUIPMENT

Facilities/equipment of the Institute may be used by students, by private, or government institutions

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	students, Private or Government Institutions			
Checklist of Requirements		Where to Secure		
1. Letter request		Client		
2. Duly signed IFPT Request Form		IFPT Website/ Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and signed IFPT Request Form to the IFPT Admin	1. Letter request is referred to the Laboratory-in-charge for recommendation/sc hedule	Fees depend on the facilities/ equipment requested (refer to Annex C)	30 mins.	Laboratory-in-charge
	2. Issuance of billing statement		1 hour	AO/Admin Aide
2. Client pays the bill and presents the Official receipt to IFPT	3. Letter request with the recommendation of the Laboratory-in-charge and billing statement will be submitted to the Director for approval		1 day	AO
	4. Forwards approval to the client		15 mins	Admin Aide
	5. IFPT gets a copy of the Official receipt		1 hour	Admin Aide



3. Client use the facilities/equipment requested as per agreed schedule	6. Assists in the use of facilities/equipment		Depends on the duration of the request	Laboratory-in-charge
TOTAL		Fees depend on the facilities/equipment requested (refer to Annex C)	1 day, 1 hour, 45 minutes (processing time for analysis not yet accounted)	



4. WORK IMMERSION/ INTERNSHIP PROGRAMS FOR SENIOR HIGH SCHOOL/ COLLEGE STUDENTS

The Institute assists senior high school and college students through its Work Immersion and Internship Program respectively by conducting activities to enhance/augment the implementation of the K-12 program (senior high school students) and in partial fulfillment of the course requirements (college students)

Office or Division	IFPT			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may Avail	Secondary Schools/ Universities and Colleges			
Checklist of Requirements		Where to Secure		
1. Letter request and MOA		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and draft MOA to the IFPT Admin Office	1. Letter request will be referred to the IFPT Public Service Coordinator/ OJT Internship Committee Chair regarding schedule and for approval of the Director.		1. 30 mins.	IFPT Public Service Coordinator/ OJT Internship Committee Chair/ Director
	2. MOA will be referred to the Legal Office		2. 1 day	AO/Admin Aide
	3. Legal Office review legal documents		3. 3 days	Legal Office
	4. MOA will be sent back to IFPT Office		4. 1 day	AO/Admin Aide
2.School concerned will facilitate the notarization of the MOA	5.MOA forwarded to the School concerned for signature		5. 3 days	IFPT Public Service Coordinator/ OJT Internship Committee Chair/ Director



	6. School returns MOA to IFPT Admin Office for the signature of the Director as witness		6. 3 days	School
	7. MOA for the signature of the Dean as witness		7. 1 day	AO/Admin Aide
	8. MOA for the signature of the Chancellor		8. 3 days	AO/Admin Aide
3. Gives IFPT a copy of the notarized MOA	9. IFPT Office Accepts the notarized copy of MOA for filing		9. 1 day	AO/Admin Aide
4. Sends students at IFPT Laboratories for work immersion	10. Assists students during the work immersion		10. Depends on the duration of the program	IFPT Public Service Coordinator/ OJT Internship Committee
TOTAL			30-60 Days	



EXTERNAL/ INTERNAL SERVICE

1. USE OF LIBRARY

The Institute Library caters to UPV constituents and private individuals

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPV constituents and private individuals			
Checklist of Requirements		Where to Secure		
Library card/ID for UPV constituents		Client		
Letter request from private individuals (approved by the Institute Director)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UPV constituents present Library card or ID to the Library-in-charge	1. IFPT allows UPV constituents to use the library	P2/day for overdue accounts (for students only) *Students are only allowed 3 days to borrow the books	5 mins.	Library-in-charge
2. Private individuals submit letter request to the IFPT Admin Office	2. Letter request is submitted to the Director for approval		1 day	
	3. Approved letter request is forwarded to the Library-in-charge and copy furnished the requestor/s			
TOTAL		P2/day for overdue accounts	1 day, 5 mins	



2. ISSUANCE OF OVERTIME PERMIT, CERTIFICATE OF APPEARANCE, ETC.

The Overtime permits, certificate of appearance and other similar documents are being facilitated/ issued by the Institute as part of its regular operation

Office or Division	IFPT			
Classification	Simple			
Type of Transaction	G2C/G2G/G2B			
Who may Avail	students, Private/Government agencies			
Checklist of Requirements		Where to Secure		
1. Filled-up form		IFPT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits filled-up form to the IFPT Admin Office	Filled-up form is submitted to the Director for approval/signature	None	Within the day	AO/Director
TOTAL			1 Day	



3. CONDUCTS TRAININGS

As part of its mandate, the Institute conducts trainings in the field of Post-Harvest Fisheries

Office or Division		IFPT		
Classification		Complex		
Type of Transaction		G2C/G2B/G2G		
Who may Avail		Private/Government agencies		
Checklist of Requirements		Where to Secure		
1. Filled-up form		IFPT OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits the letter request to the Admin Office	1.Letter request will be forwarded to the IFPT Admin Office	Fees depend on the type of training being requested (list of trainings in Annex D)	1 day	AO/Admin Aide
2. Coordinates with IFPT regarding the conduct of the training	2. The IFPT Admin Office will refer the letter request to the appropriate personnel for comments/ recommendations, and for the approval of the Director		5 days	Faculty/REPS/Lab Staff/Director
	3. Preparation of training program in accordance to the need of the client		5 days	Faculty/REPS/ Lab Staff
3. Sends trainees to the venue of the training	4. Conducts training activity		Depends on the duration of the training requested	Faculty/REPS/Lab Staff
TOTAL		Fees depend on the type of training being requested (list of trainings in Annex D)	11 Days (duration of training not yet accounted)	



4. TECHNICAL CONSULTANCY SERVICES

Inquiries from clients are entertained and responded to by the Institute personnel as part of its Technical Consultancy service

Office or Division	IFPT			
Classification	Complex			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	Private/Government agencies			
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client may come directly to the office for inquiry or to submit a letter of intent, send an email or a text message or any other form of communication either to the IFPT Office or a particular faculty or REPS	1. Inquiries in any form may be responded directly by the personnel concerned or may be referred by the Director		At least within three (3) working days	Faculty/REPS/Admin
	2. Personnel concerned will discuss with the client re his/her needs		1-20 days depending on the need/s of the client	Faculty/REPS/Admin
TOTAL			25 To 30 Days	



5. TOUR OF FACILITIES

Request for the tour of the Institute facilities are being facilitated

Office or Division		IFPT		
Classification		Simple		
Type of Transaction		G2C/G2B/G2G		
Who may Avail		General Public		
Checklist of Requirements		Where to Secure		
1. Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to the IFPT Admin Office	4. Letter request is referred to the Public Service Coordinator/ Tours and Visits Committee for recommendation/schedule	None	1 day	AO/ Admin Aide
	5. Letter request with the recommendation of the Public Service Coordinator/ Tours and Visits Committee will be submitted to the Director for approval		3 days	Public Service Coordinator/ Tours and Visits Committee
2. Client tours IFPT Facilities as per agreed schedule	6. The Tours and Visits Committee facilitates the tour in accordance with the request		Depends on the agreed schedule	Tours and Visits Committee
TOTAL			_ Days	



INTERNAL SERVICE

1. OFFICIAL SHUTTLE SERVICES FOR FACULTY, STUDENTS AND NON-TEACHING PERSONNEL

An official shuttle is provided by the Institute for faculty, students, and non-teaching personnel at a certain time as assigned and agreed upon with the College of Fisheries and Ocean Sciences

Office or Division	1. IFPT			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Faculty, students and non-teaching personnel			
Checklist of Requirements		Where to Secure		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client waits for the official shuttle along the designated route	1. Driver will ferry the passengers to its destination as long as it is within the regular route	None	30 mins/day	Driver
TOTAL			_ Days	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
INSTITUTE OF FISHERIES POLICY AND
DEVELOPMENT STUDIES**



EXTERNAL SERVICE

1. Conduct of public service activities (i.e., Lakbay Turo; lectures; training-workshops)

Public service activities in the field of Fisheries Policy and Development Studies is in the institute mandate of IFPDS

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Complex			
Type of Transaction	G2C-Government to Client; G2G-Government to Government			
Who may Avail	LGU's; Elementary pupils in Southern Iloilo and other gov't agencies			
Checklist of Requirements		Where to Secure		
1. Approval of Proposal 2. Invitations/Letter Request 3. Notice to conduct public service/ written agreement		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IFPDS personnel re: public service needs	1. IFPDS REPS makes public service proposals and submits for review/ approval.	None	5 days	UES/UR/URA
	2. Request for cash advance.		3 days	Univ. Ext. Specialist
	3. Sends notice (i.e. LGU, schools, fisherfolks) to conduct training public service		2 days	Univ. Ext. Specialist
	4. Conducts public service			
TOTAL		None	10 days	



EXTERNAL SERVICE

2. Assistance to the student concerns (i.e. enrolment, compre exam, special problem, study plan, course offerings, etc.)

Academic support in the academic issues/ concerns of BS Fisheries, MMA and PMTMEM students

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	IFPDS Students			
Checklist of Requirements			Where to Secure	
Letter request			IFPDS, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends letter request to the institute	1. Receives and refers request/ concern to the faculty-in-charge	None	4 hours	Admin. Asst. 3
	2. Faculty advises student on the concerns raised through email or messenger		2 hours	Faculty-in-charge of the course/ subject
	3. Student acknowledges and coordinates with the faculty through Admin. Asst. for further instructions		2 hours	Faculty-in-charge of the course/ subject & Admin Asst. 3
TOTAL			8 hours (1 day)	



EXTERNAL SERVICE

3. Consultancy Services (from LGU and other gov't agencies)

Request for consultancy services with the LGU and other gov't agencies being responded to by the institute

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Complex			
Type of Transaction	G2G-Government to Government			
Who may Avail	LGU's and other gov't agencies in Iloilo			
Checklist of Requirements			Where to Secure	
Letter request			IFPDS, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student sends letter request for consultation	1. Director consults faculty/staff who is/ are in expertise with the problem of the client	None	2 days	Director
	2. Coordinates/ discusses problem with the client		1 day	UES/UR/URA
	3. Conducts consultancy with the client agency		2 days	Director & UES/UR/URA
TOTAL			5 days	



EXTERNAL SERVICE

4. Use of IFPDS Library (Room Use only)

The Institute Library is accessible (for room use only) to all UPV constituents and outsiders provided government issued ID are presented; provide books, manuscripts, abstracts, magazines, periodicals and undergraduate/ graduate student thesis

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C-Government to Client; G2G-Government to Government			
Who may Avail	All UPV students and employees; Non-UPV constituents provided gov't issued ID are presented			
Checklist of Requirements		Where to Secure		
Student/ Library ID		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in and presents student/ library ID or any Gov't issued ID	1. Provides client with library slip	None	10 mins.	Admin. Aide 6 (Library in Charge)
2. Fills and presents title of materials/ book needed	2. Checks availability of materials needed (if not recommend related materials)		3 mins	Admin. Aide 6 (Library in Charge)
3. Check/ browse/ study materials needed	3. Verifies client satisfaction (if not recommend		2 mins	Admin. Aide 6 (Library in Charge)



	more related materials)			
TOTAL			15 mins	



EXTERNAL SERVICE

5. Use of facilities and equipment (e.g., AV 102, IFPDS Conference Room, Fisheries Policy Laboratory, diving equipment and institute vehicles)

Facilities and equipment of the institute may be used for research and instruction purposes by the students, faculty and researchers of the University

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Simple			
Type of Transaction	G2C-Government to Client			
Who may Avail	Students and other UPV Constituents			
Checklist of Requirements		Where to Secure		
1. Letter Request 2. IFPDS Loan Form 3. Trip Tickets		IFPDS, CFOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request to borrow/ use facilities or equipment	1. 1.Checks availability of requested facilities/ equipment 1.2. Director acts on the request based on the availability of the requested equipment	None	1 hours	Admin. Asst. 3
2. If available, client fills-uo IFPDS Loan Form	2. Provides client with loan form/ prepares trip ticket/ releases equipment, etc.		15 mins	Director
			10 mins	Admin. Asst. 3
TOTAL			1 hr & 25 mins	



EXTERNAL SERVICE

6. Collaboration within UPV and/or with other government agencies

Partnership within UPV and/ or with other government agencies is an advocacy of the University for a world-class institute and upholds policy directions in the utilization of fisheries management

Office or Division	Institute of Fisheries Policy and Development Studies			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Client; G2G – Government to Government			
Who may Avail	Any UPV Offices and/ or other government agencies			
Checklist of Requirements			Where to Secure	
1. Letter Request 2. MOA/ MOU			IFPDS, CFOS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends out response to IFPDS, CFOS	1. Sends out letter for research/ public service collaboration	None	3 days	UES/ UR/URA
	2. Meet/ discuss possible research/ public service collaboration		10 days	UES/UR/URA
	3. Drafts proposal, MOA/ MOU/ TOR		10 days	Director
	4. Finalization/ Signing of MOA/ MOU/ TOR		5 days	UES/UR/URA & Director
	5. Collaboration starts			
TOTAL			28 days	



**COLLEGE OF FISHERIES AND OCEAN SCIENCES –
INSTITUTE OF AQUACULTURE BRACKISHWATER
AQUACULTURE CENTER**



EXTERNAL SERVICE

1. ANALYTICAL LABORATORY SERVICES

Conducts requests for water and soil analyses.

- Water Analysis:

Ammonia-Nitrogen (NH₃-N); pH; Nitrite-Nitrogen (NO₂-N); Chlorophyll a; Alkalinity; Total *Vibrio*; Bacterial count (TPC, LBC); Plankton count; Phosphate; D.O. (Winkler Method); Total suspended solids (TSS); Salinity

- Soil Analysis: Wet & dry pH; Organic matter; Potential acidity

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business entity; G2G – Government to Government; G2C – Government to Client			
Who may Avail	Researchers; Research Institutions; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
Sample				
Payment				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate with BAC re Analytical Laboratory Services	1. Accepts letter request from NGO's & NGA; researchers and forward for referral the request to concerned staff	None	30 minutes	Administrative Assistant III
1. Provide sample and wait for advice to pay.	2. Laboratory personnel provide clients details of requirements for the analysis such as specification for samples, rates,	None	30 minutes	URA II



	expected date to release.			
	3. Analyze the sample		7 days	URA II Decision Instrument Technician I
	4. Inform client to pay.	None	30 minutes	URA II
	5. Prepare billing statement	None	30 minutes	AO V
2. Pay at the UPV Cash Office. - Ammonia-Nitrogen (NH₃-N) - pH - Nitrite-Nitrogen (NO₂-N) - Chlorophyll a - Alkalinity - Total vibrio - Bacterial count (TPC, LBC) - Plankton count - Phosphate - D.O. (Winkler) - Total suspended solids (TSS) - Salinity - Wet & dry pH - Organic matter - Potential acidity	6. Release of laboratory results upon payment to UPV Cashier's Office	P550.00 P135.00 P265.00 P600.00 P450.00 P400.00 P600.00 P500.00 P500.00 P450.00 P500.00 P55.00 P225.00 P320.00 P230.00 Special Rates: students - 50% discount	30 minutes	URA II
3. Provide OR to BAC through email or photocopy.	7. Collect Official Receipts for encoding of income	None	1 day	Administrative Aide VI



	TOTAL	3 days, 2.5 hours	



2. TECHNICAL CONSULTANCY SERVICES

Provides pro-bono consultancy to clients inquiring about aquaculture concerns and issues (e.g., site selection; pond preparation; water culture, grow-out hatchery designs)

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2B – Government to Business entity; G2G – Government to Government; G2C – Government to Client			
Who may Avail	Researchers; Research Institutions; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1. Staff receive and records request and refer to Station Head for evaluation.	None	30 minutes	Administrative Assistant III
	2. Station Head evaluates the request provides notice of action.	None	2 days	URA II
	3. Schedule visits or meeting with requestor.	None	1 day	URA II/ AO V
	4. Visit/inspect facility.	None	5 days	Station Head/Faculty/URA II/ Laborers
	5. Provide feedback/evaluation of services	None	30 minutes	Station Head/URA II
TOTAL			8 days, 1 hour	



3. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT

Facilities and/or equipment of the Institute are open for use by the students, private, or government institutions.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client; GTB – Government to Business Entity			
Who may Avail	Faculty, REPS, UPV Students, Students from Other Schools, Research Assistants, Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Filled out form for use of facilities and equipment		Brackishwater Aquaculture Center		
Approval of the Station Head		Brackishwater Aquaculture Center		
Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge request to use facilities or equipment.	1. Staff provides request form to be filled out.	None	30 minutes	Administrative Assistant III
2. Fill out form and submit for approval of the Station Head	2. Staff receive and record filled out form and forward to the Station Head or AO V for evaluation and action.	None	30 minutes	Administrative Assistant III Station Head AO V
	3. Station Head/AO V approve or disapprove.	None	1 day	Station Head/Administrative Officer
	4. Inform requestor of the action and the	None	1 day	Station Head/Faculty/URA II



	requirements including payment.			
3. Requestor proceed to use facility/ equipment	5. Staff assisted the client while using the facility or the equipment.	Refer to the Standard University Rates	5 days (maximum)	AO V UR URA II Precision Instrument Technician I Laborers
4. Requestor pays to the Cash office.	6. Staff collect copy of OR	None	1 day	
TOTAL			8 days, 1 hour	



4. REQUEST FOR TRAINING

As part of its mandate, the Center accommodates request for trainings in the field of Aquaculture and its specialized areas.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client/ G2B – Government to Business Entity/ G2G – Government to Government			
Who may Avail	Researchers; Research Institutions; Government Institutions; Learning Institutions; Business Enterprises; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the detailed letter request to the Office	1. Staff receives and records the letter request & forward to the Station Head or AO V.	None	30 minutes	Administrative Assistant III
	2. The Station Head will evaluate and refer the letter request for the information and approval of the Director of IA.	None	2 days	Station Head Director
	3. Director approve/disapprove	None	1 day	Director
	4. IA send back to BAC action of the Director.	None	1 day	IA Staff
	5. Inform the requestor of the action.	None	1 hour	AO V
2. Attend meeting	6. Meet and discuss with requestor requirements/details of the training.	None	1 day	Station Head AO V
3. Procure materials/supplies and forward to BAC.	7. Preparation of training program as agreed by the BAC and the client.	None	5 days	Station Head AO V UR URA II



4. Sends trainees to the venue of the training	8. Conducts training activity.	None	5 days (maximum)	Director Station Head AO V UR URA II
TOTAL			5 days, 1 hour, 30 minutes	



INTERNAL SERVICE

1. ANALYTICAL LABORATORY SERVICES

Conducts request for water and soil analyses.

- Water Analysis:

Ammonia-Nitrogen (NH₃-N); pH; Nitrite-Nitrogen (NO₂-N); Chlorophyll a; Alkalinity; Total *Vibrio*; Bacterial count (TPC, LBC); Plankton count; Phosphate; D.O. (Winkler Method); Total suspended solids (TSS); Salinity

- Soil Analysis: Wet & dry pH; Organic matter; Potential acidity

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	Government to Client			
Who may Avail	Researchers; Organizations, Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
Sample				
Payment				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate with BAC re Analytical Laboratory Services	1. Accepts letter request from NGO's & NGA; researchers and forward for referral the request to concerned staff	None	30 minutes	Administrative Assistant III
2. Provide sample and wait for advice to pay.	2. Laboratory personnel provide clients details of requirements for the analysis such as specification for samples, rates,	None	30 minutes	URA II



	expected date to release.			
	3. Analyze the sample		7 days	URA II Precision Instrument Technician I
	4. Inform client to pay.	None	30 minutes	URA II
	5. Prepare billing statement	None	30 minutes	AO V
3. Pay at the UPV Cash Office. · Ammonia-Nitrogen (NH ₃ -N) · pH · Nitrite-Nitrogen (NO ₂ -N) · Chlorophyll a · Alkalinity · Total vibrio · Bacterial count (TPC, LBC) · Plankton count · Phosphate · D.O. (Winkler) · Total suspended solids (TSS) · Salinity · Wet & dry pH · Organic matter	6. Release of laboratory results upon payment to UPV Cashier's Office	P550.00 P135.00 P265.00 P600.00 P450.00 P400.00 P600.00 P500.00 P500.00 P450.00 P500.00 P55.00 P225.00 P320.00 P230.00 Special Rates: In-house research-20% discount	30 minutes	URA II



Potential acidity		UPV- 25% discount.		
4. Provide OR to BAC through email or photocopy.	7. Collect Official Receipts for encoding of income	None	1 day	Administrative Aide VI
TOTAL			days, 2.5 hours	



2. TECHNICAL CONSULTANCY SERVICES

Provides pro-bono consultancy to clients inquiring about aquaculture concerns and issues (e.g., site selection; pond preparation; water culture, grow-out hatchery designs)

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Researchers; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and provide details of venue or address of fishpond and hatchery farm, etc.	1. Staff receive and records request and refer to Station Head for evaluation.	None	30 minutes	Administrative Assistant III
	2. Station Head evaluates the request provides notice of action.	None	2 days	URA II
	3. Schedule visits or meeting with requestor.	None	1 day	URA II/ AO V
	4. Visit/inspect facility.	None	5 days	Station Head/Faculty/URA II/ Laborers
	5. Provide feedback/evaluation of services	None	30 minutes	Station Head/URA II
TOTAL			8 days, 1 hour	



3. REQUEST FOR USE OF FACILITIES AND/OR EQUIPMENT

Facilities and/or equipment of the Institute are open for use by the students, private, or government institutions.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Research Assistants, Organizations; Students			
Checklist of Requirements		Where to Secure		
Filled out form for use of facilities and equipment		Brackishwater Aquaculture Center		
Approval of the Station Head		Brackishwater Aquaculture Center		
Payment		UPV Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Lodge request to use facilities or equipment.	1. Staff provides request form to be filled out.	None	30 minutes	Administrative Assistant III
Fill out form and submit for approval of the Station Head	1. Staff receive and record filled out form and forward to the Station Head or AO V for evaluation and action.	None	30 minutes	Administrative Assistant III Station Head AO V
	2. Station Head/AO V approve or disapprove.	None	1 day	Station Head/Administrative Officer
	3. Inform requestor of the	None	1 day	Station Head/Faculty/URA II



	action and the requirements including payment.			
Requestor proceed to use facility/ equipment	4. Staff assisted the client while using the facility or the equipment .	Refer to the Standard University Rates	5 days (maximum)	AO V UR URA II Precision Instrument Technician I Laborers
Requestor pays to the Cash office.	5. Staff collect copy of OR	None	1 day	
TOTAL			8 days, 1 hour	



4. REQUEST FOR TRAINING

As part of its mandate, the Center accommodates request for trainings in the field of Aquaculture and its specialized areas.

Office or Division	Brackishwater Aquaculture Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Client			
Who may Avail	Researchers; Organizations; Students			
Checklist of Requirements		Where to Secure		
Approval of the letter request.		Brackishwater Aquaculture Center Institute of Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the detailed letter request to the Office	1. Staff receives and records the letter request & forward to the Station Head or AO V.	None	30 minutes	Administrative Assistant III
	2. The Station Head will evaluate and refer the letter request for the information and approval of the Director of IA.	None	2 days	Station Head Director
	3. Director approve/disapprove	None	1 day	Director
	4. IA send back to BAC action of the Director.	None	1 day	IA Staff
	5. Inform the requestor of the action.	None	1 hour	AO V
2. Attend meeting	6. Meet and discuss with requestor	None	1 day	Station Head AO V



	requirements/details of the training.			
3. Procure materials/supplies and forward to BAC.	7. Preparation of training program as agreed by the BAC and the client.	None	5 days	Station Head AO V UR URA II
4. Sends trainees to the venue of the training	8. Conducts training activity.	None	5 days (maximum)	Director Station Head AO V UR URA II
TOTAL			15 days, 1 hour, 30 minutes	