



**UNIVERSITY OF THE PHILIPPINES  
OPEN UNIVERSITY**

**CITIZEN'S CHARTER**  
(2026, 1<sup>st</sup> Edition)

## **I. MANDATE**

The University of the Philippines Open University (UPOU) is mandated to contribute towards upgrading the quality of the educational system of the country by developing innovative instructional strategies and technologies and sharing these with other colleges and universities through cooperative programs. [Republic Act 10650 \(Open Distance Learning Law\)](#) has tasked UPOU to assist relevant national agencies, higher education institutions, and technical and vocational institutions in developing their distance education programs through training, technical assistance, research and other academic programs.

## **II. VISION**

The UP Open University shall be at the forefront of the knowledge society as a leading institution of open learning and distance education.

## **III. MISSION**

The UP Open University seeks to provide wider access to quality higher education. It shall adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and nationalistic commitment among its faculty, staff and students.

## **IV. SERVICE PLEDGE**

We, the officials, and employees of the University of the Philippines Open University do hereby pledge to:

**U**pgrade the quality of educational system of the country by developing innovative strategies and technologies and sharing these with other higher educational institutions;

**P**rovide wider access to quality higher education and adhere to the highest standards of academic excellence, guarantee academic freedom, and encourage social responsibility and national commitments among its faculty, staff and students.

**O**pen equal opportunities to those who cannot leave their jobs or homes for full-time studies, physically challenged people by providing alternative access to quality higher education by offering baccalaureate and post-baccalaureate degree programs and non-formal courses via distance education.

**U**nwaveringly serve the stakeholders of the University efficiently, effectively, courteously and justly in accordance with the Code of Conduct of Public Officials and Employees (RA 6713).

## V. LIST OF SERVICES

BUDGET OFFICE EXTERNAL SERVICES .....	10
<b>1. BUDGET PROPOSAL PREPARATION .....</b>	<b>11</b>
BUDGET OFFICE INTERNAL SERVICE.....	12
<b>1. ISSUANCE OF BUDGET CLEARANCE ON LETTER OF REQUEST .....</b>	<b>13</b>
<b>2. PREPARATION OF INTERNAL OPERATING BUDGET (IOB) .....</b>	<b>14</b>
<b>3. NOTICE/ADVICE OF ALLOTMENT ISSUANCE .....</b>	<b>15</b>
<b>4. PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS) / BUDGET     UTILIZATION REQUEST AND STATUS (BURS) .....</b>	<b>16</b>
OFFICE OF PUBLIC AFFAIRS EXTERNAL SERVICES .....	17
<b>1. ALUMNI COORDINATION REQUEST .....</b>	<b>18</b>
<b>2. ANSWERING INQUIRIES .....</b>	<b>19</b>
<b>3. TRAINING OF ODeL REQUEST .....</b>	<b>20</b>
<b>4. VISIT REQUEST TO UPOU .....</b>	<b>21</b>
OFFICE OF PUBLIC AFFAIRS INTERNAL SERVICES .....	22
<b>1. DOCUMENTATION OF ACTIVITIES REQUEST .....</b>	<b>23</b>
<b>2. LAYOUT AND DESIGN REQUEST .....</b>	<b>24</b>
<b>3. PUBLISHING OF CONTENT IN THE UPOU WEBSITE.....</b>	<b>25</b>
<b>4. VIDEO SHOOT AND EDITING REQUEST .....</b>	<b>26</b>
INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT OFFICE EXTERNAL SERVICES .....	27
<b>1. EMAIL ACCOUNT CREATION - STUDENT.....</b>	<b>28</b>
<b>2. EMAIL ACCOUNT ONE-TIME-PASSWORD (OTP) / PASSWORD RESET     REQUEST - STUDENT .....</b>	<b>29</b>
<b>3. MyPortal TROUBLESHOOTING REQUEST .....</b>	<b>30</b>
<b>4. TAGPUAN ACCOUNTS CREATION REQUEST - STUDENT / OFFICE OF     STUDENT AFFAIRS (OSA) .....</b>	<b>31</b>
INFORMATION AND COMMUNICATION TECHNOLOGY DEVELOPMENT OFFICE INTERNAL SERVICES .....	32
<b>1. EMAIL ACCOUNT CREATION - EMPLOYEES .....</b>	<b>33</b>
<b>2. EMAIL ACCOUNT ONE-TIME-PASSWORD (OTP) / PASSWORD RESET     REQUEST - EMPLOYEES .....</b>	<b>34</b>
<b>3. GENERAL TECHNICAL SUPPORT REQUEST .....</b>	<b>35</b>
<b>4. MyPortal ACCOUNT CREATION FOR STUDENTS .....</b>	<b>36</b>
<b>5. MyPortal ADDITIONAL ACCESS PRIVILEGES TO COURSE SITE REQUEST ....</b>	<b>37</b>

<b>6. MyPortal ASSISTANCE IN POSTING ASSIGNMENTS OF FICs TO COURSE SITE REQUEST .....</b>	<b>38</b>
<b>7. MyPortal COURSE SITE CREATION .....</b>	<b>39</b>
<b>8. MyPortal CREATION OF FIC ACCOUNTS REQUEST .....</b>	<b>40</b>
<b>9. MyPortal TROUBLESHOOTING REQUEST - FACULTY .....</b>	<b>41</b>
<b>10. SYSTEMS DEVELOPMENT REQUEST .....</b>	<b>42</b>
<b>11. WEB APP DEPLOYMENT REQUEST .....</b>	<b>43</b>
QUALITY ASSURANCE OFFICE EXTERNAL SERVICES .....	44
<b>1. DATA REQUEST .....</b>	<b>45</b>
QUALITY ASSURANCE OFFICE INTERNAL SERVICES .....	47
<b>1. UPOU FEEDBACK SURVEYS AND RESULTS REQUEST .....</b>	<b>48</b>
<b>2. UPOU FEEDBACK SURVEYS REPORT REQUEST .....</b>	<b>49</b>
OFFICE OF GENDER CONCERNS INTERNAL SERVICES .....	50
<b>1. GENDER-FOCUSED RESEARCH GRANT .....</b>	<b>51</b>
OFFICE OF LEGAL COUNSEL INTERNAL SERVICES .....	53
<b>1. CONTRACT REVIEW / DRAFTING .....</b>	<b>54</b>
<b>2. HANDLING ADMINISTRATIVE / STUDENT DISCIPLINARY CASES ASSISTANCE .....</b>	<b>56</b>
<b>3. LEGAL ADVICE / ADVISORY REQUEST .....</b>	<b>57</b>
<b>4. REQUEST FOR CERTIFICATE OF NO PENDING CASE .....</b>	<b>58</b>
UGNAYAN NG PAHINUNGOD EXTERNAL SERVICES .....	59
<b>1. PROCESSING OF VOLUNTEER APPLICATION .....</b>	<b>60</b>
<b>2. RECEIVING AND PROCESSING OF REQUEST FOR MEETING AND PARTNERSHIP .....</b>	<b>61</b>
<b>3. ANSWERING OF MOOC-RELATED INQUIRIES .....</b>	<b>61</b>
OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS EXTERNAL SERVICES .....	64
<b>1. REQUEST FOR EXTERNAL / NON-UPOU RESEARCHERS TO CONDUCT RESEARCH / DATA COLLECTION AT UPOU .....</b>	<b>65</b>
OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS INTERNAL SERVICES .....	68
<b>1. APPLICATION AND PROCESSING OF REQUEST TO PURSUE POST BACCALAUREATE DEGREE OF FACULTY MEMBERS .....</b>	<b>69</b>
<b>2. APPLICATION FOR RESEARCH DISSEMINATION GRANT (RDG) .....</b>	<b>70</b>
<b>3. APPLICATION FOR PROFESSORIAL CHAIR AWARDS AND FACULTY GRANT AWARDS .....</b>	<b>72</b>

<b>4. APPLICATION TO THE TEACHING ASSISTANTSHIP PROGRAM .....</b>	<b>74</b>
<b>5. APPLICATION FOR UPOU RESEARCH GRANTS (FRG, CRG, etc.) .....</b>	<b>76</b>
<b>OFFICE OF STUDENT AFFAIRS EXTERNAL SERVICES .....</b>	<b>79</b>
<b>1. APPLICATION FOR SCHOLARSHIP GRANTS .....</b>	<b>80</b>
<b>2. APPLICATION FOR STUDENT / GRADUATE ASSISTANT .....</b>	<b>81</b>
<b>3. APPLICATION FOR STUDENT LOAN .....</b>	<b>82</b>
<b>4. APPLICATION FOR PSYCHOSOCIAL SUPPORT .....</b>	<b>83</b>
<b>OFFICE OF STUDENT AFFAIRS INTERNAL SERVICES .....</b>	<b>85</b>
<b>1. REQUEST FOR STUDENT ASSISTANTS AND GRADUATE ASSISTANTS (SA/GA) SLOTS .....</b>	<b>86</b>
<b>2. REQUEST FOR STUDENT ASSISTANTS AND GRADUATE ASSISTANTS CERTIFICATE .....</b>	<b>87</b>
<b>3. STUDENT LEARNING ASSISTANCE (SLAS) ONLINE APPEAL .....</b>	<b>88</b>
<b>4. REQUEST FOR STUDENT LEARNING ASSISTANCE (SLAS) BRACKET / GRANTS-IN-AID PROGRAM CERTIFICATE .....</b>	<b>90</b>
<b>5. ACCREDITATION OF STUDENT ORGANIZATION .....</b>	<b>91</b>
<b>OFFICE OF THE UNIVERSITY REGISTRAR EXTERNAL SERVICES .....</b>	<b>92</b>
<b>1. APPLICATION FOR UNDERGRADUATE ADMISSION (WITHOUT ADMISSION TEST) .....</b>	<b>93</b>
<b>2. APPLICATION FOR UNDERGRADUATE ADMISSION (WITH ADMISSION TEST) .....</b>	<b>101</b>
<b>3. APPLICATION FOR GRADUATE ADMISSION (WITHOUT ADMISSION / QUALIFYING EXAM) .....</b>	<b>111</b>
<b>4. APPLICATION FOR GRADUATE ADMISSION (WITH ADMISSION / QUALIFYING EXAM) .....</b>	<b>119</b>
<b>5. APPLICATION FOR READMISSION .....</b>	<b>127</b>
<b>6. REQUEST FOR TRANSCRIPT OF RECORDS (TOR) – WITH PREVIOUS APPROVED REQUEST .....</b>	<b>129</b>
<b>7. REQUEST FOR TRANSCRIPT OF RECORDS (TOR) – FIRST TIME REQUEST .....</b>	<b>131</b>
<b>8. REQUEST FOR CERTIFICATIONS AND OTHER OFFICIAL DOCUMENTS .....</b>	<b>134</b>
<b>9. REQUEST FOR CORRECTION OR CHANGE OF NAME / INFORMATION OF STUDENT .....</b>	<b>136</b>
<b>10. REQUEST FOR REFUND THROUGH eCREDIT / BANK TRANSFER .....</b>	<b>138</b>
<b>11. REQUEST FOR REFUND THROUGH CREDIT CARD REVERSAL .....</b>	<b>142</b>
<b>12. APPLICATION FOR STUDENT ID .....</b>	<b>145</b>
<b>13. REQUEST FOR ID VALIDATION STICKER – WALK-IN .....</b>	<b>148</b>
<b>14. REQUEST FOR ID VALIDATION – DIRECT MAILING .....</b>	<b>149</b>

<b>15. ENROLLMENT / REGISTRATION PROCESS – ONLINE PAYMENT .....</b>	<b>151</b>
<b>16. ENROLLMENT / REGISTRATION PROCESS – BANK PAYMENT .....</b>	<b>152</b>
<b>17. MANUAL ENROLLMENT / REGISTRATION PROCESS.....</b>	<b>154</b>
<b>18. CROSS ENROLLMENT AND REGISTRATION PROCESS.....</b>	<b>156</b>
<b>19. NON-DEGREE APPLICATION AND REGISTRATION PROCESS.....</b>	<b>158</b>
<b>20. APPLICATION FOR CHANGE OF MATRICULATION .....</b>	<b>160</b>
<b>21. REQUEST FOR WITHDRAWAL OF ENROLLMENT.....</b>	<b>162</b>
<b>22. CERTIFICATE OF TRANSFER CREDENTIALS (CTC) PROCESSING TO RECEIVE VALID TRANSCRIPT OF RECORDS (TOR) .....</b>	<b>164</b>
<b>23. WITHDRAWAL OF ADMISSION DOCUMENTS .....</b>	<b>166</b>
<b>24. APPLICATION FOR UNIVERSITY CLEARANCE FOR GRADUATING STUDENTS .....</b>	<b>168</b>
<b>25. APPLICATION FOR UNIVERSITY CLEARANCE FOR PTC STUDENTS AND STUDENTS WITHDRAWING FROM THEIR PROGRAMS .....</b>	<b>171</b>
<b>UNIVERSITY LIBRARY EXTERNAL SERVICES .....</b>	<b>174</b>
<b>1. REQUEST FOR LIBRARY REGISTRATION AND ONLINE ACCESS .....</b>	<b>175</b>
<b>2. BORROWING OF LIBRARY BOOKS – REMOTE BORROWING WITH HOME DELIVERY.....</b>	<b>176</b>
<b>3. BORROWING OF LIBRARY BOOKS – IN PERSON.....</b>	<b>177</b>
<b>4. RENEWAL OF BORROWED BOOKS.....</b>	<b>178</b>
<b>5. RETURNING OF BORROWED BOOKS – VIA COURIER.....</b>	<b>179</b>
<b>6. RETURNING OF BORROWED BOOKS – IN PERSON.....</b>	<b>180</b>
<b>7. AVAILMENT OF UNIVERSITY LIBRARY SERVICES VIA INTER-LIBRARY LOAN (ILL) – FOR UPOU COMMUNITY.....</b>	<b>181</b>
<b>8. AVAILMENT OF UNIVERSITY LIBRARY SERVICES VIA INTER-LIBRARY LOAN (ILL) – FOR PARTNER INSTITUTIONS .....</b>	<b>182</b>
<b>9. REQUEST FOR REFERRAL .....</b>	<b>183</b>
<b>10. ASSISTANCE WITH LITERATURE SEARCH.....</b>	<b>184</b>
<b>11. REQUEST FOR TURNITIN SIMILARITY INDEX REPORT .....</b>	<b>185</b>
<b>CENTER FOR OPEN AND DIGITAL TEACHING AND LEARNING – EDUCATIONAL MEDIA PRODUCTION UNIT INTERNAL SERVICES.....</b>	<b>186</b>
<b>1. INSTRUCTIONAL DESIGN REQUEST .....</b>	<b>187</b>
<b>2. LEARNING OBJECTS IN MULTIMEDIA FORMATS (INTERACTIVE VIDEO AND VIDEO WITH ANIMATION) DEVELOPMENT.....</b>	<b>188</b>
<b>3. LEARNING OBJECTS IN MULTIMEDIA FORMATS (PODCASTS AND SIMPLE VIDEO LECTURE) DEVELOPMENT .....</b>	<b>190</b>

<b>4. LEARNING OBJECTS IN MULTIMEDIA FORMATS (VIDEO LECTURE AND INSTRUCTIONAL VIDEO) DEVELOPMENT</b> .....	192
<b>5. SCRIPTWRITING OR ASSISTANCE / COACHING DURING SCRIPT DEVELOPMENT REQUEST</b> .....	194
<b>6. SOUND EDITING REQUEST</b> .....	195
<b>7. SOUND RECORDING REQUEST</b> .....	196
<b>8. STORYBOARD DEVELOPMENT / PREPARATION REQUEST</b> .....	197
<b>9. SUPPLEMENTARY COURSE COMPONENTS (OERs) DEVELOPMENT</b> .....	198
<b>10. VIDEO EDITING REQUEST</b> .....	200
<b>11. VIDEO RECORDING / DOCUMENTATION REQUEST</b> .....	201
<b>12. WEB STREAMING REQUEST</b> .....	202
<b>HUMAN RESOURCES DEVELOPMENT OFFICE EXTERNAL SERVICES</b> .....	206
<b>1. APPLICATION FOR EMPLOYMENT – ADMINISTRATIVE</b> .....	207
<b>2. APPLICATION FOR EMPLOYMENT – REPS</b> .....	210
<b>3. APPLICATION FOR EMPLOYMENT – FACULTY</b> .....	212
<b>4. CERTIFICATE OF EMPLOYMENT REQUEST</b> .....	214
<b>5. CERTIFICATE REQUEST OF PERFORMANCE RATING</b> .....	215
<b>6. SERVICE RECORD REQUEST</b> .....	216
<b>HUMAN RESOURCES DEVELOPMENT OFFICE INTERNAL SERVICES</b> .....	217
<b>1. APPOINTMENT OF AFFILIATE FACULTY MEMBERS</b> .....	218
<b>2. APPOINTMENT OF LECTURERS</b> .....	219
<b>3. REQUEST FOR ATTENDANCE TO TRAINING</b> .....	220
<b>4. AUTHORITY TO FILL / HIRE REQUEST – ADMINISTRATIVE POSITION</b> .....	221
<b>5. AUTHORITY TO FILL / HIRE REQUEST – REPS POSITION</b> .....	223
<b>6. CERTIFICATE OF EMPLOYMENT REQUEST</b> .....	225
<b>7. CONTRACT OF SERVICES – AUTHORITY TO HIRE</b> .....	226
<b>8. GSIS LOAN APPLICATION</b> .....	228
<b>9. ISSUANCE OF CS APPOINTMENT – ADMINISTRATIVE STAFF</b> .....	229
<b>10. ISSUANCE OF APPOINTMENT – FACULTY MEMBER AND REPS</b> .....	231
<b>11. ISSUANCE OF OTHER APPOINTMENT</b> .....	232
<b>12. LEAVE OF ABSENCE APPLICATION</b> .....	234
<b>13. PRIVILEGE TO STUDY AT REDUCED FEE APPLICATION</b> .....	235
<b>14. SERVICE RECORD REQUEST</b> .....	236
<b>15. STUDY PRIVILEGE OF NON-EARNING DEPENDENT’S APPLICATION</b> .....	237
<b>16. STUDY LEAVE (FULL-TIME) APPLICATION</b> .....	238

<b>17. SWORN STATEMENT OF ASSETS AND LIABILITIES (SALN) SUBMISSION</b>	240
<b>18. UNIVERSITY CLEARANCE APPLICATION FOR EMPLOYEES</b>	241
ACCOUNTING OFFICE EXTERNAL SERVICES	242
<b>1. REQUEST FOR FINANCIAL REPORT</b>	243
ACCOUNTING AND CASH OFFICES EXTERNAL SERVICES	244
<b>1. PROCESSING OF PAYMENTS FOR SUPPLIERS / CREDITORS THRU LBP ONLINE PAYMENT SYSTEM</b>	245
<b>2. PROCESSING OF PAYMENTS FOR SUPPLIERS/CREDITORS THRU BANK CREDITING SYSTEM</b>	247
<b>3. PROCESSING OF PAYMENTS FOR SUPPLIERS / CREDITORS THRU CHECK ISSUANCE</b>	249
HRD, ACCOUNTING, AND CASH OFFICES INTERNAL SERVICES	251
<b>1. PROCESSING OF PAYROLL USING LBP WeAccess SYSTEM</b>	252
<b>2. PROCESSING OF PAYROLL USING BANK'S ONLINE FACILITY</b>	254
<b>1. REQUEST FOR ISSUANCE OF eOFFICIAL RECEIPT FOR CREDIT CARD AND ONLINE PAYMENTS</b>	257
CAMPUS DEVELOPMENT AND	258
<b>1. FACILITIES RENTAL</b>	259
<b>2. ACADEMIC RESIDENCES (AR) RENTAL</b>	261
CAMPUS DEVELOPMENT AND	262
<b>1. RESERVATION OF VENUE</b>	263
BIDS AND AWARDS COMMITTEE EXTERNAL SERVICES	264
<b>1. PROCUREMENT THROUGH ALTERNATIVE METHODS OF PROCUREMENT</b>	265
<b>2. PROCUREMENT THROUGH PUBLIC BIDDING</b>	268
<b>3. PROCUREMENT THROUGH NEGOTIATED PROCUREMENT – TWO FAILED BIDDING</b>	271
FACULTY OFFICES EXTERNAL SERVICES	275
<b>1. APPLICATION FOR GRADUATION</b>	276
<b>2. COMPLETION OF EXT (ONLINE) AND REMOVAL</b>	278
<b>3. CROSS ENROLLMENT (FROM UPOU TO OTHER UP UNIT) REQUEST</b>	279
<b>4. DROPPING OF COURSES</b>	280
<b>5. LEAVE OF ABSENCE APPLICATION</b>	282
<b>6. MAXIMUM RESIDENCY RULE (MRR) WAIVER</b>	284
FEEDBACK AND COMPLAINTS MECHANISM	285
LIST OF OFFICES	287

# **OFFICE OF THE CHANCELLOR**

# **BUDGET OFFICE EXTERNAL SERVICES**

## 1. BUDGET PROPOSAL PREPARATION

This serves as a guideline for the preparation of the budget proposal.

<b>Office or Division</b>	Budget Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of the memorandum	Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issues a sub-Budget Call (including guidelines) to Constituent Universities (CUs).	1.1 Issues a sub-Budget Call to all Units.	None	1 Day	<i>Chancellor thru Chief Administrative Officer Budget Office</i>
	1.2 Prepares their respective budget proposals to be submitted to the Budget Office.	None	9 Days	<i>Administrative Officer Respective Unit</i>
	1.3 Consolidates the budget proposals of Units.	None	8 Days	<i>Chief Administrative Officer Budget Office</i>
	1.4 Approves the budget proposal	None	1 Day	<i>Chancellor Office of the Chancellor</i>
	1.5 Submits the budget proposal to the UP System.	None	1 Day	<i>Chief Administrative Officer Budget Office</i>
<b>TOTAL</b>		<b>None</b>	<b>20 Days</b>	

# **BUDGET OFFICE INTERNAL SERVICE**

## 1. ISSUANCE OF BUDGET CLEARANCE ON LETTER OF REQUEST

This serves as a guideline for issuing budget clearance when expenses exceed the allocation provided to the unit.

<b>Office or Division</b>	Budget Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU Units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original copy of letter request	UPOU Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a letter of request addressed to the Chancellor through the Budget Office.	1.1 Evaluates the request.	None	1 Day	<i>Chief Administrative Officer Budget Office</i>
	1.2 Renders decision on the request	None	1 Day	<i>Chancellor Office of the Chancellor</i>
<b>TOTAL</b>		<b>None</b>	<b>2 Days</b>	

## 2. PREPARATION OF INTERNAL OPERATING BUDGET (IOB)

This serves as a guideline for preparing the Internal Operating Budget.

<b>Office or Division</b>	Budget Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU Units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital copy of memorandum	Budget Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepares and submits the corresponding IOB, aligned with the unit's budget ceiling, to the Chancellor through the Budget Office.	1.1 Reviews and Consolidates the IOB	None	5 Days	<i>Chief Administrative Officer</i> Budget Office
	1.2 Approves the IOB	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.3 Submits IOB to UP System	None	1 Day	<i>Chancellor thru Chief Administrative Officer</i> Budget Office
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

### 3. NOTICE/ADVICE OF ALLOTMENT ISSUANCE

This document provides guidelines for the issuance of the Notice/Advice of Allotment after the Internal Operating Budget (IOB) has been approved by the Board of Regents (BOR).

<b>Office or Division</b>	Budget Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU Units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original copy of letter request	UPOU Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request for issuance of Notice/ Advice of Allotment to the Budget Office.	1.1 Issues Notice/Advice of Allotment to each unit which will serve as the unit's obligational authority to disburse amounts specified on the Notice/Advice of Allotment.	None	1 Day	<i>Chief Administrative Officer</i> Budget Office
<b>TOTAL</b>		<b>None</b>	<b>1 Day</b>	

#### 4. PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS) / BUDGET UTILIZATION REQUEST AND STATUS (BURS)

This serves as a guideline for the processing of ORS/BURS.

<b>Office or Division</b>	Budget Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of letter request	Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits ORS/BURS to the Budget Office	1.1 Receives and Checks the supporting documents	None	5 Minutes	<i>Administrative Aide</i> Budget Office
	1.2 Assigns ORS/BURS Number, stamps date and forward to assigned Budget Controller	None	5 Minutes	<i>Administrative Aide</i> Budget Office
	1.3 Reviews and records in the Registry of Allotment and Obligation the ORS/BURS	None	20 Minutes	<i>Administrative Officer</i> Budget Office
	1.4 Reviews source of funds, supporting documents and certifies validity of Obligation/ Utilization and fund availability	None	15 Minutes	<i>Chief Administrative Officer</i> Budget Office
<b>TOTAL</b>		<b>None</b>	<b>45 Minutes</b>	

[New]

# **OFFICE OF PUBLIC AFFAIRS EXTERNAL SERVICES**

## 1. ALUMNI COORDINATION REQUEST

This serves as a guideline for requests to coordinate with UPOU alumni.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	UPOU Alumni and the rest of the UP community

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via <a href="mailto:alumnirelations@upou.edu.ph">alumnirelations@upou.edu.ph</a> <b>OR</b> Calls 049 536 6001 to 06 local 710 <b>OR</b> Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

## 2. ANSWERING INQUIRIES

This serves as a guideline for those with inquiries related to UPOU.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	Public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to <a href="mailto:inquiries@upo.u.edu.ph">inquiries@upo.u.edu.ph</a> <b>OR</b> Call 049 536 6001 to 06 local 710 <b>OR</b> Visit the Office of Public Affairs	1.1 Answers the inquiry or forwards the inquiry to the concerned office.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Sends a response to the inquiry	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs <b>OR</b> <i>Responsible employee in UPOU Unit</i>
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

### 3. TRAINING OF ODeL REQUEST

This serves as a guideline for requests for benchmarking visits to UPOU.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen G2G - Government to Government
<b>Who may Avail</b>	Higher Education Institutions, TVET Schools, Academic Institutions, NGOs, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital or original copy of request letter	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends official letter of request addressed to the Director of the Office of Public Affairs via email <a href="mailto:inquiries@upo.u.edu.ph">inquiries@upo.u.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

#### 4. VISIT REQUEST TO UPOU

This serves as a guideline for those who would want to visit the UPOU.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	Public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital or original copy of request letter	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends email to <a href="mailto:inquiries@upo.u.edu.ph">inquiries@upo.u.edu.ph</a> OR visits the Office of Public Affairs	1.1 Answers the inquiry or forwards the inquiry to the concerned office.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

# **OFFICE OF PUBLIC AFFAIRS INTERNAL SERVICES**

## 1. DOCUMENTATION OF ACTIVITIES REQUEST

This serves as a guideline for requests to document activities.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via opa@upou.edu.ph <b>OR</b> Calls 049 536 6001 to 06 local 710 <b>OR</b> Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

## 2. LAYOUT AND DESIGN REQUEST

This serves as a guideline for requests for layout and design.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital copy of the content	Client
1 digital/photo or original copy of preferred designs (if any)	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via opa@upou.edu.ph <b>OR</b> Calls 049 536 6001 to 06 local 710 <b>OR</b> Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.4 Renders the layouts and designs	None	5 Days	<i>Administrative Officer IV</i> Office Public Affairs
	1.5 Submits sample layout and design for approval	None	1 Day	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>7 Days and 10 Minutes</b>	

### 3. PUBLISHING OF CONTENT IN THE UPOU WEBSITE

This serves as a guideline for the publishing of content on the UPOU website.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Designated Information and Public Service Officers (DIPSO) of UPOU units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital copy of the content for website publication	DIO

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the content to the Office of Public Affairs via opa@upou.edu.ph	1.1 Reviews the content of the publication	None	2 Days	<i>Administrative Officer</i> Office Public Affairs
	1.2 Publish the content on the UPOU website	None	1 Day	<i>Administrative Officer</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

#### 4. VIDEO SHOOT AND EDITING REQUEST

This serves as a guideline for requests for video shoots and editing.

<b>Office or Division</b>	Office of Public Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital copy of the content	Client
1 digital/photo or original copy of preferred designs (if any)	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via opa@upou.ed u.ph <b>OR</b> Calls 049 536 6001 to 06 local 710 <b>OR</b> Visits the Office of Public Affairs	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.2 Renders a decision on the request.	None	1 Day	<i>Director</i> Office Public Affairs
	1.3 Informs the requesting unit of the decision on the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
	1.4 Performs the request	None	7 Days	<i>Administrative Officer IV</i> Office Public Affairs
	1.5 Updates the status of the request	None	5 Minutes	<i>Administrative Officer IV</i> Office Public Affairs
<b>TOTAL</b>		<b>None</b>	<b>8 Days and 15 Minutes</b>	

**INFORMATION AND COMMUNICATION  
TECHNOLOGY DEVELOPMENT OFFICE  
EXTERNAL SERVICES**

## 1. EMAIL ACCOUNT CREATION - STUDENT

This serves as a guideline for the creation of UP/UPOU email accounts.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	All officially enrolled UPOU students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inclusion in the official student list on AIMS	Office of the University Registrar
1 digital copy of letter request	Student
1 digital copy Form 5 (for students)	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Retrieve official student list from AIMS, verify enrollment status, and create and activate accounts	None	2 Days	<i>Information System Researcher III and Helpdesk Associate</i> ICTDO
	1.3 Releases the email to the employee	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 10 Minutes</b>	

[updated]

## 2. EMAIL ACCOUNT ONE-TIME-PASSWORD (OTP) / PASSWORD RESET REQUEST - STUDENT

This serves as a guideline for request for email account OTP/password reset.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	All existing email account holders - Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Student
1 digital copy of proof of identity (valid ID/Form 5)	Student
1 digital copy alternate email address	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the student via the alternative email address	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

### 3. MyPortal TROUBLESHOOTING REQUEST

This serves as a guideline for request for troubleshooting of MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	All MyPortal users - Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Student
1 digital copy of the case details	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Sends request receipt confirmation.	None	10 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	10 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 20 Minutes</b>	

#### 4. TAGPUAN ACCOUNTS CREATION REQUEST - STUDENT / OFFICE OF STUDENT AFFAIRS (OSA)

This serves as a guideline for the creation of accounts in Tagpuan, UPOU's community engagement and collaboration platform.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	All officially enrolled UPOU students, Office of Student Affairs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inclusion in the official student list on AIMS	Office of the University Registrar
1 digital copy of official request letter	Office of Student Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Sends confirmation of receipt	None	5 Minutes	Senior Systems Administrator ICTDO
	1.2 Creates Tagpuan accounts based on finalized enrollment list after adjustment period	None	2 Days (starting 2 weeks after the start of classes)	Senior Systems Administrator ICTDO
	1.3 Sends account credentials to OUR or directly to students	None	5 Minutes	Senior Systems Administrator ICTDO
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 10 Minutes per batch</b>	

[New]

**INFORMATION AND COMMUNICATION  
TECHNOLOGY DEVELOPMENT OFFICE  
INTERNAL SERVICES**

## 1. EMAIL ACCOUNT CREATION - EMPLOYEES

This serves as a guideline for the creation of UP/UPOU email accounts for employees.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Employee
1 digital copy HRDO email confirmation	HRDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Creates the email	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the email to the employee	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

## 2. EMAIL ACCOUNT ONE-TIME-PASSWORD (OTP) / PASSWORD RESET REQUEST - EMPLOYEES

This serves as a guideline for request for email account OTP/password reset of employees

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All existing email account holders - Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Employee
1 digital copy alternate email address	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Acknowledges the submitted request.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Resets OTP/Password	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.3 Releases the OTP/Password to the employee via the alternative email address	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

### 3. GENERAL TECHNICAL SUPPORT REQUEST

This serves as a guideline for requests for general technical support, including software, hardware and network troubleshooting.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a> for General Technical Support	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
	1.2 Performs requests.	None	6 Days	<i>Administrative Assistant III</i> ICTDO
	1.3 Updates the status of the request.	None	5 Minutes	<i>Administrative Assistant III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

#### 4. MyPortal ACCOUNT CREATION FOR STUDENTS

This serves as a guideline for creation of a student account in MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Office of the University Registrar

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inclusion in the official student list on AIMS	Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a> for the creation of Student Account in MyPortal.	1.1 Sends request receipt confirmation.	None	15 Minutes (5 mins per wave)	Information Systems Researcher III ICTDO
	1.2 Process account creation for students: <ul style="list-style-type: none"> <li>• Wave 1 – Early enrollees</li> <li>• Wave 2 – Late enrollees</li> <li>• Wave 3 – Very late enrollees</li> </ul>	None	6 Days (from 2 weeks before to 1 week after start if classes)	Information Systems Researcher III ICTDO
	1.3 Updates the status of the request.	None	15 Minutes (5 mins per wave)	Information Systems Researcher III ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 15 Minutes</b>	

[updated]

## 5. MyPortal ADDITIONAL ACCESS PRIVILEGES TO COURSE SITE REQUEST

This serves as a guideline for requests for additional access privileges to course sites in MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Office of the University Registrar

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Inclusion in the official student list on AIMS	Office of the University Registrar

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request via email to <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	1 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 10 Minutes</b>	

## 6. MyPortal ASSISTANCE IN POSTING ASSIGNMENTS OF FICs TO COURSE SITE REQUEST

This serves as a guideline for requests for assistance in posting assignments of FICs to course sites in MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Faculty Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Faculty Office
1 digital copy of list of FIC assignments	Faculty Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph for the creation of FIC Accounts in MyPortal.	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

## 7. MyPortal COURSE SITE CREATION

This serves as a guideline for the creation of course sites in MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Office of the University Registrar

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 request letter	Client
1 list of courses to create	Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. From any location, ends request via email for the creation of course sites in MyPortal.	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III ICTDO</i>
	1.3 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III ICTDO</i>
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

## 8. MyPortal CREATION OF FIC ACCOUNTS REQUEST

This serves as a guideline for the creation of FIC accounts in MyPortal.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Faculty Office

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 digital copy of letter request	Faculty Office
1 digital copy of list of FIC profiles	Faculty Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request via email to ictdo@upou.edu.ph for the creation of FIC Accounts in MyPortal.	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

## 9. MyPortal TROUBLESHOOTING REQUEST - FACULTY

This serves as a guideline for requests for troubleshooting of MyPortal for Faculty members.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All MyPortal users – Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request	Faculty member
1 digital copy of the case details	Faculty member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via email to ictdo@upou.edu.ph	1.1 Sends request receipt confirmation.	None	10 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Updates the status of the request.	None	10 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 20 Minutes</b>	

## 10. SYSTEMS DEVELOPMENT REQUEST

This serves as a guideline for requests for systems development.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All employees with approval from head of unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request with approval of the unit head	Employee
1 softcopy of document with rationale, objectives, specifications, features, mock-up, and timeline)	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via an online ticketing system.	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
	1.2 Studies documents provided.	None	2 Days	<i>Information Systems Researcher III</i> ICTDO
	1.3 Provides recommendations and action plan for the request	None	4 Days	<i>Information Systems Researcher III</i> ICTDO
	1.4 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III</i> ICTDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

## 11. WEB APP DEPLOYMENT REQUEST

This serves as a guideline for requests for web app deployment.

<b>Office or Division</b>	Information and Communication Technology Development Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All employees with approval from head of unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of letter request with approval of the unit head	Employee
1 soft copy of document containing systems requirements specifications, unit test report, user acceptance test report, security test report, user's manual, administrator's manual	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request via an online ticketing system.	1.1 Sends request receipt confirmation.	None	5 Minutes	<i>Information Systems Researcher III ICTDO</i>
	1.2 Performs requests.	None	6 Days	<i>Information Systems Researcher III ICTDO</i>
	1.3 Updates the status of the request.	None	5 Minutes	<i>Information Systems Researcher III ICTDO</i>
<b>TOTAL</b>		<b>None</b>	<b>6 Days and 10 Minutes</b>	

# **QUALITY ASSURANCE OFFICE EXTERNAL SERVICES**

## 1. DATA REQUEST

This serves as a guideline for UPOU QAOs data collection process for submission to various external agencies.

<b>Office or Division</b>	Quality Assurance Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UP System, Commission on Higher Education, AAOU and other non-UPOU constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office sends an email request to <a href="mailto:qa.datacollection@upou.edu.ph">qa.datacollection@upou.edu.ph</a> and <a href="mailto:gao@upou.edu.ph">gao@upou.edu.ph</a>	1.1 Acknowledges the receipt of the request	None	5 Minutes	<i>Data Collection Project Staff</i> Quality Assurance Office
	1.2 Reviews the data request, drafts the required templates and email instructions for data collection, and sends drafted templates to QAO Director for review and comments	None	3 Days	<i>Data Collection Project Staff</i> Quality Assurance Office
	1.3 Reviews the draft templates to for checking and comments	None	2 Days	<i>Director</i> Quality Assurance Office
	1.4 Disseminates templates to concerned UPOU units	None	1 Day	<i>Data Collection Project Staff</i> Quality Assurance Office
	1.5 Consolidates the validated data from units once data collection is completed	None	4 Days	<i>Data Collection Project Staff</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
				Quality Assurance Office
	1.6 Submits and sends update on the status of the request	None	30 minutes	<i>Data Collection Project Staff</i> Quality Assurance Office
<b>TOTAL</b>		<b>None</b>	<b>10 Days and 35 Minutes</b>	

[New]

# **QUALITY ASSURANCE OFFICE INTERNAL SERVICES**

## 1. UPOU FEEDBACK SURVEYS AND RESULTS REQUEST

This serves as a guideline for requesting feedback surveys and their results.

<b>Office or Division</b>	Quality Assurance Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU Units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished Survey Instrument and Data Request Form	Quality Assurance Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits an accomplished survey request form requesting a customized feedback survey and/or survey results. <i>(at least one week before the event for the case of the post-event feedback survey).</i>	1.1 Receives the request, edits, and shares the published link of the feedback survey instrument.	None	2 Days	<i>Office of the Chancellor (OC) QA Staff Quality Assurance Office</i>
	1.2 Retrieves the requested survey data and issues survey results.	None	1 Day	<i>OC QA Staff Quality Assurance Office</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

[New]

## 2. UPOU FEEDBACK SURVEYS REPORT REQUEST

This serves as a guideline for requesting feedback surveys and their results.

<b>Office or Division</b>	Quality Assurance Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All UPOU Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Survey Instrument and Data Request Form	Quality Assurance Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits an accomplished survey request form requesting a feedback survey report.	1.1 Receives the request and prepares the survey report.	None	6 Days	Office of the Chancellor (OC) QA Staff Quality Assurance Office
	1.2 Finalizes and sends the feedback survey report to the requesting office/unit.	None	1 Day	OC QA Staff Quality Assurance Office
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

[New]

# **OFFICE OF GENDER CONCERNS INTERNAL SERVICES**

## 1. GENDER-FOCUSED RESEARCH GRANT

This serves as a guideline for applying for a gender-focused research grant.

<b>Office or Division</b>	Office of Gender Concerns
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	Employees and affiliate faculty with administrative load credits

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of the gender-focused research proposal	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits gender-focused research proposal to the Office of Gender Concerns (OGC).	1.1 Reviews the submitted gender-focused research proposals.	None	10 Days	<i>Internal/ External Reviewer; Director Office of Gender Concerns</i>
	1.2 Endorses the proposal to the Institutional Review and Ethics Committee (IREC) for ethics evaluation	None	1 Day	<i>Director Office of Gender Concerns</i>
	1.3 Endorses the IREC-certified proposals to the RPC for evaluation and recommendation	None	1 Day	<i>Director Office of Gender Concerns</i>
	1.4 Endorses the awarding of the grant to the Chancellor	None	1 Day	<i>Chair, Research Publications Committee (RPC) Office of the Vice</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Chancellor for Academic Affairs
	1.5 Renders the decision on the endorsement	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.6 Informs the Legal Office to prepare and process the research grant contract	None	1 Day	<i>Administrative Assistant</i> Office of the Chancellor
	1.7 Facilitates the signing of the research grant contract	None	2 Days	<i>Administrative Aide VI</i> Office of Legal Counsel
	1.8 Prepares the disbursement voucher of the proponent's research grant	None	1 Day	<i>OGC Staff</i> Office of Gender Concerns
<b>TOTAL</b>		<b>None</b>	<b>18 Days</b>	

# **OFFICE OF LEGAL COUNSEL INTERNAL SERVICES**

## 1. CONTRACT REVIEW / DRAFTING

This serves as a guideline for the processing of contract review/drafting.

<b>Office or Division</b>	Office of the Legal Counsel
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	All units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of project document	Requesting Unit
1 digital copy of draft of contract	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for preparation/review of contract to <a href="mailto:legal@upou.edu.ph">legal@upou.edu.ph</a>	1.1 Prepares/ Reviews the contract.	None	2 Days	<i>Administrative Aide VI/ Chief Legal Counsel</i> Office of the Legal Counsel
	1.2 Returns the prepared/reviewed draft to the requesting unit for review and approval.	None	15 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.3 Incorporates comments and suggestions (if any) of the requesting unit.	None	20 Minutes	<i>Administrative Aide VI/ Chief Legal Counsel</i> Office of the Legal Counsel
	1.4 Finalizes the contract and prints seven (7) original copies for signature/ execution of the parties.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.5 Affixes initials to the contract	None	2 Days	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.6 Forwards the contract to the Chancellor and	None	2 Days	<i>Administrative Aide VI</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	the witness for signature.			Office of the Legal Counsel
	1.7 Facilitates notarization of the Chancellor's signature	None	1 Day	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.8 Forwards the contract for signing of the other party/ies	None	5 Days	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.9 Forwards a copy of the contract to the Board of Regents for information/confirmation	None	2 Days	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.10 Gives copy of the fully executed contract to the requesting unit and other party/ies.	None	1 Day	<i>Administrative Aide VI</i> Office of the Legal Counsel
<b>TOTAL</b>		<b>None</b>	<b>15 Days and 45 Minutes</b>	

## 2. HANDLING ADMINISTRATIVE / STUDENT DISCIPLINARY CASES ASSISTANCE

This serves as a guideline for acquiring assistance in handling administrative/student disciplinary cases.

<b>Office or Division</b>	Office of the Legal Counsel
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU employees and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy and 1 photocopy of the letter from the Dean/Official re: Administrative/Student Disciplinary Case	Dean's Office/Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request to the Office of the Legal Counsel	1.1 Requests the creation of an Adhoc College/Administrative Investigating Committee (C/AIC).	None	1 Day	<i>Chief Legal Officer</i> Office of the Chief Legal Counsel
	1.2 Facilitates the appointment of an independent prosecutor for the case to act on behalf of the UPOU.	None	3 Days	<i>Chancellor Office</i> of the Chancellor
	1.3 Facilitates hearing on the Case	None	14 Days	College/ Administrative Investigating Committee (C/AIC)
	1.4 Drafts the final resolution for the Chancellor upon the latter's advice and subject to his/her review and approval.	None	2 Days	<i>Chief Legal Officer</i> Office of the Chief Legal Counsel
<b>TOTAL</b>		<b>None</b>	<b>20 Days</b>	

### 3. LEGAL ADVICE / ADVISORY REQUEST

This serves as a guideline for requesting legal advice/opinion.

<b>Office or Division</b>	Office of the Legal Counsel
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU Officials

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Email request for opinion	Requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request (e.g., inquiry, legal advice/opinion) by email to legal@upou.edu.ph.	1.1 Informs the Chief Legal Officer regarding the request.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.2 Gives legal advice/opinion in writing or by email	None	3 Days	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.3 Forwards the legal advice/opinion to the requesting unit	None	10 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
<b>TOTAL</b>		<b>None</b>	<b>3 Days and 20 Minutes</b>	

#### 4. REQUEST FOR CERTIFICATE OF NO PENDING CASE

This serves as a guideline for requesting a Certificate of No Pending Case.

<b>Office or Division</b>	Office of the Legal Counsel
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G - Government to Government
<b>Who may Avail</b>	UPOU Officials

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Email request containing the necessary details	Requesting party
Supporting documents, if applicable	Requesting party

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request through email to legal@upou.edu.ph.	1.1 Approves the request	None	1 Minute	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.2 Prepares the Certificate of No Pending Case for signature of the Chief Legal Counsel.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
	1.3 Reviews and signs the certificate	None	2 Minutes	<i>Chief Legal Counsel</i> Office of the Legal Counsel
	1.4 Releases the certificate to the requesting party.	None	2 Minutes	<i>Administrative Aide VI</i> Office of the Legal Counsel
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

# **UGNAYAN NG PAHINUNGOD EXTERNAL SERVICES**

## 1. PROCESSING OF VOLUNTEER APPLICATION

This serves as a guideline for volunteering for Ugnayan ng Pahinungod activities/events, projects, and programs.

<b>Office or Division</b>	Ugnayan ng Pahinungod
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - Government to Government
<b>Who may Avail</b>	UP student/alumni/staff/faculty/employees and non-UPOU

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Volunteer Sign Up Form	UPOU Ugnayan ng Pahinungod
Volunteer Commitment Form	UPOU Ugnayan ng Pahinungod

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the volunteer sign up form along with the data privacy form	1. Collects volunteer information for sending of orientation details	None	30 Minutes	<i>Junior Project Associate / Project Staff Ugnayan ng Pahinungod</i>
2. Attends volunteering orientation	2. Facilitates general orientation for volunteers and provides details for the volunteer training	None	7 Days	<i>Project Staff Ugnayan ng Pahinungod</i>
3. Fill out the volunteer confirmation/commitment form	3. Provide information on the status of application	None	7 Days	<i>Project Staff Ugnayan ng Pahinungod</i>
<b>TOTAL</b>		<b>None</b>	<b>14 Days and 30 Minutes</b>	

[New]

## 2. RECEIVING AND PROCESSING OF REQUEST FOR MEETING AND PARTNERSHIP

This serves as a guideline for request for meeting and partnership with Ugnayan ng Pahinungod.

<b>Office or Division</b>	Ugnayan ng Pahinungod
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Government
<b>Who may Avail</b>	UP student/alumni, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal request letter addressed to the UPOU Ugnayan ng Pahinungod	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits formal request to the official email of Pahinungod (pahinungod.upou@up.edu.ph)	1.1 Receives request letter or acknowledges receipt of email	None	10 Minutes	Senior Office Assistant Ugnayan ng Pahinungod
	1.2 Endorses the request letter to the office director	None	5 Minutes	Senior Office Assistant Ugnayan ng Pahinungod
	1.3 Reviews request (Approve/Decline/Comment)	None	3 Days	Director Ugnayan ng Pahinungod
	1.4 Sends update regarding the request	None	5 Minutes	Director/ Senior Office Assistant Ugnayan ng Pahinungod
2. Acknowledges receipt of the update	2. Provides/closes status of the request	None	5 Minutes	Senior Office Assistant Ugnayan ng Pahinungod
<b>TOTAL</b>		<b>None</b>	<b>3 Days and 25 Minutes</b>	

[New]

## 3. ANSWERING OF MOOC-RELATED INQUIRIES

This serves as a guideline for those who have inquiries related to the Massive Open Online Courses (MOOCs) and/or the Massive Open Distance eLearning (MODeL) platform.

<b>Office or Division</b>	Ugnayan ng Pahinungod
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Government
<b>Who may Avail</b>	UP student/alumni, Public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	None

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends email to <a href="mailto:model@upou.edu.ph">model@upou.edu.ph</a>	1.1 Answers inquiry or forward the concern to the concerned unit/office/faculty.	None	5 Minutes	MODeL Support Team/ Ugnayan ng Pahinungod
	1.2 Sends responds to the original sender.	None	5 Minutes	MODeL Support Team/ Ugnayan ng Pahinungod
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

[New]

# **OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS**

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

## 1. REQUEST FOR EXTERNAL / NON-UPOU RESEARCHERS TO CONDUCT RESEARCH / DATA COLLECTION AT UPOU

This serves as a guideline for the external/non-UPOU researchers that aim to conduct research/data collection at and about UP Open University.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who may Avail</b>	All non-UPOU employees, Affiliate/Adjunct faculty members, Lecturers, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 copy of Research Proposal	Requesting Party
1 copy of Research instrument/survey questionnaire	Requesting Party
1 copy of ethics clearance of the research proposal (if applicable)	Requesting Party
1 copy of Investigators' Curriculum Vitae	Requesting Party
1 copy of accomplished Data Collection Request Form to be signed by the proponent's Unit Head/Adviser	OVCAA/ Research and Publication Committee (RPC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1 Receives the application	None	5 Minutes	<i>Administrative Officer</i> OVCAA  <i>Project Staff</i> UPOU RPC
	1.2 Checks the submitted documents	None	20 Minutes	<i>Project Staff</i> UPOU RPC
	1.3 Informs the applicant/proponent to accomplish data collection request form	None	10 Minutes	<i>Project Staff</i> UPOU RPC
2. Submits data collection request form and other required	2.1 Receives the accomplished data collection request form	None	1 Day	<i>Administrative Officer</i> OVCAA  <i>Project Staff</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents, as needed				UPOU RPC
	2.2 Checks the completeness of the submitted documents	None	10 Minutes	<i>Project Staff</i> UPOU RPC
	2.3 Evaluates the submitted documents and endorses the application to the Assistant to the Vice Chancellor (A2VC)/ Vice Chancellor for Academic Affairs (VCAA), if applicable	None	1 Hour	<i>A2VC for Research</i> OVCAA/ VCAA OVCAA
	2.4 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 Hour	<i>UPOU</i> <i>Research and</i> <i>Publication</i> <i>Committee</i>
	2.5 Prepares draft endorsement letter to the VCAA	None	2 Hours	<i>Project Staff</i> UPOU RPC/ <i>A2VC for</i> <i>Research</i> OVCAA
	2.6 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 Day	<i>UPOU RPC/</i> VCAA OVCAA
	2.7 Prepares draft endorsement letter to the OC to be signed by the VCAA	None	1 Day	<i>UPOU RPC/</i> VCAA OVCAA
	2.8 Reviews documents for eligibility of applicant and issues approval, if applicable	None	1 Day	Office of the Chancellor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 Sends feedback letter to the proponent containing the review results and recommendations from the UPOU RPC	None	30 Minutes	<i>Project Staff</i> UPOU RPC
<b>TOTAL</b>		<b>None</b>	<b>4 Days, 5 Hours, and 15 Minutes</b>	

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

## 1. APPLICATION AND PROCESSING OF REQUEST TO PURSUE POST BACCALAUREATE DEGREE OF FACULTY MEMBERS

This serves as a guide in the application and processing of request to pursue post baccalaureate degree of UPOU faculty.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	UPOU Faculty Members

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 photocopy of Admission notice	University from which the applicant is currently enrolled

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a letter request to the Chancellor through channels	1.1 Receives the request	None	5 Minutes	<i>Administrative Officer</i> Faculty Offices
	1.2 Endorses the request to the Dean	None	1 Day	Faculty APC Faculty Offices
	1.3 Endorses the request to the University Academic Personnel Board (APB)	None	1 Day	<i>Dean</i> Faculty Offices
	1.4 Endorses the request to the Chancellor	None	1 Day	<i>University APB</i>
	1.5 Renders decision on the request	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.6 Provides copy of the decision to the faculty member thru the Faculty Dean and HRDO	None	5 Minutes	<i>Administrative Aide VI</i> Office of the Vice Chancellor for Academic Affairs
<b>TOTAL</b>		<b>None</b>	<b>4 Days and 10 Minutes</b>	

## 2. APPLICATION FOR RESEARCH DISSEMINATION GRANT (RDG)

This involves the guidelines for RDG that aims to financially support faculty members and staff in disseminating research outputs to international conferences.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees and Affiliate/Adjunct faculty members and Lectures

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Original copy of UPOU HRDO Form no. CE 002	<a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
1 Photocopy of Notice of abstract acceptance	Applicant
1 Original and 1 photocopy of Full paper	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1 Receives the application	None	5 Minutes	<i>Administrative Officer</i> Faculty Offices/Unit
	1.2 Evaluates and endorses the application	None	1 Day	<i>Dean/Head of Unit</i> Faculty Offices/Unit
	1.3 Reviews documents for eligibility of applicant and issues clearance	None	1 Day	<i>Chief Administrative Officer</i> Human Resources Development Office
	1.4 Reviews the documents and issues clearance	None	1 Day	<i>Chief Administrative Officer</i> Budget Office
	1.5 Reviews and endorses the application	None	1 Day	<i>Vice Chancellor for</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
				<i>Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.6 Renders decision on the request	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.7 Prepares travel authority and Contract	None	1 Day	<i>Chief Administrative Officer</i> Human Resources Development Office
	1.8 Facilitates the signing and distribute copies to concerned units/individuals	None	1 Day	<i>Administrative Aide VI</i> Human Resources Development Office
	<b>TOTAL</b>	None	<b>7 Days and 5 Minutes</b>	

### 3. APPLICATION FOR PROFESSORIAL CHAIR AWARDS AND FACULTY GRANT AWARDS

This serves as a guide in the processing of the application/nomination for professorial chair and faculty grant award.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	Regular Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original Application for Professional Chair/Faculty Grant	Office of the Vice Chancellor for Academic Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends application for Professional Chair/Faculty Grant to the Office of the Dean	1.1. Receives the application	None	5 Minutes	<i>Administrative Officer</i> Faculty Offices
	1.2 Evaluates the nomination/ application	None	1 Day	<i>Academic Personnel Committee (APC)</i> Faculty Offices
	1.3 Recommends the nomination/ application to the UPOU Committee on Professorial Chair and Faculty Grant (CPCFG)	None	1 Day	<i>Dean</i> Faculty Offices
	1.4 Evaluates and recommends the granting of the award to the Chancellor	None	1 Day	<i>CPCFG</i>
	1.5 Submits to the UP President the recommendations for the grant of the Professorial	None	1 Day	<i>Chancellor</i> Office of the Chancellor

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Chair/Faculty Grant award			
	1.6 Renders decision on the application	None	1 Day	<i>Vice President for Academic Affairs/ President/Board of Regent University of the Philippines</i>
	1.7 Prepares the contract	None	1 Day	<i>Chief Legal Counsel Office of the Legal Counsel</i>
	1.8 Facilitates the signing of the contract and distribute signed contract	None	2 Days	<i>Administrative Aide VI Office of the Legal Counsel</i>
	<b>TOTAL</b>	<b>None</b>	<b>8 Days and 5 Minutes</b>	

#### 4. APPLICATION TO THE TEACHING ASSISTANTSHIP PROGRAM

This serves as a guide in the application and processing of Teaching Assistantship Program such as Teaching Fellows and Teaching Assistants in UPOU.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	Faculty Offices

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original copy of UP Teaching Assistantship Program Application Form	OVCAA
1 photocopy of Admission notice	Applicant
1 photocopy of Official Transcript of Records or True Copy of Grades up to previous semester	Applicant
1 photocopy of Postgraduate Program of Study (for those currently enrolled)	Applicant
1 photocopy of Registration Form 5 for those currently enrolled	Applicant
1 original 750 – 1000 essay in English on the applicants career goals and interest in teaching, research and/or creative work	Applicant
Two original recommendation letters for applicant based on past performance from teachers/mentors endorsed by the unit head	Applicant
1 original Proposed courses to teach with specific tasks and duties	Faculty Offices
1 original Proposed post graduate program of study (applicable only for applicants who are baccalaureate graduates)	Applicant
1 original Proposed plan for teaching enhancement and training	Faculty Offices
1 original Proposed plan for research and creative work mentoring	Faculty Offices
1 original Justification letter for endorsing an applicant who is already in the thesis stage	Faculty Offices



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes and submits the documents to the Office of the Vice Chancellor for Academic Affairs	1.1 Evaluates and endorses the application to the Chancellor	None	1 Day	<i>Vice Chancellor for Academic Affairs OVCAA</i>
	1.2 Evaluates and endorses the application to the Chancellor	None	1 Day	<i>Chancellor Office of the Chancellor</i>
	1.3 Submits all the documents to OVPAA	None	1 Day	<i>Administrative Assistant II Office of the Chancellor</i>
	1.4 Renders decision on the application	None	1 Day	<i>Vice President for Academic Affairs/ President University of the Philippines</i>
	1.5 Informs the applicant through the Faculty Office on the decision of the application	None	5 Minutes	<i>Dean Faculty of Studies</i>
<b>TOTAL</b>		<b>None</b>	<b>4 Days and 5 Minutes</b>	

## 5. APPLICATION FOR UPOU RESEARCH GRANTS (FRG, CRG, etc.)

This involves the guidelines for UPOU Research Grants that aims to financially support faculty members and staff in writing research outputs that can be disseminated and/or published in local and international venues/academic areas.

<b>Office or Division</b>	Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees and Affiliate/Adjunct faculty members and Lectures

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Research Grant Form	OVCAA/RPC
1 copy of Research Proposal	Applicant
1 copy of Evaluation Form of two (2) Technical Reviewers	Applicant
1 copy of Endorsement letter from the Dean/Unit head addressed to OVCAA	Applicant
1 copy of either Endorsement letter from the Chair of Faculty of RPC addressed to IREC for Review, or certificate of ethics clearance from other institutions, whichever is applicable	Applicant
1 copy of Investigators' Curriculum Vitae	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required documents	1.1 Receives application	None	5 Minutes	<i>Administrative Officer</i> OVCAA
	1.2 Checks the completeness of the required documents	None	20 Minutes	<i>Project Staff</i> UPOU RPC
	1.3 Evaluates and endorses the application	None	20 Minutes	<i>A2VC for Research</i> OVCAA
	1.4 Reviews documents for eligibility of applicant and issues approval	None	1 Hour	UPOU RPC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Consolidate review results and draft letter for the proponent	None	2 Hours	<i>Project Staff</i> UPOU RPC
	1.6 Sends feedback letter to the proponent containing the review results and recommendations from the UPOU RPC	None	10 Minutes	<i>Project Staff</i> UPOU RPC
2. Resubmits required documents	2.1 Receives response letter from the proponent together with the revision of the paper, if any	None	10 Minutes	<i>A2VC for Research</i> OVCAA/ <i>Project Staff</i> UPOU RPC
	2.2 Checks the resubmission from the proponent	None	10 Minutes	<i>A2VC for Research</i> OVCAA/ <i>Project Staff</i> UPOU RPC
	2.3 Return to action 1.6, if necessary, else, prepares endorsement letter to the Office of the Chancellor to be signed by the UPOU RPC Chair	None	10 Minutes	<i>Project Staff</i> UPOU RPC/ <i>Chair</i> UPOU RPC
	2.4 Sends the endorsements letter to the Office of the Chancellor	None	10 Minutes	<i>Administrative Officer</i> OVCAA/ <i>Project Staff</i> UPOU RPC
	2.5 Process and approves the research grants	None	10 Minutes	Office of the Chancellor/ Budget Office
	2.6 Prepares Research Grant Contract to be	None	4 Hours	Legal Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	notarized by the public attorney			
	2.7 Sends the approved/notarized contract to the proponent and OVCAA Administrative Office	None	10 Minutes	Legal Office
	2.8 Prepares DV for payment	None	10 Minutes	<i>Administrative Officer</i> OVCAA/ Budget Office/ Accounting Office
<b>TOTAL</b>		<b>None</b>	<b>9 Hours and 5 Minutes</b>	

# **OFFICE OF STUDENT AFFAIRS EXTERNAL SERVICES**

## 1. APPLICATION FOR SCHOLARSHIP GRANTS

This serves as guidelines for the application for scholarship grants to UPOU students.

<b>Office or Division</b>	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 2x2 photo	Applicant
1 photocopy of Current Income Tax Return of parents; if exempted from filing, attach 1 photocopy of BIR Cert. of Exemption; if parents are unemployed, attach 1 original copy of notarized affidavit of income	Applicant
1 photocopy of UP Form 5	Applicant
1 original copy of True Copy of Grades from previous semester(s)	Office of the University Registrar
1 original copy of Certificate of Good Moral Character	Office of the University Registrar
1 photocopy of Birth Certificate	Applicant
Three (3) original recommendation letter from previous Professor	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents to the Office of Student Affairs	1.1 Receives and screens the application	None	1 Hour	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates application	None	2 Hours	<i>Scholarship Committee</i>
	1.3 Notifies the students on the results through email or mail	None	10 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.4 Uploads qualified applicants in the Official OUR Database System	None	1 Hour	<i>Administrative Assistant III</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>4 Hours and 10 Minutes</b>	

## 2. APPLICATION FOR STUDENT / GRADUATE ASSISTANT

This serves as a guideline for students to apply as Student/Graduate Assistant while pursuing their studies in the University.

<b>Office or Division</b>	Office of Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Undergraduate and post graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Biodata	Office of Student Affairs
1 original copy of True Copy of Grades	Office of the University Registrar/Office of the Faculty/College Secretary
1 photocopy of UP Form 5	Applicant
<i>For graduating students only:</i> 1 original copy of certification from the Secretary to the Faculty that the student is a candidate for graduation	Faculty Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application to the Office of Student Affairs	1.1 Receives and evaluates the application	None	30 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Endorses the application to Head of Unit for evaluation	None	10 Minutes	<i>Director</i> Office of Student Affairs
	1.3 Evaluates the applications and submits approved work schedule and signs basic papers	None	2 Hours	<i>Unit head</i> Respective Unit
	1.4 Prepares appointment.	None	15 Minutes	<i>Administrative Aide/Chief Admin Officer</i> HRDO
	1.5 Distributes copies of appointment papers.	None	10 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>3 Hours and 5 Minutes</b>	

### 3. APPLICATION FOR STUDENT LOAN

This serves as a guide for students who are applying for student loan.

<b>Office or Division</b>	Office of Student Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Undergraduate and post graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of application for refund	<a href="https://osa.upou.edu.ph/student-loan-program/">https://osa.upou.edu.ph/student-loan-program/</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application	1.1 Receives and evaluates the application	None	10 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Evaluates and renders decision on the application	None	2 Hours	Student Loan Board
	1.3 Informs the applicant and the Office of the University Registrar on the decision.	None	10 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.4 Prepares appointment.	None	15 Minutes	<i>Administrative Aide/Chief Admin Officer</i> HRDO
	1.5 Distributes copies of appointment papers.	None	10 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>2 Hours and 45 Minutes</b>	

#### 4. APPLICATION FOR PSYCHOSOCIAL SUPPORT

This serves as a guide for students for the application for Psychosocial support.

<b>Office or Division</b>	Office of Student Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the form at <a href="https://counseling.upou.edu.ph">https://counseling.upou.edu.ph</a>	1.1 Reviews the accomplished form.	None	5 Minutes	Senior Psychosocial Specialist I Office of Student Affairs
	1.2 Makes the arrangement with students for consultation.	None	10 Minutes	Senior Psychosocial Specialist I Office of Student Affairs
	1.3 Conducts consultation session with student.	None	1 Hour	Senior Psychosocial Specialist I Office of Student Affairs
	1.4 Asks the student to sign the Informed Consent Form	None	5 Minutes	Senior Psychosocial Specialist I Office of Student Affairs
	1.5 Accomplishes the referral form	None	10 Minutes	Senior Psychosocial Specialist I Office of Student Affairs
	1.6 Refers the student to the Licensed Mental Health Professionals (Counselors, Psychologists, Psychiatrists) for assessment or	None	10 Minutes	Senior Psychosocial Specialist I Office of Student Affairs



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	diagnosis, counseling, psychotherapy, and other interventions.			
	1.7 Follow-up of student progress	None	10 Minutes	<i>Senior Psychosocial Specialist I</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Hours and 50 Minutes</b>	

# **OFFICE OF STUDENT AFFAIRS INTERNAL SERVICES**

## 1. REQUEST FOR STUDENT ASSISTANTS AND GRADUATE ASSISTANTS (SA/GA) SLOTS

This serves as a guideline in processing the SA/GA slots

<b>Office or Division</b>	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All UPOU Offices/Units

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Survey form to determine demand and supply of SA/GA	OSA

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sends request for SA/GA slots to the Office of Student Affairs	1.1 Makes a survey to determine the demand prior to annual budget	None	4 Days	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Recommends approval to the Chancellor on the number of slots and budget	None	1 Day	<i>Director</i> OSA
	1.3 Chancellor renders decision	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.4 Announces available SA/GA slots via print and electronic means	None	1 Day	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

## 2. REQUEST FOR STUDENT ASSISTANTS AND GRADUATE ASSISTANTS CERTIFICATE

This serves as a guideline in processing the SA/GA certificate

<b>Office or Division</b>	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU Students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter/Email Request for SAGA (with attached Form 5 or UPOU ID)	Requesting Party

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certificate of SAGA via email: <a href="mailto:scholarships@upou.edu.ph">scholarships@upou.edu.ph</a>	1.1 Prepare the Certificate of SAGA and have it signed by the OSA Director	None	1 Day	<i>Administrative Aide VI; Director Office of Student Affairs</i>
	1.2 Send the signed certificate by replying to the client via email.	None	1 Day	<i>Administrative Aide VI Office of Student Affairs</i>
	1.3 Notifies the students of the results through email or mail	None	5 Minutes	<i>Administrative Aide VI Office of Student Affairs</i>
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 5 Minutes</b>	

[New]

### 3. STUDENT LEARNING ASSISTANCE (SLAS) ONLINE APPEAL

This serves as a guideline for the Student Learning Assistance (SLAS) online appeal

<b>Office or Division</b>	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Appeal Form	Log in to SLAS online through this link: <a href="https://slasonline.up.edu.ph/">https://slasonline.up.edu.ph/</a> using their UP Mail

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to <a href="https://slasonline.up.edu.ph/">https://slasonline.up.edu.ph/</a> using UP email account during the appeal period; Reads and indicates consent to the terms and conditions for filing an appeal; Completes the SLAS Online Appeal Questionnaire by filling out all required fields; Review all your entries carefully before submitting. <i>(Please note that submitted responses can no longer be viewed or</i>	1.1 Prepares the student's appeal for evaluation by the UPOU Committee on Scholarship and Financial Assistance (CSFA).  The CSFA support staff will either conduct an intake interview or send an email requesting the student to submit supporting documents. These documents will serve as the basis for the committee's evaluation.	None	1 Day	<i>Administrative Aide VI; Director Office of Student Affairs</i>
	1.2 Appeals undergo deliberation and evaluation by the	None	1 day	<i>UPOU CSFA Office of Student Affairs</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>edited.</i> ); and Confirms the submission of appeal.	UPOU CSFA Committee.			
	1.3 Upon approval of the UPOU CSFA, the appeals are resolved on SLAS online.	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
2. Reviews the result of application	2. Informs applicants to access their SLAS accounts to view the results of their SLAS appeal.	None	1 day	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>4 days</b>	

[New]

#### 4. REQUEST FOR STUDENT LEARNING ASSISTANCE (SLAS) BRACKET / GRANTS-IN-AID PROGRAM CERTIFICATE

This serves as a guideline for the processing of request for Student Learning Assistance (SLAS) bracket/grants-in-aid program certificate

<b>Office or Division</b>	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter/Email Request for SLAS bracket (with attached Form 5 or UPOU ID)	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate email: <a href="mailto:scholarships@upou.edu.lph">scholarships@upou.edu.lph</a>	1.1 Check the student's SLAS online profile and have it signed by the OSA Director	None	1 Day	<i>Administrative Aide VI; Director</i> Office of Student Affairs
	1.2 Send the signed certificate by replying to the client via email.	None	5 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 5 Minutes</b>	

[New]

## 5. ACCREDITATION OF STUDENT ORGANIZATION

This serves as a guideline in processing the Student Organization Accreditation

<b>Office or Division</b>	Office of the Student Affairs, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Student Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application for New Student Organization (ANSO) Forms	<a href="https://tagpuan.upou.edu.ph/mod/url/view.php?id=652">https://tagpuan.upou.edu.ph/mod/url/view.php?id=652</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate email: <a href="mailto:scholarships@upou.edu.lph">scholarships@upou.edu.lph</a>	1.1 Coordinate with the University Student Council on the uploaded forms	None	1 Day	<i>Administrative Aide VI</i> Office of Student Affairs
	1.2 Schedule a meeting with the CASO members	None	1 Day	<i>Administrative Aide VI</i> Office of Student Affairs
	1.3 Check and evaluate submitted forms, constitution, and bylaws.	None	1 Day	<i>Committee for Accreditation of Student Organizations</i>
	1.4 Send certification of accreditation for the approved student organizations	None	1 Day	<i>Administrative Aide VI</i> Office of Student Affairs
<b>TOTAL</b>		<b>None</b>	<b>4 Days</b>	

[New]

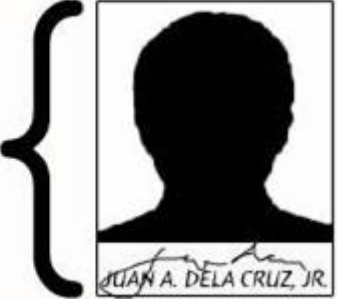

# **OFFICE OF THE UNIVERSITY REGISTRAR EXTERNAL SERVICES**

## 1. APPLICATION FOR UNDERGRADUATE ADMISSION (WITHOUT ADMISSION TEST)

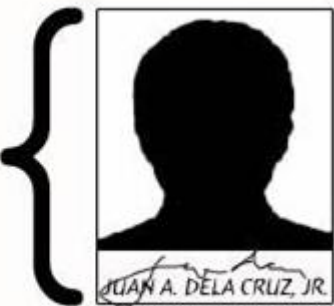

This serves as a guide to those applying for undergraduate admission in UP Open University.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPCAT Successful Applicants, Qualified Transferees, Applicants with previous degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>To be mailed to the Office of the University Registrar:</b>	
Signed and printed application form generated from the <b>Online Application System (OAS)</b>	<a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a>
Original copy of the valid Official Transcript of Records (OTR)  For applicants without college units yet: <ul style="list-style-type: none"> <li>• High School/Senior High School Graduates: Original copies of Form 137 and Grade 12 Form 138, with the school's dry seal and date of graduation</li> <li>• Philippine Educational Placement Test (PEPT) or Alternative Learning System Accreditation and Equivalency (ALS and A&amp;E) Passers: Original copy of the test results and a certified true copy of the diploma or graduation certificate issued by the Department of Education.</li> </ul> Reminders on the OTR: <ul style="list-style-type: none"> <li>• Current UP students: original copy of the True Copy of Grades (TCG) issued by the current faculty office/college</li> <li>• Former UP students: original copy of the OTR indicating date cleared by concerned UP units, and permit to transfer</li> <li>• Former college students (non-UP): original copy of OTR</li> <li>• Attended multiple colleges: Submit the OTR from the last school attended, which must reflect all credentials from previous schools, whether completed or not.</li> </ul>	Applicant

<p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
<p>One (1) piece 2" x 2" ID photo Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul>	Applicant
<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p><b>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</b></p>  </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.</p> </div> <div style="text-align: center;">  <p><i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> </div> <p><i>*Photos are AI generated.</i></p>	
Original Copy of NSO or PSA Birth Certificate	Applicant
<b>Additional requirement for applicants below 18 years old:</b>	
Original copy of the filled-out and signed <a href="#">Consent and Assent Form for Minors</a> .	Applicant
<b>To be uploaded via the Online Application System (OAS):</b>	
Scanned copy of the OTR	Applicant
For applicants without college units yet:	

<ul style="list-style-type: none"> <li>• High School/Senior High School Graduates: Original copies of Form 137 and Grade 12 Form 138, with the school's dry seal and date of graduation</li> <li>• Philippine Educational Placement Test (PEPT) or Alternative Learning System Accreditation and Equivalency (ALS and A&amp;E) Passers: Original copy of the test results and a certified true copy of the diploma or graduation certificate issued by the Department of Education.</li> </ul> <p>Reminders on the OTR:</p> <ul style="list-style-type: none"> <li>• Current UP students: original copy of the True Copy of Grades (TCG) issued by the current faculty office/college</li> <li>• Former UP students: original copy of the OTR indicating date cleared by concerned UP units, and permit to transfer</li> <li>• Former college students (non-UP): original copy of OTR</li> <li>• Attended multiple colleges: Submit the OTR from the last school attended, which must reflect all credentials from previous schools, whether completed or not.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
<p>Proof of payment of non-refundable application fee</p> <ul style="list-style-type: none"> <li>• PhP 350.00 (for Filipino citizens)</li> <li>• USD 75.00 (for non-Filipino citizens)</li> </ul> <p><i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i></p>	Applicant
NSO or PSA-issued Birth Certificate	Applicant
Two (2) government-issued identification cards	Applicant
<p>One (1) piece 2" x 2" ID photo</p> <p>Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul>	Applicant

<p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p> 		
 <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.</p> <p><i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p>		
<p><i>*Photos are AI generated.</i></p> <p><b>Additional requirement for applicants to the following degree programs:</b></p> <ul style="list-style-type: none"> <li>● Associate of Arts in Digital Design and Art (AADDA)</li> <li>● Associate of Science in Information Technology (ASIT)</li> <li>● Associate of Arts in Digital Entrepreneurship (AADE)</li> </ul>		
<p>Submit a 500-word essay stating your reasons for applying to UPOU's distance education program and your plans after program completion.</p>	<p>Applicant</p>	
<p><b>Additional requirement for applicants below 18 years old:</b></p>		
<p>Original copy of the filled-out and signed <a href="#">Consent and Assent Form for Minors</a>.</p>	<p>Applicant</p>	
<p><b>Additional Requirements for Foreign Applicants:</b></p>		
<ul style="list-style-type: none"> <li>● Authenticated Scholastic Records: Duly authenticated by the Philippine Foreign Service Post in the applicant's country of origin or legal residence</li> <li>● Passport and Birth Certificate: Copy of the passport's data page (showing date and place of birth) and birth certificate or its equivalent, both authenticated by the Philippine Foreign Service Post</li> </ul>	<p>Applicant</p>	
<p><b>Upon admission to the university, the student must submit the following documents in hard copy:</b></p>		
<p>Original copy of the OTR with valid remarks.</p>	<p>Applicant</p>	

<i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i>	
For applicants with international scholastic records: Original authenticated copy of the records, certified by the Philippine Foreign Service Post located in the applicant's country of origin or legal residence.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Applies for admission and upload the admission requirements through the <b>Online Application System</b> and (b) Sends all admission requirements on or before the application deadline to:  Admissions Section Office of the University Registrar Los Banos, Laguna.	1.1 Receives and records received application documents.	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 If applicable, computes the General Weighted Average of the applicant.	None	40 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Generates the list of transfer applicants from other UP units.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Consolidates and finalizes the lists per program of transfer applicants from other UP units.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Prepares and sends a letter including the finalized list to the UP Office of	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Admissions requesting for the UPG of the transfer applicants from other UP units.			
	1.7 UP Office of Admissions sends the results of the request.	None	1 Day	<i>UP Office of Admissions</i>
	1.8 Once received, prepares the profile of applicants and sends it to UEA I for final review before sending it to the Undergraduate Admission Committee (UAC) members.	None	2 Hours	<i>Administrative Aide VI Office of the University Registrar</i>
	1.9 Reviews the Profile of Applicants and sends it to the UAC members 5 days before the UAC Round 1 meeting.	None	4 Hours	<i>University Extension Associate I Office of the University Registrar</i>
	1.10 Evaluates applications and recommends those who will be taking the admission examination. UAC Round 1 meeting.	None	1 Day	<i>University Extension Associate I; Administrative Aide VI Office of the University Registrar Office of the University Registrar Undergraduate Admissions Committee</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>(UAC) Members</i>
	1.11 Updates the application status through the Online Application System (OAS) and informs the applicant regarding the next step to the application.	None	4 Hours	<i>University Extension Associate I/Administrative Aide VI Office of the University Registrar</i>
2. Completes the DE Readiness Module (DERM).	2.1 Sends emails to the applicants the link to the DERM.	None	15 Minutes	<i>Administrative Aide VI Office of the University Registrar</i>
	2.2 Checks those who completed the DERM and waits for the results of the UgAT and the schedule of the UAC Round 2 meeting.	None	1 Day	<i>Administrative Aide VI Office of the University Registrar</i>
3. Receives the results of the application.	3.1 Prepares the updated profile of applicants and sends them to UEA I for final review.	None	2 Hours	<i>Administrative Aide VI Office of the University Registrar</i>
	3.2 Reviews and sends the final profile of applicants to the UAC members 5 days before the UAC Round 2 meeting.	None	2 Hours	<i>University Extension Associate I Office of the University Registrar</i>
	3.3 Evaluates application for admission (UAC 2 <sup>nd</sup> Round Meeting).	None	2 Hours	<i>University Extension Associate I/Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the University Registrar Office of the University Registrar <i>Undergraduate Admissions Committee (UAC)</i>
	3.4 Program Admission Committees prepare and send the endorsement letter of the evaluation results to the Office of the University Registrar.	None	1 Day	<i>Program Chairs Faculties of Studies</i>
	3.5 Sends the results of the evaluation by email to the applicant.	None	1 Day	<i>Administrative Aide VI Office of the University Registrar Office of the University Registrar</i>
	<b>TOTAL</b>	PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	<b>7 Days, 4 Hours, and 5 Minutes</b>	

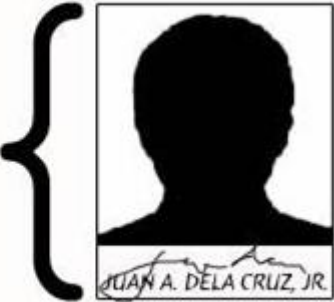

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## 2. APPLICATION FOR UNDERGRADUATE ADMISSION (WITH ADMISSION TEST)

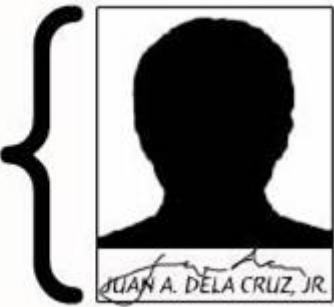

This serves as a guide to those applying for undergraduate admission for Associate Programs in UP Open University.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Highschool Graduates, Qualified Transferees, Applicants with previous degree

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>To be mailed to the Office of the University Registrar:</b>	
Signed and printed application form generated from the Online Application System	Applicant
Original copy of the Official Transcript of Records (OTR)  For applicants without college units yet: <ul style="list-style-type: none"> <li>High School/Senior High School Graduates: Original copies of Form 137 and Grade 12 Form 138, with the school's dry seal and date of graduation</li> <li>Philippine Educational Placement Test (PEPT) or Alternative Learning System Accreditation and Equivalency (ALS and A&amp;E) Passers: Original copy of the test results and a certified true copy of the diploma or graduation certificate issued by the Department of Education.</li> </ul> Reminders on the OTR: <ul style="list-style-type: none"> <li>Current UP students: original copy of the True Copy of Grades (TCG) issued by the current faculty office/college</li> <li>Former UP students: original copy of the OTR indicating date cleared by concerned UP units, and permit to transfer</li> <li>Former college students (non-UP): original copy of OTR</li> <li>Attended multiple colleges: Submit the OTR from the last school attended, which must reflect all credentials from previous schools, whether completed or not.</li> </ul>	Applicant

<p>Note: Refer to this link for valid remarks: <a href="#">TOR</a> <b>Acceptable Remarks</b></p>	
<p>One (1) piece of 2" x 2" ID photo Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul> <div data-bbox="209 770 842 1205" style="border: 1px solid black; padding: 5px;"> <p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p>  <p>JUAN A. DELA CRUZ, JR.</p> </div> <div data-bbox="236 1211 948 1585" style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.      <i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> <p><i>*Photos are AI generated.</i></p>	<p>Applicant</p>
<p>Original Copy of NSO or PSA Birth Certificate</p>	<p>Applicant</p>
<p><b>Additional requirement for applicants below 18 years old:</b></p>	
<p>Original copy of the filled-out and signed <a href="#">Consent and Assent Form for Minors</a>.</p>	<p>Applicant</p>
<p><b>To be uploaded via the Online Application System (OAS):</b></p>	
<p>Scanned copy of the OTR</p>	<p><a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a></p>
<p>For applicants without college units yet:</p>	<p>Applicant</p>

<ul style="list-style-type: none"> <li>• High School/Senior High School Graduates: Original copies of Form 137 and Grade 12 Form 138, with the school's dry seal and date of graduation</li> <li>• Philippine Educational Placement Test (PEPT) or Alternative Learning System Accreditation and Equivalency (ALS and A&amp;E) Passers: Original copy of the test results and a certified true copy of the diploma or graduation certificate issued by the Department of Education.</li> </ul> <p>Reminders on the OTR:</p> <ul style="list-style-type: none"> <li>• Current UP students: original copy of the True Copy of Grades (TCG) issued by the current faculty office/college</li> <li>• Former UP students: original copy of the OTR indicating date cleared by concerned UP units, and permit to transfer</li> <li>• Former college students (non-UP): original copy of OTR</li> <li>• Attended multiple colleges: Submit the OTR from the last school attended, which must reflect all credentials from previous schools, whether completed or not.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
<p>Proof of payment of non-refundable application fee</p> <ul style="list-style-type: none"> <li>• <i>PhP 350.00 (for Filipino citizens)</i></li> <li>• <i>USD 75.00 (for non-Filipino citizens)</i></li> </ul> <p><i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i></p>	Applicant
NSO or PSA-issued Birth Certificate	Applicant
Two (2) government-issued identification cards	Applicant
<p>2" x 2" ID photo</p> <p>Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> </ul>	

<ul style="list-style-type: none"> <li>With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul> <div data-bbox="209 400 842 837" style="border: 1px solid black; padding: 5px;"> <p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p>  </div> <div data-bbox="236 846 948 1218" style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.      <i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> <p><i>*Photos are AI generated.</i></p>	
<p><b>Additional requirement for applicants to the following degree programs:</b></p> <ul style="list-style-type: none"> <li>Associate of Arts in Digital Design and Art (AADDA)</li> <li>Associate of Science in Information Technology (ASIT)</li> <li>Associate of Arts in Digital Entrepreneurship (AADE)</li> </ul>	
<p>Submit a 500-word essay stating your reasons for applying to UPOU's distance education program and your plans after program completion.</p>	<p>Applicant</p>
<p><b>Additional requirement for applicants below 18 years old:</b></p>	
<p>Original copy of the filled-out and signed <a href="#">Consent and Assent Form for Minors</a>.</p>	<p>Applicant</p>
<p><b>Additional Requirements for Foreign Applicants:</b></p>	
<ul style="list-style-type: none"> <li>Authenticated Scholastic Records: Duly authenticated by the Philippine Foreign Service Post in the applicant's country of origin or legal residence</li> <li>Passport and Birth Certificate: Copy of the passport's data page (showing date and place of birth) and birth certificate or its equivalent, both authenticated by the Philippine Foreign Service Post</li> </ul>	<p>Applicant</p>

**Upon admission to the university, the student must submit the following documents in hard copy:**

Original copy of the OTR with valid remarks.  <i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i>	Applicant
For applicants with international scholastic records: Original authenticated copy of the records, certified by the Philippine Foreign Service Post located in the applicant's country of origin or legal residence.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Applies for admission and upload the admission requirements through the <b>Online Application System (OAS)</b> and (b) Sends all admission requirements on or before the application deadline to:  Admissions Section Office of the University Registrar Los Banos, Laguna.	1.1 Receives and records the received application documents.	Php 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Computes the general weighted average of the applicant.	None	40 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Generates the list of transfer applicants from other UP units.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Consolidates and finalizes the lists per program of transfer applicants from other UP units.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Prepares and sends a letter including the finalized list to the UP Office of Admissions requesting for the UPG of the transfer applicants from other UP units.	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.7 UP Office of Admissions sends the results of the request.	None	1 Day	<i>UP Office of Admissions</i>
	1.8 Once received, prepares the profile of applicants and sends it to UEA I for final review before sending it to the Undergraduate Admission Committee (UAC) members.	None	2 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
	1.9 Reviews the Profile of Applicants and sends it to the UAC members 5 days before the UAC Round 1 meeting.	None	4 Hours	<i>University Extension Associate I</i> Office of the University Registrar
	1.10 Evaluates applications and recommends those who will be taking the admission Examination (UAC Meeting 1 <sup>st</sup> Round)	None	1 Day	<i>University Extension Associate I</i> <i>/Administrative Aide VI; UPOU Undergraduate Admission Committee (UAC)</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.11 Updates the application status through the Online Application System (OAS) and informs the applicant regarding the next step to the application.	None	4 Hours	<i>University Extension Associate I/Administrative Assistant V</i> Office of the University Registrar
	1.12 Generates the list of possible UgAT examinees	None	1 Hour	<i>University Extension Associate I</i> Office of the University Registrar
	1.13 Sends emails to UgAT takers regarding the exam schedule, and their confirmation to take the test and waits for the confirmation for 5 days.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.14 Generates final list of UgAT takers based on confirmations sent.	None	1 Hour	<i>University Extension Associate I</i> Office of the University Registrar
	1.15 Prepares the Administration of the Actual UgAT a. Coordinates with OSA regarding the no. of proctors needed depending on the confirmed no. of examinees; b. Requests the creation of course site for the Actual UgAT site	None	5 Days	<i>University Extension Associate I</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	c. Set up Exam Portal d. Updates UgAT Manuals e. Sends exam details and manuals to examinees and proctors f. Sets up Proctor Exam g. Sends email reminders to examinees to register in Proctor Exam system one day before the exam			
2. Takes exam proper	2.1 Conducts the UgAT	None	1 Day	<i>Administrative Officer I;            Administrative Officer V;            Administrative Aide VI;            University Extension Associate I            Office of the University Registrar</i>
	2.2 Collates the exam responses/exam sheets.	None	4 Hours	<i>University Extension Associate I            Office of the University Registrar</i>
	2.3 Sends the answer sheets (using the required format) to the test markers/checkers and waits for the results for 20 days.	None	10 Minutes	<i>University Extension Associate I            Office of the University Registrar</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Completes the DE Readiness Module (DERM).  <i>Note: If admission exam is required, the applicant must take the exam first before completing the DERM.</i>	3.1 Sends emails to the applicants the link to the DERM.	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	3.2 Checks those who completed the DERM and waits for the results of the UgAT.	None	1 Day	<i>Administrative Aide VI</i> Office of the University Registrar
4. Receives the results of the application.	4.1 Once the UgAT results are received, UEA I encodes the results of the UgAT on OAS.	None	1 Day	<i>University Extension Associate I</i> Office of the University Registrar
	4.2 Prepares the updated profile of applicants and sends them to UEA I for final review.	None	2 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
	4.3 Reviews and sends the final profile of applicants to the UAC members 5 days before the UAC Round 2 meeting.	None	2 Hours	<i>University Extension Associate I</i> Office of the University Registrar
	4.4 Evaluates application for admission (UAC Round 2 Meeting)	None	2 Hours	<i>University Extension Associate I/Administrative Aide VI</i> Office of the University Registrar Office of the University Registrar Undergraduate Admissions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Committee (UAC)</i>
	4.5 Program Admission Committees prepare and send the endorsement letter of the evaluation results to the Office of the University Registrar.	None	1 Day	<i>Program Chairs Faculty of Studies</i>
	4.6 Sends the results of the evaluation by email to the applicant.	None	1 Day	<i>Administrative Aide VI Office of the University Registrar Office of the University Registrar</i>
<b>TOTAL</b>		<b>*See total fee below</b>	<b>13 Days, 5 Hours, and 30 Minutes</b>	

[Updated]

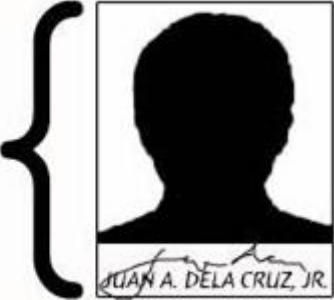


**\* PhP 350.00 for applicants based in the Philippines or USD 75.00 for applicants based abroad.**

### 3. APPLICATION FOR GRADUATE ADMISSION (WITHOUT ADMISSION / QUALIFYING EXAM)

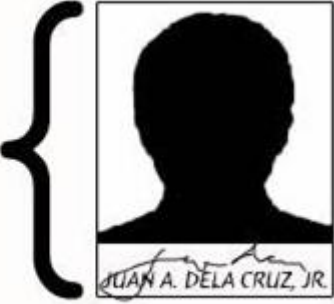


This serves as a guide to those applying for graduate admission in UP Open University for all the other graduate programs *except MPM, MIH, MALLE*.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Applicants who hold a Bachelor's degree and who have satisfied the minimum qualifications of the program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>To be mailed to the Office of the University Registrar:</b>	
Signed and printed application form generated from the <b>Online Application System (OAS)</b>	<a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a>
Original copy of the valid Official Transcript of Records (OTR)	Applicant
<p><b>For Professional Teaching Certification Program:</b></p> <ul style="list-style-type: none"> <li>Photocopy of the OTR for all degrees earned, both completed and not completed degree programs</li> </ul> <p><b>For all the other Graduate Degree Programs:</b></p> <ul style="list-style-type: none"> <li>Original copy of the valid OTR</li> </ul> <p>Reminders about the OTR:</p> <ul style="list-style-type: none"> <li>Must bear the school's dry seal and imprint, and the Registrar's original ink signature.</li> <li>If multiple schools or degrees were attended/earned, submit the OTR from the most recent school, and the OTR must reflect all credentials from previous schools/degrees, both completed and not completed.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
Two (2) Letters of Recommendation	Applicant
<p>These may come from an employee/supervisor, former professor, or former program adviser. Recommenders must use the <a href="#">UPOU Form 1a</a>. They can either mail it to:</p> <p>The Admission Section Office of the University Registrar</p>	

<p>UP Open University Los Baños, Laguna 4031 Philippines</p> <p>or they may email the recommendation letters, using their institutional email address, to <b><i>recommendations@upou.edu.ph</i></b>.</p>	
<p>Original Copy of NSO or PSA Birth Certificate</p>	<p>Applicant</p>
<p>One (1) piece 2" x 2" ID photo Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul> <div data-bbox="209 958 842 1391" style="border: 1px solid black; padding: 5px;"> <p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p>  <p>JUAN A. DELA CRUZ, JR.</p> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.</p> </div> <div style="text-align: center;">  <p><i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> </div> <p><i>*Photos are AI generated.</i></p>	<p>Applicant</p>
<p><b>To be uploaded via the Online Application System (OAS):</b></p>	<p><a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a></p>
<p>Scanned copy of the valid Official Transcript of Records (OTR)</p>	<p>Applicant</p>

<p>Reminders about the OTR:</p> <ul style="list-style-type: none"> <li>• Must bear the school's dry seal and imprint, and the Registrar's original ink signature.</li> <li>• If multiple schools or degrees were attended/earned, submit the OTR from the most recent school, and the OTR must reflect all credentials from previous schools/degrees, both completed and not completed.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
<p>Two (2) Letters of Recommendation (If available)</p> <p>These may come from an employee/supervisor, former professor, or former program adviser. Recommenders must use the <a href="#">UPOU Form 1a</a>. They can either mail it to:</p> <p>The Admission Section Office of the University Registrar UP Open University Los Baños, Laguna 4031 Philippines</p> <p>or they may email the recommendation letters, using their institutional email address, to <b><a href="mailto:recommendations@upou.edu.ph">recommendations@upou.edu.ph</a></b>.</p>	
<p>Essay</p> <p>A 500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at the UP Open University. This is to be uploaded on OAS.</p>	Applicant
<p>Proof of payment of non-refundable application fee</p> <ul style="list-style-type: none"> <li>• <i>PhP 500.00 (for Filipino citizens)</i></li> <li>• <i>USD 100.00 (for non-Filipino citizens)</i></li> </ul> <p><i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i></p>	Applicant
<p>NSO or PSA-issued Birth Certificate</p>	Applicant
<p>Two (2) government-issued identification cards</p>	Applicant
<p>2" x 2" ID photo</p> <p>Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> </ul>	

<ul style="list-style-type: none"> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul> <div data-bbox="209 477 842 913" style="border: 1px solid black; padding: 5px;"> <p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p>  </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.</p> </div> <div style="text-align: center;">  <p><i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> </div> <p><i>*Photos are AI generated.</i></p>	
<b>Additional Requirements for Foreign Applicants:</b>	
<ul style="list-style-type: none"> <li>• <b>Passport and Birth Certificate</b> Copy of the passport's data page (showing date and place of birth), and birth certificate or its equivalent, both authenticated by the Philippine Foreign Service Post.</li> </ul>	Applicant
<b>Upon admission to the university, the student must submit the following documents in hard copy:</b>	
<p>Original Official Transcript of Records (OTR) with valid remarks.</p> <p>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></p>	Applicant
<p>For applicants with international scholastic records: Submit the original copy of the records, duly authenticated by the Philippine Foreign Service Post located in the applicant's country of origin or legal residence.</p>	

<b>Admission Requirements for MALLE (for DLLE Graduate), MASSE (for DSSE Graduate), MIH (for DIH Graduate), MLVM (for DLVM Graduate), MAS (for GCAS Graduate), MRDM (for DRDM Graduate) and MENRM (for DENRM Graduate) Programs:</b>	
<i>Note: Submission of the general requirements is not required.</i>	
Signed and printed copy of the application form generated from the OAS. Mail it to the Admission Section, Office of the University Registrar.	Applicant
True copy of grades (TCG) for the Diploma program. This should be requested from the UPOU-OUR Records Section.	Applicant
A 500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at the UP Open University. This is to be uploaded on OAS.	Applicant
Proof of payment of non-refundable application fee <ul style="list-style-type: none"> <li>• PhP 5000.00 (for Filipino citizens)</li> <li>• USD 100.00 (for non-Filipino citizens)</li> </ul> <p><i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i></p>	
<b>Additional Requirements for the Doctorate Program</b>	
The additional documentary requirements must also be uploaded to the OAS. For portfolio and sample works, if the file size exceeds the limit (10MB) please upload a Word or PDF file containing the list of publicly accessible links (e.g. Google Drive, Dropbox) where the required documents can be accessed.	Applicant
<b>Additional Requirements for Doctor of Communication (DCOMM)</b>	
Statement of Intent: A 2,000-word essay outlining the applicant's research plan, including the proposed research framework and problem (in question form) or topics of interest.	Applicant
Portfolio of Written Work: A collection of the applicant's written outputs such as publications, research studies (as sole or senior author), media productions, scripts, etc.	Applicant
English Language Proficiency: Applicants who are non-native English speakers and did not complete prior academic coursework in English must submit proof of passing a valid English proficiency exam (e.g., IELTS, TOEFL).	Applicant
Computer and Internet Proficiency: Demonstration of proficiency in using computer technologies, the Internet, and other ICT tools essential	Applicant

for independent research.	
Special Needs Assessment: A disclosure of any physical or mental conditions that may require special attention or support services.	Applicant
<b>Additional Requirements for PhD in Education</b>	
Education Background: A Master's degree in basic Mathematics/Science or a sub-field of Education (e.g., Science Education, Mathematics Education, Distance Education, Language and Literacy Education, Social Studies Education).	Applicant
Alignment with Field of Specialization: The master's degree must include at least 15 units aligned with the PhD specialization. Otherwise, the applicant will be required to take supplementary 200-level courses in the chosen field.	Applicant
Academic Performance: A general weighted average of at least "2.0" or "B" at the undergraduate level, or "1.75" or better at the master's level.	Applicant
Leadership Potential: Demonstrated through a statement of purpose, references, and other supporting documents.	Applicant
Sample Works: Submission of at least two samples of completed creative or research work at the master's level.	Applicant
Research Concept Paper: A paper aligned with the intended dissertation topic.	Applicant
DE Readiness Module: Completion of this module is required for non-UPOU graduates.	Applicant
Interview: Applicants must demonstrate mental aptitude, language proficiency, and readiness for the program through an interview.	Applicant
<b>Additional Requirements for Doctor of Sustainability (DSus)</b>	
Leadership Potential: Demonstrated through the statement of purpose, references, and other supporting documents.	Applicant
Scholarly Portfolio and/or Creative Work: Includes scholarly or creative work (e.g., publications, policy papers, technical reports), a Curriculum Vitae, and a Certificate of Employment showing relevant work/research experience over the past 5 years.	Applicant
Dissertation Concept Proposal: A 2,000-word document outlining the research problem and proposed framework.	Applicant
English Language Proficiency:	Applicant

Required for applicants who are non-native English speakers and did not take prior academic coursework in English. Accepted exams include IELTS or TOEFL.	
Computer and Internet Proficiency: Demonstration of capability to use ICT tools essential for independent research.	Applicant
Special Needs Statement: Disclosure of any conditions requiring special attention or support.	Applicant
Midyear Intensive Program: Attendance is required.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Applies for admission and upload the admission requirements through the <b>Online Application System (OAS)</b> and (b) Sends all admission requirements on or before the application deadline to:  Admissions Section Office of the University Registrar Los Banos, Laguna.	1.1 Receives and records the received application documents.	PhP 500.00 for applicants based in the Philippines or USD 100.00 for applicants based abroad.	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted documents of the applicant.	None	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 If applicable, computes the general weighted average of the applicant	None	40 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Updates the application status through the OAS and informs the applicant regarding the next step to the application.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Generates and prepares the Profile of Applicants and sends it to UEA 1	None	4 Hours	<i>Administrative Aide VI</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for final review before submitting to the Faculty Offices/Program Committee.			
	1.6 Reviews and sends the Profile of Applicants to the Faculty Offices/Program Committee for their evaluation.	None	4 Hours	<i>University Extension Associate I</i> Office of the University Registrar
2. Completes the DE Readiness Module (DERM)	2.1 Sends emails to the applicants the link to the DERM.	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<i>Note: If an admission exam is required, the applicant must take the exam first before completing the DERM.</i>	2.2 Checks applicant's DERM completion and waits for the endorsement letters from the Faculty of Studies.	None	1 Day	<i>Administrative Aide VI</i> Office of the University Registrar
	3.1 Program Admission Committees prepare and send the endorsement letter of the evaluation results to the Office of the University Registrar.	None	1 Day	<i>Faculty of Studies</i>
3.2 Sends the results of the evaluation by email to the applicant.		None	1 Day	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>*See total fee below</b>	<b>4 Days and 2 Hours</b>	

[Updated]

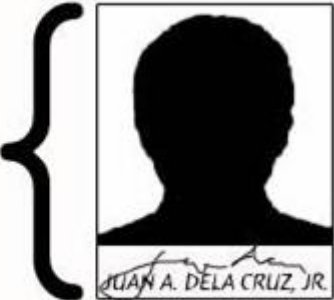

**\*PhP 500.00 for applicants based in the Philippines or USD 100.00 for applicants based abroad.**

#### 4. APPLICATION FOR GRADUATE ADMISSION (WITH ADMISSION / QUALIFYING EXAM)

This serves as a guide to those applying for graduate admission for *MPM MIH*, and *MALLE* in UP Open University.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Applicants who hold a Bachelor's degree (or Master's degree for DComm and PhD programs) and who have satisfied the minimum qualifications of the program.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Admission Requirements for MPM:</b>	
<b>To be mailed to the Office of the University Registrar:</b>	
Signed and printed application form generated from the <b>Online Application System (OAS)</b>	<a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a>
Original copy of the valid Official Transcript of Records (OTR)  Reminders about the OTR: <ul style="list-style-type: none"> <li>• Must bear the school's dry seal and imprint, and the Registrar's original ink signature.</li> <li>• If multiple schools or degrees were attended/earned, submit the OTR from the most recent school, and the OTR must reflect all credentials from previous schools/degrees, both completed and not completed.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	Applicant
Two (2) Letters of Recommendation  These may come from an employee/supervisor, former professor, or former program adviser. Recommenders must use the <a href="#">UPOU Form 1a</a> . They can either mail it to:  The Admission Section Office of the University Registrar UP Open University Los Baños, Laguna 4031 Philippines	Applicant

<p>or they may email the recommendation letters, using their institutional email address, to <b><i>recommendations@upou.edu.ph</i></b>.</p>	
<p>Original Copy of NSO or PSA Birth Certificate</p>	<p>Applicant</p>
<p>One (1) piece 2" x 2" ID photo Photo requirements:</p> <ul style="list-style-type: none"> <li>• ID photo (2x2 inches)</li> <li>• Colored, with a white or off-white background</li> <li>• Taken within the last 4 months</li> <li>• Full-face centered, eye visible; no eyeglasses or accessories that obscure facial features</li> <li>• With a handwritten name tag: First Name, Middle Initial, Last Name, Extension Name (if any), and signature over printed name</li> </ul> <div data-bbox="209 846 842 1279" style="border: 1px solid black; padding: 5px;"> <p><i>Shot must be from shoulder level up with head and face occupying at least 80% of the picture.</i></p>  </div> <div data-bbox="236 1290 944 1659" style="text-align: center;">  <p><i>Juan A. Dela Cruz, jr.</i> JUAN A. DELA CRUZ, JR.      <i>Maria A. Dela Cruz</i> MARIA A. DELA CRUZ</p> </div> <p><i>*Photos are AI generated.</i></p>	<p>Applicant</p>
<p><b>To be uploaded via the Online Application System (OAS):</b></p>	<p><a href="https://our.upou.edu.ph/oas/">https://our.upou.edu.ph/oas/</a></p>
<p>Scanned copy of the valid Official Transcript of Records (OTR)</p> <p>Reminders about the OTR:</p> <ul style="list-style-type: none"> <li>• Must bear the school's dry seal and imprint, and the Registrar's original ink signature.</li> </ul>	<p>Applicant</p>

<ul style="list-style-type: none"> <li>If multiple schools or degrees were attended/earned, submit the OTR from the most recent school, and the OTR must reflect all credentials from previous schools/degrees, both completed and not completed.</li> </ul> <p><i>Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a></i></p>	
<p>Two (2) Letters of Recommendation (If available)</p> <p>These may come from an employee/supervisor, former professor, or former program adviser. Recommenders must use the <a href="#">UPOU Form 1a</a>. They can either mail it to:</p> <p>The Admission Section Office of the University Registrar UP Open University Los Baños, Laguna 4031 Philippines</p> <p>or they may email the recommendation letters, using their institutional email address, to <b><a href="mailto:recommendations@upou.edu.ph">recommendations@upou.edu.ph</a></b>.</p>	Applicant
<p>Essay</p> <p>A 500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at the UP Open University. This is to be uploaded on OAS.</p>	Applicant
<p>Proof of payment of non-refundable application fee</p> <ul style="list-style-type: none"> <li>PhP 500.00 (for Filipino citizens)</li> <li>USD 100.00 (for non-Filipino citizens)</li> </ul> <p><i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i></p>	Applicant
<b>Additional Requirements for Foreign Applicants:</b>	
<p><b>Passport and Birth Certificate</b></p> <p>Copy of the passport's data page (showing date and place of birth), and birth certificate or its equivalent, both authenticated by the Philippine Foreign Service Post.</p>	Applicant
<b>Upon admission to the university, the student must submit the following documents in hard copy:</b>	
Original Official Transcript of Records (OTR) with valid remarks.	Applicant

Note: Refer to this link for valid remarks: <a href="#">TOR Acceptable Remarks</a>	
For applicants with international scholastic records: Submit the original copy of the records, duly authenticated by the Philippine Foreign Service Post located in the applicant's country of origin or legal residence.	
<b>Admission Requirements for MALLE (for DLLE Graduate) and MIH (for DIH Graduate) Programs:</b>	
<i>Note: Submission of the general requirements is not required.</i>	
Signed and printed copy of the application form generated from the OAS. Mail it to the Admission Section, Office of the University Registrar.	Applicant
True copy of grades (TCG) for the Diploma program. This should be requested from the UPOU-OUR Records Section.	Applicant
A 500-word essay indicating your purpose for applying to the distance education programs and your plans after completion of graduate study at the UP Open University. This is to be uploaded on OAS.	Applicant
Proof of payment of non-refundable application fee <ul style="list-style-type: none"> <li>• PhP 5000.00 (for Filipino citizens)</li> <li>• USD 100.00 (for non-Filipino citizens)</li> </ul>	Applicant
<i>Note: Please refer to this link for payment instructions: <a href="#">Payment of Fees</a></i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. (a) Applies for admission and upload the admission requirements through the <b>Online Application System (OAS)</b> and (b) Sends all admission requirements on or before the application deadline to:	1.1 Receives and records the received application documents.	PhP 500.00 for applicants based in the Philippines or USD 100.00 for applicants based abroad.	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Pre-evaluates the submitted	None	20 Minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Admissions Section Office of the University Registrar Los Banos, Laguna.	documents of the applicant.			Office of the University Registrar
	1.3 Computes the general weighted average of the applicant.	None	40 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Updates the application status through the Online Application System (OAS) and informs the applicant regarding the next step to the application.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Generates and prepares the Profile of Applicants and sends it to UEA 1 for final review before submitting to the Faculty Offices/Program Committee.	None	4 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Reviews the Profile of Applicants and sends the list Profile of Applicants to the Faculty Offices/Program Committee.	None	4 Hours	<i>University Extension Associate I</i> Office of the University Registrar
	1.7 Sends emails to possible admission/qualifying examination takers regarding exam schedule, and their confirmation to take the test and	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	waits for confirmation for 5 days.			
	1.8 Generates final list of admission/qualifying examination takers based on confirmations sent.	None	1 Hour	<i>University Extension Associate I</i> Office of the University Registrar
	1.9 Prepares the Administration of the Admission/Qualifying Exam a. Coordinates with OSA regarding the no. of proctors needed depending on the confirmed no. of examinees; b. Requests the creation of course site for the Admission/Qualifying Exam Site in Exam Portal c. Set up Exam Portal d. Updates exam manuals e. Sends exam details and manuals to examinees and proctors f. Sets up Proctor Exam g. Sends email reminders to examinees to register in Proctor Exam system one	None	5 Days	<i>University Extension Associate I</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	day before the exam			
	1.10 Sends the details of the exam and exam manuals (including the payment for the examination fee for MPM applicants) to confirmed examinees.	None	10 Minutes	<i>University Extension Associate I</i> Office of the University Registrar
	1.11 (For MPM applicants) Verifies proof of MPM GAT payment.	PHP 500.00	4 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
2. Takes the admission/ qualifying test.	2.1 Conducts the admission/ qualifying test.	None	1 Day	<i>University Extension Associate I/Administrative Aide VI</i> Office of the University Registrar
	2.2 Collates the exam responses/exam sheets	None	4 Hours	<i>University Extension Associate I</i> Office of the University Registrar
	2.3 Sends the answer sheets (using the required format) to test markers/checkers and waits for the results for 20 days.	None	10 Minutes	<i>University Extension Associate I</i> Office of the University Registrar
3. Completes the DE Readiness	3.1 Sends emails to the applicants	None	30 Minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Module (DERM).	the link to the DERM.			Office of the University Registrar
<i>Note: If admission exam is required, the applicant must take the exam first before completing the DERM.</i>	3.2 Checks applicant's DERM completion and waits for the results of the admission/qualifying exam.	None	1 Day	<i>Administrative Aide VI</i> Office of the University Registrar
	3.3 Program Admission Committees prepare and send the endorsement letter of the evaluation results to the Office of the University Registrar.	None	1 Day	<i>Faculty Offices</i>
4. Receives the results of the application.	4. Sends online notification to students via OAS about status of application including registration procedures (if admitted to program).	None	8 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>*See total fee below</b>	<b>8 Days, 12 Hours, and 20 Minutes</b>	

[Updated]

**\*PhP 500.00 for applicants based in the Philippines or USD 100.00 for applicants based abroad.**

## 5. APPLICATION FOR READMISSION

Students who went on Absence without Leave (AWOL) should file for readmission to be able to continue his/her program with UPOU subject to the approval or evaluation of the Program Chair (PC).

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students who are on Absence without Leave (AWOL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Original copy of Accomplished application form for readmission	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2022/01/Application-for-Readmission-1-1.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2022/01/Application-for-Readmission-1-1.pdf</a>
1 Electronic copy of valid proof of payment for application fee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents to the Records Section (records@upou.edu.ph) before the set deadline for the term.	1.1 Acknowledges receipt of the application and proof of payment	PHP 225.00	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Stamps and logs in the received application form in the incoming documents, if submitted in hardcopy	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Prepares the student checklist, and residency evaluation.	None	30 Minutes	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar
	1.4 Sends the application form to respective Faculty of Study for evaluation	None	1 Day	<i>Administrative Officer V</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Processes the application for readmission	None	1 Day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.6 Forwards the application for readmission to the concerned PC for appropriate action	None	1 Day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.7 Evaluates the application, and recommends action to the Dean	None	7 Days	<i>Program Chair</i> Faculty of Study
	1.8 Renders decision on the application (including request for waiver of MRR, if necessary)	None	1 Day	<i>Dean</i> Faculty of Study
	1.9 Forwards the evaluated application for readmission to the OUR	None	1 Day	<i>Secretary to the Faculty</i> Office of the Secretary to the Faculty
	1.10 Informs the student through email notification of the evaluation result and updates the database	None	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>PHP 225.00</b>	<b>12 Days and 60 Minutes</b>	

## 6. REQUEST FOR TRANSCRIPT OF RECORDS (TOR) – WITH PREVIOUS APPROVED REQUEST

A student's transcript of records is released by the Office of the University Registrar upon the student's request and payment of the transcript preparation fee, and upon clearance from the university. The OUR does not issue partial transcript of records.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students who are graduating or will transfer to another university or have reached the prescribed maximum residency rule and cleared from the University.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Approved University Clearance	Applicant
1 original Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted)	Applicant
Online request for documents via AIMS Student Portal	<a href="http://our.upou.edu.ph/student">http://our.upou.edu.ph/student</a>
1 electronic copy of Proof of Payment for TOR and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submit a request for TOR and upload the proof of payment through the AIMS Student Portal.	1.1 Acknowledges receipt of request and sends the billing statement to the student through email	PhP 50.00 per page	30 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Processes the documents	None	5 Days	<i>Student Records Evaluator II / Administrative Officer V / University Registrar</i> Office of the University Registrar
	1.4 Sends the requested documents to the student through	None	1 Day	<i>Student Records Evaluator I</i> Office of the

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	mail (or may be picked-up at the OUR)			University Registrar
	1.5 Informs the student of the sending of the requested TOR via AIMS.	None	1 Day	<i>Student Records Evaluator I</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 50.00 per page</b>	<b>7 Days and 30 Minutes</b>	

## 7. REQUEST FOR TRANSCRIPT OF RECORDS (TOR) – FIRST TIME REQUEST

A student's transcript of records is released by the Office of the University Registrar upon the student's request and payment of the transcript preparation fee, and upon clearance by the university. The OUR does not issue partial transcript of records.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students who are graduating or will transfer to another university, or have reached the prescribed maximum residency rule and are cleared from the university.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Approved University Clearance	Applicant
1 original Valid copy of previous TOR (preferably with remark "Copy for UP Open University" if not submitted)	Applicant
Online request for documents via AIMS Student Portal	<a href="http://our.upou.edu.ph/student">http://our.upou.edu.ph/student</a>
1 Electronic copy of Proof of Payment for TOR and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students submit a request for TOR through the AIMS Student Portal, makes the payment and uploads the proof of payment to the online portal.	1.1 Assess the request and update the status of the online request.	PhP 50.00 per page	15 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 OUR pulls out the student jacket of the student	None	15 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3a Checks the completeness and validity of the submitted Transcript of Records; and 1.3b drafts and prints the initial copy of Transcript of Records	None	7 Days	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Forwards the draft TOR and student jacket to the Head of the Records Section for checking.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Head of the Records Section checks the draft TOR and sends back to Records staff for final printing	None	1 Day	Administrative Officer V Office of the University Registrar
	1.6 Checks draft TOR for corrections, and prints the final TOR and updates the status of the online request	None	1 Day	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.7 Prepares TOR and its attachments (copy of TOR from previous school) and sends them to Authorized signatory for signature	None	1 Day	<i>Administrative Assistant II</i> Office of the University Registrar
	1.8 Signs TOR and its attachments and sends back to Records Staff	None	10 Minutes	<i>Administrative Officer V</i> Office of the University Registrar
	1.9 Sends TOR and attachments to the University Registrar for signature	None	10 Minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.10 Signs the TOR and attachments and sends it back to Records staff	None	10 Minutes	<i>University Registrar</i> Office of the University Registrar

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.11 Checks if the TOR has complete signatures, dry seal, and remarks, if necessary.	None	5 Minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.12 Packs the TOR and mails it by fast courier	None	1 Hour	<i>Administrative Officer I</i> Office of the University Registrar
	1.13 Informs the student of the sending of the requested TOR via AIMS.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 50.00 per page</b>	<b>10 Days, 2 Hours, and 15 Minutes</b>	

## 8. REQUEST FOR CERTIFICATIONS AND OTHER OFFICIAL DOCUMENTS

Certifications such as True Copy of Grades, Certificate of Enrollment, Certificate of Units Earned, Certificate of Authentication and Verification (for DFA red ribbon processing), Expected Date of Graduation, Certificate of No Objection, Certificate of General Weighted Average, UP Grading System Certificate, English as Medium of Instruction, Certified True Copy of all the official documents listed above, and other various official documents are issued by the OUR as per student request. The complete list of all the official documents that can be requested by the students are available at the <https://registrar.upou.edu.ph/request-documents/>

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Currently enrolled students, alumni and former students who have left the university (on AWOL or honorably dismissed)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online request via Google Form	<a href="https://registrar.upou.edu.ph/request-documents/">https://registrar.upou.edu.ph/request-documents/</a>
1 Electronic copy of Proof of Payment for document and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files the request for documents through AIMS Student Portal ( <a href="http://our.upou.edu.ph/student">http://our.upou.edu.ph/student</a> )	1.1 Acknowledges receipt of request and informs the student if the payment is insufficient	PhP 50.00 per document	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Prepares the certificate	None	2 Hours	<i>Administrative Assistant II/ Student Records Evaluator I</i> Office of the University Registrar
	1.3 Forwards the certifications to the Head of	None	5 Minutes	<i>Administrative Assistant II</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Records Section for checking and signing			Office of the University Registrar
	1.4 Checks and signs the certifications and sends back to Records staff	None	2 Hours	<i>Administrative Officer V</i> Office of the University Registrar
	1.5 Forwards certifications to the University Registrar for signature	None	5 Minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.6 Checks and signs the certifications and sends back to Records staff	None	1 Hour	<i>University Registrar</i> Office of the University Registrar
	1.7 Checks if the certifications have complete signatures, and dry seal.	None	5 Minutes	<i>Administrative Assistant II</i> Office of the University Registrar
	1.8 Packs and mails the certifications by fast courier	None	1 Hour	<i>Administrative Officer I</i> Office of the University Registrar
	1.9 Informs the student of the sending of the requested TOR via AIMS.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 50.00 per document</b>	<b>6 Hours and 40 Minutes</b>	

## 9. REQUEST FOR CORRECTION OR CHANGE OF NAME / INFORMATION OF STUDENT

Request for Correction of Name/Change in Student Information Change/correction of name is applicable only to those students who have not graduated /not cleared yet from the University. Otherwise, the request for change/correction of name can no longer be accommodated.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students who have not graduated/cleared yet from the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Electronic copy of the request form for correction or change of name/information of student	<a href="https://registrar.upou.edu.ph/change-information/">https://registrar.upou.edu.ph/change-information/</a>
2.a. Change of Last Name/Change of Civil Status – 1 photocopy of marriage certificate; 1 photocopy of Court Order if change is due to annulment, legal separation, divorce 2.b. Correction of First Name – 1 original copy of Affidavit of Change of Name (explaining discrepancy); photocopy of Birth Certificate (with PSA authentication) 2.c. Correction of Student Number – 1 photocopy of UP transcript of records from former school	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends through email the accomplished form to the Records Section (records@upou.edu.ph) together with the required supporting document/s.	1.1 Acknowledges receipt of the request	None	5 Minutes	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar
	1.2 Validates the supporting document submitted and forwards it to the staff member in charge for processing	None	2 Hours	<i>Student Records Evaluator I/ Administrative Officer V</i> Office of the University Registrar

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3 Encodes the information to the records database.	None	20 Minutes	<i>Administrative Officer I</i> Office of the University Registrar
	1.4 Informs the student by email of the successful change/update of information, and furnishing information to the MyPortal Administrator ( <i>for change/ correction of name only</i> ).	None	5 Minutes	<i>Administrative Officer I</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>2 Hours and 30 Minutes</b>	

## 10. REQUEST FOR REFUND THROUGH eCREDIT / BANK TRANSFER

Students who applied for withdrawal of enrollment and/or cancelation of enrollment can apply for a refund of payment, however, requests under the said cases have deadlines to follow, as specified below:

- Withdrawal on or before the start of classes – 100%
- Withdrawal after the start of classes – 80%
  - Semester schedule – on or before one month after the start of classes
  - Trimestral schedule – on or before three (3) weeks after the start of classes

For the following cases, a request for refund can be done anytime within the current term:

1. Overpayment;
2. Tuition fee exemptions and Reduced fee;
3. Free tuition;
4. Double payment;
5. Dissolution of courses;
6. Recipient of any scholarship grant; or
7. Payment intended for other UP constituent university was sent to UPOU.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU students, applicants, non-degree and cross-enrollee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online request via Google Form	<a href="https://docs.google.com/forms/d/e/1FAIpQLScdy6t9qUmLZEQuC2d6dCpC1-4-N2yevmH1GFngDLZ2Hwlq9w/vi/ewform">https://docs.google.com/forms/d/e/1FAIpQLScdy6t9qUmLZEQuC2d6dCpC1-4-N2yevmH1GFngDLZ2Hwlq9w/vi/ewform</a>
1 scanned copy of Refund Application Form (RAF)	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf</a>
1 photocopy of passbook / ATM / any bank document or proof showing the bank and bank account number where payment proceeds will be deposited/ credited	Applicant
1 photocopy of Valid Proof of payment	Applicant
1 scanned copy of the signed authorization letter if the refund will be credited to a different person	Applicant
Applicable supporting documents as the case maybe (one photocopy): <ul style="list-style-type: none"> <li>● free tuition fee eligibility certificate</li> <li>● copy of form 5 for cross-enrolled student</li> </ul>	Applicant

<ul style="list-style-type: none"> <li>• scholarship certification, approved reduced fee/TFE application form, etc.</li> </ul>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the correctly filled application for refund form and complete supporting documents via <a href="#">Google Form</a>	1.1 Receives and reviews the documents  <i>Note: Incomplete documents will be returned to the student. The request will not be processed unless missing documents are submitted.</i>	None	10 Minutes	Administrative Aide VI Office of the University Registrar
	1.2 Prints the submitted complete accomplished form and supporting documents	None	5 Minutes	Administrative Aide VI Office of the University Registrar
	1.3 Computes the refundable amount	None	15 Minutes	Administrative Aide VI Office of the University Registrar
	1.4 Encodes the student's pertinent information in the shared Google Sheet (Refund Status)	None	5 Minutes	Administrative Aide VI Office of the University Registrar
	1.5 Encodes student's information, whose refund shall be credited to a non-Land bank or Veterans banks, in the Real Time Gross Settlement	None	3 Minutes	Administrative Aide VI Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(RTGS) shared google sheet			
	1.6 Prepares a summary of refund requests	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.7 Endorses the summary to the University Registrar for approval/ signature	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>FOR FIRST TIME REFUND REQUEST ONLY</b> 1.8a Registers the name of the student in the Financial Management System (FAIS)	None	5 Minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Academic Affairs
	1.8b Endorses encoded list in the FAIS to the Accounting Office and Budget Office for approval	None	2 Minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Academic Affairs
	1.8c Accounting Office and Budget Office validates and encodes to FAIS the names of the students	None	2 Minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Academic Affairs
	1.8d Prepares the DV and updates the information encoded earlier in the FAIS	None	10 Minutes	<i>Administrative Assistant II</i> Office of the Vice Chancellor for Academic Affairs

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>See Processing of Payments for Suppliers/Creditors thru LBP Online Payment System or Bank Crediting System under Accounting and Cash Offices External Service</i>			
	1.9 Inputs in the shared google sheet the status of the refund (date credited)	None	5 Minutes	<i>Administrative Aide Cash Office</i>
	1.10 Sends email notification to student and encodes in the shared sheet the date the student was informed of the availability of the refund	None	5 Minutes	<i>Administrative Aide VI Office of the University Registrar</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 Hour and 18 Minutes</b> <i>For First Time Requester</i> <b>1 Hour and 47 Minutes</b>	

## 11. REQUEST FOR REFUND THROUGH CREDIT CARD REVERSAL

Students who applied for withdrawal of enrollment and/or cancelation of enrollment can apply for a refund of payment, however, requests under the said cases have deadlines to follow, as specified below:

- Withdrawal on or before the start of classes – 100%
- Withdrawal after the start of classes – 80%
  - Semester schedule – on or before one month after the start of classes
  - Trimestral schedule – on or before three (3) weeks after the start of classes

For the following cases, a request for refund can be done anytime within the current term:

1. Overpayment;
2. Tuition fee exemptions and Reduced fee;
3. Free tuition;
4. Double payment;
5. Dissolution of courses;
6. Recipient of any scholarship grant; or
7. Payment intended for other UP constituent university was sent to UPOU.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU students, applicants, non-degree and cross-enrollee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online request via Google Form	<a href="https://docs.google.com/forms/d/e/1FAIpQLScdy6t9qUmLZEQuC2d6dCpC1-4-N2yevmH1GFngDLZ2HwIq9w/vi/ewform">https://docs.google.com/forms/d/e/1FAIpQLScdy6t9qUmLZEQuC2d6dCpC1-4-N2yevmH1GFngDLZ2HwIq9w/vi/ewform</a>
1 scanned copy of Refund Application Form (RAF)	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Revised_REFUND-APPLICATION-FORM.pdf</a>
1 photocopy of Valid Proof of payment	Applicant
1 scanned copy of the signed authorization letter if the refund will be credited to a different person	Applicant
Applicable supporting documents as the case maybe (i.e photocopy of either of the following: free tuition fee eligibility certificate, copy of form 5 for cross-enrolled student, scholarship certification, approved reduced fee/TFE application form, etc.)	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the correctly filled application for refund form and complete supporting documents via <a href="#">Google Form</a>	1.1 Receives and reviews the documents	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Computes the refundable amount	None	15 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Encodes the student's pertinent information in the Google Sheet (Refund Status)	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Prepares a summary of refund requests	None	30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Endorses the summary to the University Registrar for approval/ signature	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Forwards the summary and attachments to Cash Office	None	3 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.7 Requests the credit card reversal and inputs in the shared sheet the status of the refund (date submitted and credited)	None	5 Minutes	<i>Chief Administrative Officer</i> Cash Office
	1.8 Sends email notification to student	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Encodes in the shared sheet the date the student was informed of the availability of the refund	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 28 Minutes</b>	


## 12. APPLICATION FOR STUDENT ID

All officially enrolled students, except non-degree students and cross-enrollees can apply for a student ID card. ID fee is included in other school fees assessment during the student's first enrollment in the university. A mailing fee will also be charged if the student opted to have their ID card shipped directly to their mailing address.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Bonafide UPOU student

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out Google Sheet for Student ID request	<a href="https://url.upou.edu.ph/studentid">https://url.upou.edu.ph/studentid</a>
1 photocopy of Proof of payment for mailing fee	Applicant
1 Colored 2" x 2" Photo (saved in a jpeg not to exceed 500 KB and must not be less than 100KB)) taken in front of a plain <b>ORANGE</b> background, applicable to students enrolled under the PTC, PhD, Diploma and Master's programs; while for Undergraduate programs (AA, BAMS and BES), it must be taken in front of a plain <b>RED</b> background; must have been taken within the last six months; must clearly show facial features and taken in full-face view directly facing the camera; Filename: student number of the applicant	Applicant
1 signature - must be handwritten using a black ball-point or felt-tip pen on plain white background (crop out the excess background)	Applicant
1 scanned copy of the signed authorization letter if the refund will be credited to a different person	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the request for Student ID ( <a href="https://url.upou.edu.ph/studentid">https://url.upou.edu.ph/studentid</a> ) and uploads the proof of payment and other requirement	1.1 Receives application and checks details of the request including validity of uploaded photo and signature	PhP 130.00 for ID reissuance  PhP 230.00 for the local mailing fee	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Changes the application status in the student ID	None	5 Minutes	<i>Administrative Aide VI</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	database (excel file) (i.e.from “new application” to “in process” or “pending”, etc.).			Office of the University Registrar
	1.3 Edits and cleans the uploaded photo and signature; Lays out the ID	None	1 Hour, 30 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Prints ID cards	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Attaches the term validation sticker	None	1 Minute	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6 Updates the application status in the student ID database and summary of ID requests	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		PhP 130.00 for ID reissuance	<b>1 Hour and 56 Minutes</b>	
<b><i>For those who opted for direct mailing</i></b>				
	1.7 Prepares the mailing label, envelop and list.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.6.2 Packs the document in the courier’s pack/envelope records the tracking number	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.8 Informs the students through email of the	None	5 Minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	availability of the ID			Office of the University Registrar
	1.9 Forwards the ID cards to courier service and request student to fill out the online document receipt form	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 130.00 for ID reissuance</b> <b>PhP 230.00 for the local mailing fee</b>	<b>2 Hour and 26 Minutes</b>	

### 13. REQUEST FOR ID VALIDATION STICKER – WALK-IN

A currently enrolled UPOU student may request a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Currently enrolled UPOU students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 Original copy of his/her student ID	Applicant
1 Photocopy of current Form 5	Applicant
1 Original copy of authorization letter signed by the student (in case a representative will be the one to pick up the document)	Applicant


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her ID to the Office of the University Registrar	1.1 Checks enrollment status of the student	None	1 Minute	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Attaches the sticker on the ID card	None	1 Minute	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Records request in the logbook and request student to affix his/her signature and the date it was picked up	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>7 Minutes</b>	

## 14. REQUEST FOR ID VALIDATION – DIRECT MAILING

A currently enrolled UPOU student may request for a validation sticker. The validation sticker, as the term implies, validates the student's enrollment in the university for a particular academic term.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Currently enrolled UPOU students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out form for Validation Sticker request	<a href="https://url.upou.edu.ph/studentid">https://url.upou.edu.ph/studentid</a>
1 photocopy of Proof of payment for ID and mailing fees	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes google sheet request for Validation Sticker ( <a href="https://url.upou.edu.ph/studentid">https://url.upou.edu.ph/studentid</a> ) and uploads the proof of payment for its mailing  	1.1 Receives and acknowledges receipt of the request	PhP 230.00 for the local mailing fee	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Checks validity of the proof of payment	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Verifies enrollment status of the student	None	1 Minute	<i>Administrative Aide VI</i> Office of the University Registrar
	1.4 Prepares the validation sticker for mailing and records ID sticker to be dispatched including courier tracking number	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.5 Mails ID validation sticker	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.6 Sends email notification to students	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 230.00 for the local mailing fee</b>	<b>1 Hour and 36 Minutes</b>	

## 15. ENROLLMENT / REGISTRATION PROCESS – ONLINE PAYMENT

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal (<https://our.upou.edu.ph/student>). The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and uploading of proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU students eligible to enroll

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Registration System in the Student Portal	<a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists courses online, views the actual assessment of fees and pays online using credit or debit card (for those not on scholarship)  <i>For those on scholarship such as free tuition and those with 0 payable: Enlists courses online</i>	1.1 Confirms enrollment of the student	PhP 1,000/unit, PhP 2,000 Miscellaneous fee; None (for scholars)	30 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 1,000/unit,            PhP 2,000 Miscellaneous fee;            None (for scholars)</b>	<b>30 Minutes</b>	

## 16. ENROLLMENT / REGISTRATION PROCESS – BANK PAYMENT

Enrollment at UPOU is done through the online registration system (ORS) which can be accessed via the AIMS Student Portal (<https://our.upou.edu.ph/student>). The ORS is only accessible from the first day to the last day of the enrollment period. Students need to complete their enrollment and upload proof of payment on or before the last day of enrollment. Note that the assessment of fees is also done on the ORS, and full payment of enrollment fees is required for enrollment.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU students eligible to enroll

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Registration System in the Student Portal	<a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>
1 photocopy of valid proof of payment	Applicant
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists courses online and views the actual assessment of fees	1. Generates the assessment form	PhP 1,000/unit, PhP 2,000 Miscellaneous fee	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	2.1 Verifies the uploaded proof of payment of payment	None	20 Minutes	<i>Student Records Evaluator I / Administrative Aide VI</i> Office of the University Registrar
	2.2 Changes the enrollment status of the student from “PAYMENT VERIFICATION” to “ENROLLED”	None	5 Minutes	<i>Student Records Evaluator I / Administrative Aide VI</i> Office of the University Registrar
	2.3 Confirms enrollment of	None	5 Minutes	<i>Student Records</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	the student thru automatic email notification.			<i>Evaluator I/ Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 1,000/unit, PhP 2,000 Miscellaneous fee</b>	<b>35 Minutes</b>	

## 17. MANUAL ENROLLMENT / REGISTRATION PROCESS

The manual enrollment is done after the prescribed enrollment period has lapsed. Only the following students are allowed to enroll manually:

1. Students who are taking terminal courses, ex. Thesis, Dissertation, SP, etc.;
2. Students who were given endorsement for manual enrollment by the Program Chair; and
3. Students who are enrolling for a residency (completing EXTs/4.0, working on Thesis/Dissertation, etc.)

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	UPOU students eligible to enroll, students with approved non-degree and cross-enrollment applications; with endorsement from the Program Chair (PC)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Accomplishes Manual Enrollment Application Form	<a href="https://url.upou.edu.ph/manualenroll">https://url.upou.edu.ph/manualenroll</a>
1 photocopy of valid proof of payment	Applicant
Applicable supporting documents (i.e approved cross-enrollment application, approved non-degree application, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through application for manual enrollment thru the Google form: <a href="https://url.upou.edu.ph/manualenroll">https://url.upou.edu.ph/manualenroll</a>	1. Asks for the email endorsement of the program chair (PC)	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Emails the endorsement of the PC	2. Advises fees to be paid	PhP 1,000/unit, PhP 2,000 Miscellaneous fee	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the	3.1. Verifies the emailed proof of payment	None	20 Minutes	<i>Student Records Evaluator I</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
payment channels and emails it to <a href="mailto:registration@upou.edu.ph">registration@upou.edu.ph</a>				Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	3.3. Sends email confirmation of the student's enrollment	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	3.4. Emails MyPortal to give the students' access to the course site/s	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
<b>TOTAL</b>		<b>PhP 1,000/unit, PhP 2,000 Miscellaneous fee</b>	<b>50 Minutes</b>	

## 18. CROSS ENROLLMENT AND REGISTRATION PROCESS

Cross-enrollment/Cross-registration refers to enrollment in another academic unit outside the home unit. The enrollment of cross-registrants is subject to the approval of the Deans through the Faculty/College Secretaries of the home unit and the accepting faculty/colleges. To enroll at UPOU as cross-enrollee, the student must secure an approved permit to cross-enroll/register form. Application of cross-enrollees must be duly approved prior to the start of the enrollment period.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students from other UP Units or schools outside the UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled out the Google Form to cross-enroll at UPOU	<a href="https://url.upou.edu.ph/crossreg">https://url.upou.edu.ph/crossreg</a>
Accomplished Permit to Cross Register Form from the mother unit duly approved by the Dean and Registrar of the mother unit.	Applicant
1 Photocopy of valid proof of payment (for those will pay)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application and required attachments through <a href="https://url.upou.edu.ph/crossreg">https://url.upou.edu.ph/crossreg</a>	1.1 Checks the correctness of the submitted application form	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Forwards to the Faculty of Study for approval/ evaluation of the Program Chair and the Dean	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Receives the evaluated cross enrollment application	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Informs the student of the result of the application	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Enlists courses online, views the actual assessment of fees	2. Generates the assessment form	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	3.1. Verifies the emailed proof of payment	PhP 1,000/unit, PhP 2,000 Miscellaneous fee	10 Minutes	<i>Student Records Evaluator I/ Administrative Aide VI</i> Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 Minutes	<i>Student Records Evaluator I/ Administrative Aide VI</i> Office of the University Registrar
	3.3. Confirms enrollment of the student; receives email confirmation of his/her enrollment through his/her registered email address	None	30 Minutes	<i>Student Records Evaluator I/ Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>PhP 1,000/unit, PhP 2,000 Miscellaneous fee</b>	<b>1 Hour and 15 Minutes</b>	

## 19. NON-DEGREE APPLICATION AND REGISTRATION PROCESS

A non-degree student is one who is enrolled in certain courses but does not follow an organized program of study and therefore not a prospective candidate for graduation for any degree in the University. Enrollment of non-degree students must be endorsed by the program chair and approved by the Faculty Dean. To enroll at UPOU as a cross-enrollee, the student must secure an approved permit to cross-enroll/register form.

- Non-Degree students do not belong in any program of UPOU.
- Non-Degree students are only allowed to enroll a total of 9.0 units (3 courses) in UPOU. Enrollment beyond 9.0 units is not allowed.
- Application of non-degree students must be duly approved prior to the start of the enrollment period.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students from other UP Units or schools outside the UP System

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Accomplished Non-degree application	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Application-for-Non-Degree-Student_5-2022_1.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2022/05/Application-for-Non-Degree-Student_5-2022_1.pdf</a>
1 Photocopy of valid proof of payment	Applicant
Applicable supporting documents (i.e, approved non degree application, two (2) 2” x 2” colored photo, Photocopy of Transcript of Records, etc.)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through email ( <a href="mailto:registrar@upou.edu.ph">registrar@upou.edu.ph</a> ) the accomplished non-degree application including the applicable supporting documents.	1.1 Checks the correctness of the submitted application form	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.2 Forwards to the Faculty of Study for approval/ evaluation of the Program Chair and the Dean	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Receives the evaluated non degree application	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.4 Informs the student of the result of the application	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
2. Enlists courses online, views the actual assessment of fees	2. Generates the assessment form	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
3. Pays the fees through any of the payment channels and uploads the proof of payment in AIMS/ORS	3.1. Verifies the emailed proof of payment	PhP 1,000/unit, PhP 2,000 Miscellaneous fee	10 Minutes	<i>Student Records Evaluator I / Administrative Aide VI</i> Office of the University Registrar
	3.2. Changes the enrollment status of the student from "PAYMENT VERIFICATION" to "ENROLLED"	None	10 Minutes	<i>Student Records Evaluator I / Administrative Aide VI</i> Office of the University Registrar
	3.3. Confirms enrollment of the student; receives email confirmation of his/her enrollment through his/her registered email address	None	30 Minutes	<i>Student Records Evaluator I / Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>PhP 1,000/unit, PhP 2,000 Miscellaneous fee</b>	<b>1 Hour and 15 Minutes</b>	

## 20. APPLICATION FOR CHANGE OF MATRICULATION

Change of matriculation is the addition and/or cancellation of a class and/or change of courses enrolled after a student has officially registered for the current term.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Currently enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Students apply online through his/her Student Portal account.	<a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>
Applicable supporting documents (i.e, endorsement letter from the Program Chair if the request is made beyond the registration period)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies online	1. Checks the correctness of the online application	None	5 Minutes	<i>Faculty of Study (FOS) to which the student belongs; Support Staff, Program Chair, Faculty Secretary, Dean</i>
2. Pays the fees through any of the payment channels	2.1 Verifies the proof of payment	Php 10.00/ subject	10 Minutes	<i>Student Records Evaluator / Office of the University Registrar</i>
	2.2 Facilitates addition and/or cancellation of course/s	None	10 Minutes	<i>Student Records Evaluator / Office of the University Registrar</i>
	2.3 Informs the student of the changes in his/her records	None	5 Minutes	<i>Student Records Evaluator / Office of the University Registrar</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Informs MyPortal of the approved request for change of matriculation (if the request was made beyond the registration period)	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 10.00/ subject</b>	<b>35 Minutes</b>	

## 21. REQUEST FOR WITHDRAWAL OF ENROLLMENT

A student who wishes to withdraw his/her registration/enrollment shall be allowed in accordance with the following schedule:

- Semester schedule – on or before one month after the start of classes
- Trimester schedule – on or before three (3) weeks after the start of classes

Moreover, a student who has paid his/her matriculation fee shall also be entitled to a refund, except entrance and registration fees.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Currently enrolled students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
A letter request for withdrawal of enrollment addressed to the University Registrar to be emailed to <a href="mailto:registration@upou.edu.ph">registration@upou.edu.ph</a>	Applicant
Applicable supporting documents (i.e, endorsement letter from the Program Chair if the request is made beyond the registration period)	Applicant

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits through email ( <a href="mailto:registration@upou.edu.ph">registration@upou.edu.ph</a> ) (with endorsement from the Program Chair when the submission is beyond the deadline)	1. Checks the correctness of the online application	None	5 Minutes	<i>Faculty of Study (FOS) to which the student belongs; Support Staff, Program Chair, Faculty Secretary, Dean</i>
2. Pays the fees through any of the payment channels	2.1 Verifies the proof of payment	Php 10.00/ subject	10 Minutes	<i>Student Records Evaluator I Office of the University Registrar</i>
	2.2 Facilitates addition and/or	None	10 Minutes	<i>Student Records Evaluator I</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	cancellation of course/s			Office of the University Registrar
	2.3 Informs the student of the changes in his/her records	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	2.4 Informs MyPortal of the approved request for enrollment cancellation (if the request was made beyond the registration period)	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 10.00/ subject</b>	<b>35 Minutes</b>	

## 22. CERTIFICATE OF TRANSFER CREDENTIALS (CTC) PROCESSING TO RECEIVE VALID TRANSCRIPT OF RECORDS (TOR)

This serves as a guide for withdrawal of official documents submitted to the Admission Section.

<b>Office or Division</b>	Office of the University Registrar, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Admitted students who have submitted the CTC to receive valid TOR.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Transfer Credentials or Certificate of Honorable Dismissal from the previous school attended	Applicant
Payment of PHP 230.00 for the delivery fee of the documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the CTC to OUR-Admission Section.	1.1 Once the list of newly enrolled students is received, endorses the CTC to the Records Officer (Administrative Aide VII) for processing.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.2 Sends an email to the student for the processing of the CTC.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
2. Pays the delivery fee and sends the recipient's delivery details to the Records Officer	2.1 Once a reply is received and the payment is done, processes the CTC.	PhP 230.00	2 Hours	<i>Administrative Aide VI</i> Office of the University Registrar
	2.2 Once the CTC is signed, prepares the CTC for dispatch	None	30 Minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the University Registrar
	2.3 Notifies the applicant that the CTC/HD is out for dispatch including the reference number.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
3. Once the CTC is received by the recipient, the student's previous school processes the valid TOR and sends it back to OUR.	3.1 Once the TOR is received, records and endorses the valid TOR to the person-in-charge.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	3.2 Updates student's records/status and acknowledges receipt of valid TOR via the Online Application System and Student Records	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	3.3 Endorses the valid TOR to the Records Section for filing.	None	10 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
<b>TOTAL</b>		<b>PhP 230.00</b>	<b>3 Hours and 30 Minutes</b>	

## 23. WITHDRAWAL OF ADMISSION DOCUMENTS

This serves as a guide for withdrawal of official documents submitted to the Admission Section.

<b>Office or Division</b>	Office of the University Registrar – Admission Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Denied/Disapproved applicants who wants to withdraw the official documents submitted to the Admission Section

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment of PHP 230.00 for the delivery fee of the documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends an email to the OUR- Admission Section ( <a href="mailto:admissions@upou.edu.ph">admissions@upou.edu.ph</a> ) regarding the intent to withdraw official documents	1. Acknowledges the request for the processing of the withdrawal of documents and provides instruction for payment of mailing fee	None	10 Minutes	<i>Administrative Aide VI; University Extension Associate I</i> Office of the University Registrar
2. Pays for the delivery fee and sends the recipient's delivery details to <a href="mailto:admissions@upou.edu.ph">admissions@upou.edu.ph</a>	2.1 Once a reply is received and the payment is done, processes the withdrawal of documents and makes sure to leave 1 copy of each withdrawn document.	PhP 230.00	1 Day	<i>Administrative Aide VI; University Extension Associate I</i> Office of the University Registrar
	2.2 Once the documents are ready, prepares the documents for dispatch	None	10 Minutes	<i>Administrative Aide VI; University Extension Associate I</i> Office of the University Registrar



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	2.3 Notifies the applicant that the documents were out for dispatch including the reference number	None	10 Minutes	<i>Administrative Aide VI; University Extension Associate I Office of the University Registrar</i>
	<b>TOTAL</b>	<b>PhP 230.00</b>	<b>1 Day and 30 Minutes</b>	

## 24. APPLICATION FOR UNIVERSITY CLEARANCE FOR GRADUATING STUDENTS

The university clearance for graduating students is routed to the following offices: Office of the Student Affairs, University Library, Faculty Office, and the Office of the University Registrar.

**VALIDITY OF APPROVED UNIVERSITY CLEARANCE:** The approved university clearance is valid only per program. Students need not file again if, in case, they want a RECOPY of the OTR or other documents that require an approved university clearance.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Graduating students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online application for University Clearance	<a href="http://our.upou.edu.ph/student">http://our.upou.edu.ph/student</a>
1 Electronic copy of proof of payment for graduation fee	Applicant
1 Copy of Approved Faculty Clearance	Faculty of Study

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application, proof of payment, and approved faculty clearance through the AIMS Student Portal	1.1 Acknowledges receipt of the application	PhP 300	5 Minutes	<i>Student Record Evaluator I</i> Office of the University Registrar
	1.2 Processes the online application	None	5 Minutes	<i>Student Records Evaluator I</i> Office of the University Registrar
	1.3 Sends the application form to the Office of Student Affairs (OSA) for processing	None	5 Minutes	<i>Administrative Officer V</i> Office of the University Registrar
	1.4 Processes and signs the clearance form	None	1 Hour	<i>Director,</i> Office of Student Affairs



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Forwards the signed clearance form to the University Library	None	5 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.6 Processes and signs the clearance then sends to the concerned Faculty of Study for processing	None	1 Hour	<i>Computer File Librarian I</i> University Library
	1.7 Processes the application for clearance, and recommends action to the Dean	None	1 Hour	<i>Administrative Assistant II</i> Faculty Office
	1.8 Sends the approved university clearance with attached approved Faculty Clearance form to the OUR	None	5 Minutes	<i>Administrative Assistant II</i> Faculty Office
	1.9 Records the received clearance form in the DTS	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.10 Pulls out the student's documents and checks the submitted TOR. If TOR is not valid, the OUR informs the student via email to submit a valid original TOR to UPOU. ( <i>The processing of university</i> )	None	20 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>clearance will be put on hold until a valid TOR is submitted.)</i>			
	1.11a Forwards the clearance form to the Head, Records Section; and 1.11b. University Registrar for final approval.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.12 Informs the student of the approval of his/her university clearance.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>PhP 300</b>	<b>4 Hours and 55 Minutes</b>	

## 25. APPLICATION FOR UNIVERSITY CLEARANCE FOR PTC STUDENTS AND STUDENTS WITHDRAWING FROM THEIR PROGRAMS

The university clearance comes in three copies (Registrar's, Faculty Office, and Student's copy) and is routed to the following offices: Office of the Student Affairs, University Library, Faculty Office, and the Office of the University Registrar.

**VALIDITY OF APPROVED UNIVERSITY CLEARANCE:** The approved university clearance is valid only per program. Students need not file again if in case they want a RECOPY of the OTR or other documents that require an approved university clearance.

<b>Office or Division</b>	Office of the University Registrar – Registration Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students withdrawing from the program, students who will transfer to another university, students applying for honorable dismissal, students who will discontinue with their degree programs, and students who have reached the prescribed maximum residency rule.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Electronic copy of duly accomplished university clearance form	<a href="https://registrar.upou.edu.ph/application-for-university-clearance/">https://registrar.upou.edu.ph/application-for-university-clearance/</a>
1 Approved Faculty Clearance for students withdrawing from their program	Faculty of Study
1 Letter request for honorable dismissal	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits via email the duly accomplished university clearance form and other required documents to records_documentsupport@upou.edu.ph	1.1 Acknowledges receipt of the application	None	5 Minutes	<i>Student Record Evaluator I</i> Office of the University Registrar
	1.2 Downloads and prints application form and other documents	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.3 Logs the received application for university clearance in the	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Document Tracking System (DTS)			
	1.4 Sends the application form to the Office of Student Affairs (OSA) for processing	None	5 Minutes	<i>Administrative Officer V</i> Office of the University Registrar
	1.5 Processes and signs the clearance form	None	1 Hour	<i>Director,</i> Office of Student Affairs
	1.6 Forwards the signed clearance form to the University Library	None	5 Minutes	<i>Administrative Aide VI</i> Office of Student Affairs
	1.7 Signs the clearance then sends to the concerned Faculty of Study for processing	None	1 Hour	<i>Computer File Librarian I</i> University Library
	1.8 Processes the application for clearance, and recommends action to the Dean	None	1 Hour	<i>Administrative Assistant II</i> Faculty Office
	1.9 Sends the approved university clearance with attached approved Faculty Clearance form to the OUR	None	5 Minutes	<i>Administrative Assistant II</i> Faculty Office
	1.10 Records the received clearance form in the DTS	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	1.11 Pulls out the student's folder/jacket and	None	20 Minutes	<i>Administrative Aide VI</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	checks the submitted TOR. If TOR is not valid, the OUR informs the student via email to submit a valid original TOR to UPOU. ( <i>The processing of university clearance will be put on hold until a valid TOR is submitted; PTC students are not required to submit a valid TOR</i> )			Office of the University Registrar
	1.12a Forwards the clearance form to the Head, Records Section; and 1.12b. University Registrar for final approval.	None	1 Hour	<i>Administrative Aide VI</i> Office of the University Registrar
	1.13 Informs the student of the approval of his/her university clearance.	None	5 Minutes	<i>Administrative Aide VI</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>5 Hours</b>	

# **UNIVERSITY LIBRARY EXTERNAL SERVICES**

## 1. REQUEST FOR LIBRARY REGISTRATION AND ONLINE ACCESS

This service provides new students, faculty, and staff access to the library and its online platforms (i.e. iLib, OpenAthens, Turnitin).

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All employees and students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP/ UPOU Mail Account	Student/ Faculty/ Staff
Student ID and Registration Form	Student
Employee ID	Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via email	1.1 Registers new students or activates account for faculty/ staff	None	55 Minutes	<i>University Library Staff</i>
	1.2 Sends confirmation email on successful registration or account activation	None	5 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>1 Hour</b>	

New]

## 2. BORROWING OF LIBRARY BOOKS – REMOTE BORROWING WITH HOME DELIVERY

This service allows eligible users to borrow books through home delivery.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid student ID/ Registration Form	Student
Employee ID	Faculty/ Staff
UP/ UPOU Mail Account	Student/ Faculty/ Staff
Delivery Fee	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the <a href="#">Borrow and Request Form</a>	1.1 Checks client's submitted ID and eligibility to borrow	None	10 Minutes	<i>University Library Staff</i>
	1.2 Checks if requested book is available	None	30 Minutes	<i>University Library Staff</i>
	1.3 Sends confirmation with delivery and payment details	None	1 Hour	<i>University Library Staff</i>
2. Confirms delivery and pays the shipping fee	2.1 Processes and records the books in the library system	P250.00 (up to 3kg)	10 Minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.2 Arranges delivery of books	None	1 Hour	<i>Computer File Librarian II/ Head Librarian University Library</i>
	2.3 Confirms payment and sends dispatch information	None	10 Minutes	<i>Computer File Librarian II/ Head Librarian University Library</i>
<b>TOTAL</b>		<b>P250.00 (up to 3kg)</b>	<b>3 Hours</b>	

[New]

### 3. BORROWING OF LIBRARY BOOKS – IN PERSON

This service allows eligible users to borrow books by visiting the University Library.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid student ID/ Registration Form	Student
Employee ID	Faculty/ Staff
UP/ UPOU Mail Account	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the catalog and finds the books on the shelf	1. Assists in locating books	None	30 Minutes	<i>University Library Staff</i>
2. Fills out the book card and presents books and ID	2.1 Checks and scans the ID and book barcode	None	10 Minutes	<i>University Library Staff</i>
	2.2 Records the borrowed books in the library system	None	5 Minutes	<i>University Library Staff</i>
	2.3 Stamps and signs the due date slip	None	5 Minutes	<i>University Library Staff</i>
3. Receives the books	3. Releases books and sends confirmation via email	None	10 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>1 Hour</b>	

[New]

#### 4. RENEWAL OF BORROWED BOOKS

This service allows users to renew borrowed books online, as long as the books are not overdue or reserved by others.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
UP/ UPOU Mail Account	Student/ Faculty/ Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via email	1.1 Updates the renewal in the system and book card	None	10 Minutes	<i>University Library Staff</i>
	1.2 Confirms renewal and emails new due date	None	10 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>20 Minutes</b>	

[New]

## 5. RETURNING OF BORROWED BOOKS – VIA COURIER

This service allows users to return borrowed books via courier.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP/ UPOU Mail Account	Student/ Faculty/ Staff
Borrowed books	Student/ Faculty/ Staff
Proof of payment for overdue fines	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follows return instructions sent via email	1. Sends return instructions and applicable fine details if overdue	None	10 Minutes	<i>University Library Staff</i>
2. Settles fines (if any) and emails proof of payment	2. Confirms payment and provides guidance on the return process	P 2.00/day per book (excluding Sundays/ holidays)	10 Minutes	<i>University Library Staff</i>
3. Sends book via courier and notifies the library	3.1 Receives and checks returned materials	None	10 Minutes	<i>University Library Staff</i>
	3.2 Updates system and marks item as returned	None	10 Minutes	<i>University Library Staff</i>
	3.3 Sends confirmation and reshelves item	None	20 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>P 2.00/day per book (excluding Sundays/ holidays)</b>	<b>1 Hour</b>	

[New]

## 6. RETURNING OF BORROWED BOOKS – IN PERSON

This service allows users to return borrowed books in person.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid student ID/ Employee ID	Student/ Faculty/ Staff
Borrowed books	Student/ Faculty/ Staff
Proof of payment for overdue fines	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents borrowed books for return	1.1 Receives returned materials	None	10 Minutes	<i>University Library Staff</i>
	1.2 Checks the system for any overdue fines	None	10 Minutes	<i>University Library Staff</i>
2. Pays overdue fines, if applicable	2.1 Accepts payment for any overdue fines	P 2.00/day per book (excluding Sundays/ holidays)	10 Minutes	<i>University Library Staff</i>
	2.2 Checks in returned materials in the system	None	10 Minutes	<i>University Library Staff</i>
	3.3 Reshelves returned materials	None	20 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>P 2.00/day per book (excluding Sundays/ holidays)</b>	<b>1 Hour</b>	

[New]

## 7. AVAILMENT OF UNIVERSITY LIBRARY SERVICES VIA INTER-LIBRARY LOAN (ILL) – FOR UPOU COMMUNITY

This service allows our users to request materials from partner libraries, subject to policies and availability.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid student ID/ Employee ID	Student/ Faculty/ Staff
UP/ UPOU mail account	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the <a href="#">Borrow and Request Form</a> .	1.1 Reviews the request and verify that the material is not available in our collection or the UP System libraries collection	None	30 Minutes	<i>University Library Staff</i>
	1.2 Coordinates with the partner library to request the item	None	1 Day	<i>University Library Staff</i>
	1.3 Notifies requester upon item arrival or provide status update	None	10 Minutes	<i>University Library Staff</i>
2. Claims the item at the library and returns by the due date	2.1 Releases the item to the requester and monitor return	None	20 Minutes	<i>University Library Staff</i>
	2.2 Returns the material to the lending library after use	None	1 Day	<i>University Library Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

[New]

## 8. AVAILMENT OF UNIVERSITY LIBRARY SERVICES VIA INTER-LIBRARY LOAN (ILL) – FOR PARTNER INSTITUTIONS

This service enables partner institutions to borrow items from our collection, subject to policies and availability.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Partner Institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Partner Institution
Request Letter	Partner Institution
Completed ILL Form	University Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID and Request Letter	1. Verifies the request and identity.	None	10 Minutes	<i>University Library Staff</i>
2. Checks catalog and locates book	2. Assists in locating books	None	20 Minutes	<i>University Library Staff</i>
3. Submits ILL form and fills out book card	3.1 Checks out books under library account	None	10 Minutes	<i>University Library Staff</i>
	3.2 Stamps and countersigns due date	None	5 Minutes	<i>University Library Staff</i>
	3.3 Releases items	None	5 Minutes	<i>University Library Staff</i>
4. Receives the books	4. Emails transaction slip	None	10 Minutes	<i>University Library Staff</i>
<b>TOTAL</b>		<b>None</b>	<b>1 Hour</b>	

[New]

## 9. REQUEST FOR REFERRAL

This serves as a guide for the request for referral to other Libraries outside the UP System.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP/ UPOU Mail Account	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the <a href="#">Borrow and Request Form</a>	1.1 Reviews the submitted request	None	10 Minutes	<i>Librarian I College Librarian I University Library</i>
	1.2 Checks access rules of the other library	None	40 Minutes	<i>Librarian I College Librarian I University Library</i>
2. Receives referral letter	2. Sends referral letter	None	10 Minutes	<i>Librarian I College Librarian I University Library</i>
<b>TOTAL</b>		<b>None</b>	<b>1 Hour</b>	

[New]

## 10. ASSISTANCE WITH LITERATURE SEARCH

This service identifies library resources' research queries via email, phone call, or walk-in.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Valid student/ employee ID	Student/ Faculty/ Staff

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the <a href="#">Borrow and Request Form</a> .	1.1 Reviews the submitted request	None	15 Minutes	<i>College Librarian I</i> University Library
	1.2 Searches available databases for relevant materials	None	3 Hours	<i>College Librarian I</i> University Library
	1.3 Compiles list of citations with links to full texts when available	None	30 Minutes	<i>College Librarian I</i> University Library
	1.4 Emails the list of relevant materials or available full texts to the requester	None	15 Minutes	<i>College Librarian I</i> University Library
<b>TOTAL</b>		<b>None</b>	<b>4 Hours</b>	

[New]

## 11. REQUEST FOR TURNITIN SIMILARITY INDEX REPORT

This service provides similarity and AI detection reports using Turnitin.

<b>Office or Division</b>	University Library, Office of the Vice Chancellor for Academic Affairs
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All faculty, students, and staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid student ID/ employee ID.	Student/ Faculty/ Staff
UP/ UPOU mail account	Student/ Faculty/ Staff
Files(s) for checking	Student/ Faculty/ Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the <a href="#">Borrow and Request Form</a> <i>*For manuscript submissions, send your request directly to the library</i>	1.1 Reviews the submitted request	None	10 Minutes	College Librarian I University Library
	1.2 Runs document through Turnitin	None	1 Hour	College Librarian I University Library
	1.3 Generates similarity and AI detection reports	None	10 Minutes	College Librarian I University Library
2. Receives Turnitin reports	2. Emails Turnitin reports	None	10 Minutes	College Librarian I University Library
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 30 Minutes</b>	

[New]



**CENTER FOR OPEN AND DIGITAL TEACHING  
AND LEARNING – EDUCATIONAL MEDIA  
PRODUCTION UNIT  
INTERNAL SERVICES**

## 1. INSTRUCTIONAL DESIGN REQUEST

This serves as a guideline in requesting instructional design.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	5 Days	<i>Information Systems Researcher II/ Deputy Director</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		<b>None</b>	<b>5 Days and 10 Minutes</b>	

## 2. LEARNING OBJECTS IN MULTIMEDIA FORMATS (INTERACTIVE VIDEO AND VIDEO WITH ANIMATION) DEVELOPMENT


This serves as a guideline for requesting for development of learning objects in multimedia formats (Interactive Video and Video with Animation).

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of approved Multimedia production proposal (by the Program Chair and Dean).	Requesting unit
1 digital copy of signed consent form of talent/s.	Requesting unit
1 digital copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.	Requesting unit
1 digital copy of the approval to do the shoot in a venue outside of UP.	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Assigns CODTL-EMP staff members to lead the requested multimedia material production.	None	10 Minutes	<i>Deputy Director</i> CODTL-EMP
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the production	None	1 Day	<i>Deputy Director/ Information Systems Researcher II</i> CODTL-EMP




CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	1.3 Conducts ocular visit to the location shoot	None	1 Day	<i>Audio-Video Equipment Operator II</i> CODTL-EMP
	1.4 Proceeds the shoot or production.	None	10 Days	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II</i> CODTL-EMP
	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 Day	<i>Information Systems Researcher II</i> CODTL-EMP
	2.2. Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		<b>None</b>	<b>13 Days and 15 Minutes</b>	


### 3. LEARNING OBJECTS IN MULTIMEDIA FORMATS (PODCASTS AND SIMPLE VIDEO LECTURE) DEVELOPMENT

This serves as a guideline for requesting for development of learning objects in multimedia formats.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of approved Multimedia production proposal (by the Program Chair and Dean)	Requesting unit
1 digital copy of consent form signed by talent/s.	Requesting unit
1 digital copy of permission to use video/sound/ photograph materials for uploading on to the Internet.	Requesting unit
1 digital copy of approved permit to use the venue for shoot (if shoot will be done outside of UPOU).	Requesting unit
1 digital copy of permit/approval to upload the produced materials to the UPOU Networks.	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 Minutes	<i>Deputy Director CODTL-EMP</i>
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions	None	1 Day	<i>Deputy Director/ Information Systems Researcher II CODTL-EMP</i>


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Conducts ocular visit to the location shoot	None	1 Day	<i>Audio-Video Equipment Operator I/ Administrative Assistant VI CODTL-EMP</i>
	1.4 Proceeds the shoot or production.	None	3 Days	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 Day	<i>Information Systems Researcher II CODTL-EMP</i>
	2.2. Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II CODTL-EMP</i>
		None	<b>6 Days and 15 Minutes</b>	


#### 4. LEARNING OBJECTS IN MULTIMEDIA FORMATS (VIDEO LECTURE AND INSTRUCTIONAL VIDEO) DEVELOPMENT

This serves as a guideline for requesting for development of learning objects in multimedia formats (video lecture and instructional video).

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of the approved Multimedia production proposal (by the Program Chair and Dean).	Requesting unit
1 digital copy of signed consent form of talent/s.	Requesting unit
1 digital copy of the permission by learning material author to upload video/sound/ photograph materials to the UPOU Networks website.	Requesting unit
1 digital copy of the approval to do the shoot in a venue outside of UP.	Requesting unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least two weeks before the target production schedule, fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Assigns CODTL-EMP staff member to lead the requested multimedia material production.	None	10 Minutes	<i>Deputy Director</i> CODTL-EMP
	1.2 Conducts pre-production meeting with the requesting unit to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions	None	1 Day	<i>Deputy Director/ Information Systems Researcher II</i> CODTL-EMP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Conducts ocular visit to the location shoot	None	1 Day	<i>Audio-Video Equipment Operator II/Administrative Assistant II CODTL-EMP</i>
	1.4 Proceeds the shoot or production.	None	7 Days	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/Administrative Assistant II CODTL-EMP</i>
2. Approves the final copy of the multimedia material prior to uploading to the UPOU Networks site and signs consent form.	2.1 Uploads the multimedia material to the UPOU Networks.	None	1 Day	<i>Information Systems Researcher II CODTL-EMP</i>
	2.2. Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II CODTL-EMP</i>
<b>TOTAL</b>		<b>None</b>	<b>10 Days and 15 Minutes</b>	

## 5. SCRIPTWRITING OR ASSISTANCE / COACHING DURING SCRIPT DEVELOPMENT REQUEST

This serves as a guideline for requesting scriptwriting or assistance/coaching during script development.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	UP Community

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	7 Days	<i>Information Systems Researcher II/ Deputy Director</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		None	<b>7 Days and 10 Minutes</b>	

## 6. SOUND EDITING REQUEST

This serves as a guideline for sound and video editing.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of sound and video to be edited	Requesting Unit



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
	1.2 Provides the requested service.	None	2 Days	<i>Administrative Assistant II</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a>  	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		None	<b>2 Days and 10 Minutes</b>	

## 7. SOUND RECORDING REQUEST

This serves as a guideline in requesting for sound recording.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	14 Days	<i>Administrative Assistant II</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a>  	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		None	<b>14 Days and 10 Minutes</b>	

## 8. STORYBOARD DEVELOPMENT / PREPARATION REQUEST

This serves as a guideline for requesting for storyboard development/preparation.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	7 Days	<i>Information Systems Researcher II/ Deputy Director</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		<b>None</b>	<b>7 Days and 10 Minutes</b>	


## 9. SUPPLEMENTARY COURSE COMPONENTS (OERs) DEVELOPMENT

This serves as a guideline for requesting for development of supplementary course components (OERs).

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	UPOU Faculty-in-Charge

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 original copy of letter request to develop OER.	Dean's Office
1 photocopy of OER Proposal/Concept Note	Dean's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a> 	1.1 Convenes with the FIC and a multimedia specialist to prepare the production plan (i.e., script, storyboard, description, tags, etc.).	None	3 Hours	<i>Deputy-Director</i> CODTL-EMP
	1.2. Conducts the pre-production meeting and actual production.	None	3 Hours	<i>Deputy Director/Information Systems Researcher II</i> CODTL-EMP
	1.3 Shares the OER materials produced to the DO, and informs the OASIS of this progress.	None	15 Minutes	<i>Information Systems Researcher II</i> CODTL-EMP
	1.4 Facilitates the evaluation of the OER	None	4 Hours	<i>Deputy Director/Information Systems Researcher II</i> CODTL-EMP
2. Reviews the OER	2.1 Revises/ re-edits the OER materials.	None	7 Days	<i>Information Systems Researcher II/</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Administrative Aide IV</i> CODTL-EMP
	2.2 Publishes the final OER materials to the UPOU Networks, shares the links to the DO and other OER repositories.	None	1 Day	<i>Information Systems Researcher II</i> CODTL-EMP
	2.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 	None	15 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		<b>None</b>	<b>9 Days, 2 Hours, and 30 Minutes</b>	

## 10. VIDEO EDITING REQUEST

This serves as a guideline for requesting for sound and video editing.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of the video to be edited	Employee



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Administrative Assistant VI/ Information Systems Researcher II</i> CODTL-EMP
	1.2 Provides the requested service.	None	14 Days	<i>Administrative Assistant VI/Information Systems Researcher II</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a>  	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		None	<b>14 Days and 10 Minutes</b>	

## 11. VIDEO RECORDING / DOCUMENTATION REQUEST

This serves as a guideline for requesting for video recording/documentation.

<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Coordinates with the requesting party regarding the details of the service.	None	5 Minutes	<i>Administrative Aide VI</i> CODTL-EMP
	1.2 Provides the requested service.	None	14 Days	<i>Administrative Assistant VI/Administrative Aide VI/Administrative Assistant I</i> CODTL-EMP
	1.3 Requests to fill-out Evaluation form via <a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a>  	None	5 Minutes	<i>Administrative Assistant II</i> CODTL-EMP
<b>TOTAL</b>		None	<b>14 Days and 10 Minutes</b>	

## 12. WEB STREAMING REQUEST

This serves as a guideline for requesting for web streaming.


<b>Office or Division</b>	CODTL-EMP (Educational Media Production Unit)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Request Form	<a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>
1 digital copy of the video to be edited	Employee
1 softcopy of each multimedia material to be used during the web streaming.	Requesting unit
1 digital copy of email approval from ICTDO for internet connection assistance/services.	ICTDO
1 digital copy of consent form of talent/s/speaker/s.	Requesting unit
1 digital copy of video release form for featured speaker/s, performer/s or talent/s	Requesting unit.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. At least three weeks before the event, fills out the CODTL-EMP Online Request Form via <a href="https://networks.upou.edu.ph/mcservices/">https://networks.upou.edu.ph/mcservices/</a>  	1.1 Coordinates with the requesting party regarding the details of the service.	None	10 Minutes	<i>Administrative Aide VI</i> CODTL-EMP
	1.2 Conducts pre-production meeting/s between the proponent/s to discuss the production script, production requirements, copyright issues, expectations, and other aspects required in the productions	None	1 Day	<i>Deputy Director/Administrative Assistant I/Administrative Assistant VI</i> CODTL-EMP
	1.3. Conducts ocular visit of venue location/walk-through at least	None	1 Day	<i>Administrative Assistant II</i> CODTL-EMP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	two weeks before the event			
	1.4 Checks the quality and licenses of the materials used.	None	1 Day	<i>Deputy Director/ Information Systems Researcher II CODTL-EMP</i>
	1.5 Sets-up, conducts technical testing	None	7 Hours	<i>Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
	1.6 Does web streaming	None	4 Hours	<i>Deputy Director, Information Systems Researcher II, Audio-Video Equipment Operator I/Administrative Assistant VI/ Administrative Assistant II CODTL-EMP</i>
	1.7 Edits the video	None	1 Day, 4 Hours	<i>Administrative Assistant VI/Administrative Aide VI/Administrative Assistant I CODTL-EMP</i>
	1.8 Requests to fill-out Evaluation form via	None	5 Minutes	<i>Administrative Assistant II CODTL-EMP</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<a href="https://url.upou.edu.ph/EMPEval">https://url.upou.edu.ph/EMPEval</a> 			
<b>TOTAL</b>		<b>None</b>	<b>5 Days, 7 Hours and 15 Minutes</b>	

# **OFFICE OF THE VICE CHANCELLOR FOR FINANCE AND ADMINISTRATION**

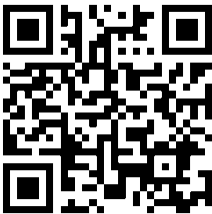
# **HUMAN RESOURCES DEVELOPMENT OFFICE EXTERNAL SERVICES**

## 1. APPLICATION FOR EMPLOYMENT – ADMINISTRATIVE

This serves as a guide for submission of application to any vacant administrative position.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All qualified citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original/digital copy of application letter addressed to the Chief AO, HRDO</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017)</li> </ul>	HRDO or can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of Performance rating in the last rating period (if applicable);</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of certificate of eligibility/rating/license</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of Transcript of Records.</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original copy/digital copy of Signed Data Privacy Notice for Applicant</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements through <a href="https://url.upou.edu.ph/hrapplication">https://url.upou.edu.ph/hrapplication</a>  	1.1 Receives the application documents and conducts preliminary screening of documents	None	5 Minutes	<i>Administrative Aide</i> HRDO
	1.2 Evaluates and consolidates all applications to the position	None	1 Day	<i>Administrative Aide</i> HRDO
	1.3 Provides scores to the applicant's qualification based on approved criteria and prepares	None	1 Day	<i>Chief AO</i> HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorsement to the Unit Head			
	1.4 Notifies the selected applicants for the conduct of interviews and examinations	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.5 Conducts the examination and interviews	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.6 Interviews and evaluates applicants	None	1 Day	<i>Chair and Members Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)</i>
	1.7 Prepares endorsement to University Human Resource Merit Promotion and Selection Board (UHRMPSB)	None	1 Day	<i>Chair Unit Human Resource Merit Promotion and Selection Board (uHRMPSB)</i>
	1.8 Prepares agenda and documents for the Human Resource Merit Promotion and Selection Board (UHRMPSB) Meeting	None	1 Day	<i>Secretary University Human Resource Merit Promotion and Selection Board (UHRMPSB)</i>
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 Day	<i>Chair and Members University Human Resource Merit Promotion and Selection</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Board (UHRMPSB)
	1.10 Renders decision	None	1 Day	<i>Chancellor</i> Office of the Chancellor
	1.11 Notifies all applicant on the decision of the Chancellor	None	1 Day	<i>Chief AO</i> HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Days and 5 Minutes</b>	


[updated]

## 2. APPLICATION FOR EMPLOYMENT – REPS

This serves as a guideline for submission of application to any vacant REPS position.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All qualified citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original/digital copy of application letter addressed to the Chief AO, HRDO</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original/digital copy of fully accomplished Personal Data Sheet (PDS) and work experience sheet (attachment to CS Form 212) with recent passport-sized picture (CS Form No. 212, Revised 2017)</li> </ul>	HRDO or can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of Performance rating in the last rating period (if applicable);</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of certificate of eligibility/rating/license, if any</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of Transcript of Records.</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original/digital copy of Signed Data Privacy Notice for Applicant</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements through <a href="https://url.upou.edu.ph/hrapplication">https://url.upou.edu.ph/hrapplication</a>  	1.1. Receives the application documents and conducts preliminary screening of documents	None	5 Minutes	<i>Administrative Aide</i> HRDO
	1.2. Evaluates and consolidates all applications to the position	None	1 Day	<i>Administrative Aide</i> HRDO
	1.3. Provides scores to the applicant's qualification based on approved criteria and prepares endorsement to the Unit Head	None	1 Day	<i>Chief AO</i> HRDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Notifies the selected applicants for the conduct of interviews and examinations	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.5. Conducts the examination and interviews	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.6. Interviews and evaluates applicants	None	1 Day	<i>Chair and Members Unit REPS Personnel and Fellowship Committee (uRPFC)</i>
	1.7. Prepares endorsement to University REPS Personnel and Fellowship Committee (URPFC)	None	1 Day	<i>Chair Unit REPS Personnel and Fellowship Committee (uRPFC)</i>
	1.8 Prepares agenda and documents for the REPS Personnel and Fellowship Committee (URPFC) Meeting	None	1 Day	<i>Secretary University REPS Personnel and Fellowship Committee (URPFC)</i>
	1.9. Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 Day	<i>Chair and Members University REPS Personnel and Fellowship Committee (URPFC)</i>
	1.10. Renders decision	None	1 Day	<i>Chancellor OC</i>
	1.11. Notifies all applicant on the decision of the Chancellor	None	1 Day	<i>Chief AO HRDO</i>
<b>TOTAL</b>		<b>None</b>	<b>10 Days and 5 Minutes</b>	

[updated]

### 3. APPLICATION FOR EMPLOYMENT – FACULTY

This serves as a guideline for submission of application to any vacant faculty position.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All qualified citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original/digital copy of application letter address to the Dean of the Faculty of Study</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original/digital copy of curriculum vitae with recent passport-sized picture and at least three character references</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of Transcript of Records.</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 photocopy/digital copy of sample publications</li> </ul>	Applicant
<ul style="list-style-type: none"> <li>1 original/digital copy of Signed Data Privacy Notice for Applicants</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete requirements digital copy to <a href="mailto:hrdo@upou.edu.ph">hrdo@upou.edu.ph</a>	1.1. Receives the application documents and forwards all documents to the Faculty Office concern	None	5 Minutes	<i>Administrative Aide</i> HRDO
	1.2. Evaluates application	None	2 Days	<i>Unit Academic Personnel Committee (uAPB)</i> Faculty of Study
	1.3. Prepares endorsement to University Academic Personnel Board (UAPB)	None	1 Day	<i>Chair</i> <i>Unit Academic Personnel Committee</i> Faculty of Study
	1.4 Prepares agenda and documents for the	None	1 Day	<i>Secretary</i> University Academic



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	University Academic Personnel Board (UAPB) Meeting			Personnel Board
	1.5 Evaluates the applicants to the position and transmit the evaluation to the Chancellor	None	1 Day	<i>Chair and Members University Academic Personnel Committee (UAPB)</i>
	1.6 Renders decision	None	1 Day	<i>Chancellor OC</i>
	1.7 Notifies all applicant on the decision of the Chancellor	None	1 Day	<i>Chief AO HRDO</i>
<b>TOTAL</b>		<b>None</b>	<b>7 Days and 5 Minutes</b>	


[updated]

#### 4. CERTIFICATE OF EMPLOYMENT REQUEST

This serves as a guideline in processing the Certificate of Employment request for former employees of the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All former employees of UPOU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request via <a href="https://url.upou.edu.ph/certificate">https://url.upou.edu.ph/certificate</a> 	1.1 Approves the request	None	5 Minutes	Chief AO HRDO
	1.2 Generates and signs the Certificate of Employment	None	5 Minutes	Chief AO, HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

[updated]

## 5. CERTIFICATE REQUEST OF PERFORMANCE RATING

This serves as a guideline in processing the request for certificate of performance ratings from former employees of the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All former employees of UPOU

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable


<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via email to hrdo@upou.edu.ph	1.1 Approves the request	None	5 Minutes	Chief AO HRDO
	1.2 Generates and signs the Certificate	None	5 Minutes	Chief AO, HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

## 6. SERVICE RECORD REQUEST

This serves as a guideline in processing the request for issuance of Service Record to former employees of the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All current and former employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request via <a href="https://url.upou.edu.ph/certificate">https://url.upou.edu.ph/certificate</a> 	1.1 Approves the request	None	5 Minutes	Chief AO HRDO
	1.2 Generates, signs, and releases the Service Record	None	5 Minutes	Chief AO, HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

[updated]

# **HUMAN RESOURCES DEVELOPMENT OFFICE INTERNAL SERVICES**

## 1. APPOINTMENT OF AFFILIATE FACULTY MEMBERS

This serves as a guideline in processing the request to appoint affiliate faculty members from other constituent universities.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Deans

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>1 original copy of list of faculty members from CUs to be requested</li> </ul>	Respective Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the Chancellor through channels	1.1 Issues HR clearance	None	1 Day	Chief AO HRDO
	1.2 Recommends approval	None	1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 Consolidates the list of faculty members by CU and prepares letter request	None	2 Days	Chief AO HRDO
	1.4 Renders decision and signs the letter request	None	1 Day	Chancellor Office of the Chancellor for
	1.5 Releases the letter and attachments to the CUs	None	1 Day	Administrative Aide/Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days</b>	

## 2. APPOINTMENT OF LECTURERS

This serves as a guideline in processing the request to appoint lecturers.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of basic paper for faculty (green) for those who are less than 65 years old; (white) for those who are 65 years old and above</li> </ul>	Respective Unit
<ul style="list-style-type: none"> <li>1 original copy of curriculum vitae (for new lecturer)</li> </ul>	Prospective Lecturer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely fill-out basic paper and attachment (if any) to HRDO	1.1 Checks the details of the basic paper and issues HR clearance	None	1 Day	Chief AO HRDO
	1.2 Issues Budget clearance	None	1 Day	Chief AO Budget Office
	1.3 Recommends approval	None	1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.4 Prepares appointment	None	1 Day	Administrative Aide/Chief AO HRDO
	1.5 Renders decision and signs the appointment	None	1 Day	Chancellor Office of the Chancellor
	1.6 Releases the original copy of appointment to the unit	None	1 Day	Administrative Aide HRDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days</b>	

### 3. REQUEST FOR ATTENDANCE TO TRAINING

This serves as a guideline in processing the request to attend training for employees.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of request to attend training form</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 photocopy of invitation letter</li> </ul>	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to attend training form to HRDO	1.1 Evaluates the request and issues HR clearance	None	1 Day	Chief AO HRDO
	1.2 Evaluates the request and issues budget clearance	None	1 Day	Chief AO Budget Office
	1.3 Evaluates the request and recommends approval	None	1 Day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS)</i> Office of the Vice Chancellor for Academic Affairs/ <i>Vice Chancellor for Finance and Administration (for Admin staff)</i> Office of the Vice Chancellor for Finance and Administration
	1.4 Renders decision	None	1 Day	<i>Chancellor</i> Office of the Chancellor
<b>TOTAL</b>		<b>None</b>	<b>4 Days</b>	

#### 4. AUTHORITY TO FILL / HIRE REQUEST – ADMINISTRATIVE POSITION

This serves as a guideline in processing the request for authority to fill for regular administrative position and authority to hire for vacant contractual administrative position.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All UPOU Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 digital copy of organizational, functional and personnel chart</li> </ul>	Respective Unit
<ul style="list-style-type: none"> <li>1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution</li> </ul>	Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her Personnel Unified Systems Outlook (PUSO) account ( <a href="https://puso.up.edu.ph">https://puso.up.edu.ph</a> ), under the Authority to fill (regular position)/ hire (contractual position) tab, fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 Day	<i>Unit Head Respective Unit</i>
	1.2 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO HRDO</i>
	1.3 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO Budget Office</i>
	1.4 Evaluates the request and recommends approval	None	1 Day	<i>Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration</i>
	1.5 Evaluates the request and recommends approval	None	1 Day	<i>Chancellor Office of the Chancellor</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Evaluates the request and recommends approval	None	1 Day	<i>Vice President for Administration</i> Office of the Vice Chancellor for Administration
	1.7 Renders decision on the request	None	1 Day	<i>President</i> Office of the President
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

[updated]

## 5. AUTHORITY TO FILL / HIRE REQUEST – REPS POSITION

This serves as a guideline in processing the request for authority to fill regular REPS e position and authority to hire for vacant contractual REPS position.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All UPOU Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 digital copy of organizational, functional and personnel chart</li> </ul>	Respective Unit
<ul style="list-style-type: none"> <li>1 digital copy of signs and degree of backlog, coping mechanism and duties and responsibilities with percentage distribution</li> </ul>	Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her Personnel Unified Systems Outlook (PUSO) account ( <a href="https://puso.up.edu.ph">https://puso.up.edu.ph</a> ), under the Authority to fill (regular position)/hire (contractual position) tab, fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 Day	<i>Unit Head Respective Unit</i>
	1.2 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO HRDO</i>
	1.3 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO Budget Office</i>
	1.4 Evaluates the request and recommends approval	None	1 Day	<i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i>
	1.5 Evaluates the request and recommends approval	None	1 Day	<i>Chancellor Office of the Chancellor</i>

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Evaluates the request and recommends approval	None	1 Day	<i>Vice President for Academic Affairs</i> Office of the Vice President for Academic Affairs
	1.7 Renders decision on the request	None	1 Day	<i>President</i> Office of the President
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

[updated]

## 6. CERTIFICATE OF EMPLOYMENT REQUEST

This serves as a guideline in processing the Certificate of Employment request for current employees of the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All former employees of UPOU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in to his/her Personnel Unified Systems Outlook (PUSO) account ( <a href="https://puso.up.edu.ph">https://puso.up.edu.ph</a> ), and submits request for service record	1.1 Approves the request	None	5 Minutes	Chief AO HRDO
	1.2 Generates and signs the Certificate of Employment	None	5 Minutes	Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

[updated]

## 7. CONTRACT OF SERVICES – AUTHORITY TO HIRE

This serves as a guideline in processing the request for authority to hire contract of services staff

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All UPOU Administrative Officers

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>1 original copy of letter request</li> </ul>	Respective Unit
<ul style="list-style-type: none"> <li>1 original copy of organizational, functional and personnel chart</li> </ul>	Respective Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs in to his/her Personnel Unified Systems Outlook (PUSO) account ( <a href="https://puso.up.edu.ph">https://puso.up.edu.ph</a> ), under the Authority to hire (contract of service) tab, fills in the required information, attaches the required documents and submits the request	1.1 Evaluates the request and recommends approval	None	1 Day	<i>Unit Head Respective Unit</i>
	1.2 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO HRDO</i>
	1.3 Evaluates the request and recommends approval	None	1 Day	<i>Chief AO Budget Office</i>
	1.4 Evaluates the request and recommends approval	None	1 Day	<i>Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance Administration (for Admin)/ Vice Chancellor for Academic Affairs Office of the Vice Chancellor for</i>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Academic Affairs (for REPS)
	1.5 Evaluates the request and recommends approval	None	1 Day	<i>Chancellor</i> Office of the Chancellor
<b>TOTAL</b>		<b>None</b>	<b>5 Days</b>	

[updated]

## 8. GSIS LOAN APPLICATION

This serves as a guideline in processing the application for GSIS loan facility via GWAP kiosk

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies loan to GSIS Touch app and informs HRDO of the loan application	1.1 Prints the pending loan/s at <a href="http://cert.gsis.gov.ph">http://cert.gsis.gov.ph</a> and forwards the same to Accounting Office	None	2 Minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.2 Issues certification that employee can avail of the loan/s applied for	None	5 Minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.3 Renders decision on the loan application based on the certification from Accounting Office	None	5 Minutes	Chief AO HRDO
	1.4 Prints approved/disapproved and forwards the printed copy to Accounting Office	None	2 Minutes	<i>Administrative Aide/Chief AO</i> HRDO
<b>TOTAL</b>		<b>None</b>	<b>14 Minutes</b>	

[updated]

## 9. ISSUANCE OF CS APPOINTMENT – ADMINISTRATIVE STAFF

This serves as a guideline in processing the issuance of CS appointment to administrative staff

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of Basic Paper (blue)</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 Day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	None	1 Day	<i>Vice Chancellor for Finance and Administration Office of the Vice Chancellor for Finance and Administration</i>
	1.4 Approves and signs basic paper and appointment	None	1 Day	<i>Chancellor Office of the Chancellor</i>
	1.5 Facilitates the signing of acknowledgement portion of the appointment	None	1 Day	<i>Administrative Aide HRDO</i>
	1.6 Prepares and submits digital and hard copy of Appointment Transmittal Action Form (ATAF) including hard	None	1 Day	<i>Chief AO HRDO</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	copies of appointment and required attachments to the Civil Service Commission			
	1.7 Prepares announcement of new employees for posting	None	1 Day	Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>6 Days</b>	

## 10. ISSUANCE OF APPOINTMENT – FACULTY MEMBER AND REPS

This serves as a guideline in processing the issuance of appointment to faculty members and REPS

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of Basic Paper (green)</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits basic paper to HRDO	1.1 Reviews basic paper and issues HR clearance	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews basic paper and issues Budget clearance	None	1 Day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	None	1 Day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs</i>
	1.4 Approves and signs basic paper and appointment	None	1 Day	<i>Chancellor Office of the Chancellor</i>
<b>TOTAL</b>		<b>None</b>	<b>4 Days</b>	

## 11. ISSUANCE OF OTHER APPOINTMENT

This serves as a guideline in processing the issuance of other appointment to faculty, REPS and administrative staff

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Administrative Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 1 original copy of letter request	Respective Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the Chancellor to HRDO	1.1 Reviews the letter request and issues HR clearance	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.2 Reviews letter request and issues Budget clearance	None	1 Day	<i>Administrative Aide/Chief AO Budget Office</i>
	1.3 Evaluates and recommends approval	None	1 Day	<i>Vice Chancellor for Academic Affairs (for faculty and REPS) Office of the Vice Chancellor for Academic Affairs/Vice Chancellor for Finance and Administration (for Admin staff) Office of the Vice Chancellor for Finance and Administration</i>
	1.4 Renders decision	None	1 Day	<i>Chancellor Office of the Chancellor</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Prepares and reviews appointment	None	1 Day	<i>Administrative Aide/Chief AO HRDO</i>
	1.6 Signs the appointment	None	1 Day	<i>Unit Head Respective Unit</i>
	1.7 Photocopies appointment and releases the photocopy of appointment to HRDO	None	1 Day	<i>Administrative Officer Respective Unit</i>
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

## 12. LEAVE OF ABSENCE APPLICATION

This serves as a guideline in processing the application of employees for leave of absence.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>1 original copy and 1 photocopy of application for leave</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 original copy of Medical Certificate (for more than five days of sick leave for REPS and Admin staff; more than two days of sick leave for faculty members)</li> </ul>	Employee

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits completely filled-in application for leave to the Unit Head	1.1 Renders action to the application and if approved, submits the application to HRDO, otherwise return to the applicant	None	5 Minutes	<i>Immediate Supervisor/ Administrative Officer Respective Unit</i>
	1.2 Certifies the number of leave credits	None	5 Minutes	<i>Administrative Aide/Chief AO HRDO</i>
	1.3 Renders action to the application	None	5 Minutes	<i>Chancellor (for VCs and Deans) Office of the Chancellor/Vice Chancellor for Finance and Administration for other employees Office of the Vice Chancellor for Finance and Administration</i>
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

### 13. PRIVILEGE TO STUDY AT REDUCED FEE APPLICATION

This serves as a guideline in processing the application for study privilege of employees to any constituent university

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>1 original copy of privilege to study at reduced fee application</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application)</li> </ul>	Employee

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly endorsed application to HRDO	1.1 Evaluates the request and certifies the number of units that can be enrolled	None	1 Day	<i>Chief AO HRDO</i>
	1.2 Recommends approval	None	1 Day	<i>Vice Chancellor for Academic Affairs (REPS and Faculty), Office of the Vice Chancellor for Academic Affairs/ Vice Chancellor for Finance and Administration (for Administrative Staff) Office of the Vice Chancellor for Finance and Administration</i>
	1.3 Renders decision	None	1 Day	<i>Chancellor Office of the Chancellor</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

## 14. SERVICE RECORD REQUEST

This serves as a guideline in processing the request for issuance of Service Record to current employees of the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All current and former employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
None	Not applicable

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Logs in to his/her Personnel Unified Systems Outlook (PUSO) account ( <a href="https://puso.up.edu.ph">https://puso.up.edu.ph</a> ), and files request for service record	1.1 Approves the request	None	5 Minutes	Chief AO HRDO
	1.2 Generates, signs and releases the Service Record	None	5 Minutes	Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

## 15. STUDY PRIVILEGE OF NON-EARNING DEPENDENT'S APPLICATION

This serves as a guideline in processing the SA/GA slots

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of study privilege of non-earning dependent application</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>
<ul style="list-style-type: none"> <li>1 photocopy of admission notice (for initial application) or 1 original copy of true copy of grades (for succeeding application)</li> </ul>	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application to HRDO	1.1 Evaluates the request and certifies the employment details of the employee	None	10 Minutes	Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

## 16. STUDY LEAVE (FULL-TIME) APPLICATION

This serves as a guideline in processing the application for study leave (full-time) of employees

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>1 original copy of letter request duly endorsed by the Unit Head and Unit APC/RPFC/HRMPSB</li> </ul>	Employee
<ul style="list-style-type: none"> <li>1 photocopy of admission notice (for initial application)</li> </ul>	Employee
<ul style="list-style-type: none"> <li>4 original copies study leave contract</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request addressed to the Chancellor to HRDO	1.1 Evaluates the request and prepares referendum for action of the UAPB (for Faculty) / URFPC (for REPS) /UHRMPSB (for admin)	None	1 Day	Chief AO HRDO
	1.2 Renders action on the request	None	1 Day	Chair and Members of the UAPB (for Faculty) /URFPC (for REPS) /HRMPSB (for admin)
	1.3 Prepares endorsement letter to the Chancellor for signature of the Chair of the UAPB/URPFC/UH RMPSB	None	1 Day	Chief AO HRDO
	1.4 Renders decision	None	1 Day	Chancellor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the Chancellor
2. Submits study leave contract and the required attachments	2.1 Evaluates and signs the contract	None	1 Day	Chief AO HRDO
	2.2 Signs the contract as witness	None	1 Day	Vice Chancellor for Academic Affairs (for Faculty and REPS)/Vice Chancellor for Finance and Administration (for Administrative Staff)
	2.3 Signs the contract	None	1 Day	Chancellor Office of the Chancellor
	2.4 Releases the contract for notarization of the employee	None	1 Day	Administrative Aide HRDO
<b>TOTAL</b>		<b>None</b>	<b>8 Days</b>	

## 17. SWORN STATEMENT OF ASSETS AND LIABILITIES (SALN) SUBMISSION

This serves as a guideline for the submission of sworn statement of assets and liabilities to HRDO and to the Office of the Ombudsman.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All current employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Three signed and printed copies (back-to-back printing) of generated SALN	Employee

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the duly filled out SALN	1.1 Reviews and signs SALN	None	5 Minutes	Chief AO HRDO
	1.2 Consolidates and prepares the summary of filers, required attachments for submission to Office of the Ombudsman	None	1 Day	Chief AO HRDO
	1.3 Submits to the Office of the Ombudsman	None	1 Day	Administrative Aide HRDO
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 5 Minutes</b>	



[updated]

## 18. UNIVERSITY CLEARANCE APPLICATION FOR EMPLOYEES

This serves as a guideline in processing the application for University Clearance for those who will be on leave for more than 30 days and those who will be separated from the University.

<b>Office or Division</b>	Human Resources Development Office (HRDO)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>4 original copies of clearance form</li> </ul>	HRDO or can be downloaded at <a href="http://hrdo.upou.edu.ph">http://hrdo.upou.edu.ph</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance application to HRDO thru <a href="https://url.upou.edu.ph/empclearance">https://url.upou.edu.ph/empclearance</a> 	1.1 Request the offices concern to issue clearance to the employee thru <a href="https://url.upou.edu.ph/officeclearance">https://url.upou.edu.ph/officeclearance</a> 	None	5 minutes	Chief AO HRDO
	1.2 Prints the clearance sheet for approval of the Vice Chancellor for Finance and Administration	None	5 minutes	Chief AO HRDO
	1.3 Issues certificate of clearance	None	5 minutes	Chief AO HRDO
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	

# **ACCOUNTING OFFICE EXTERNAL SERVICES**

## 1. REQUEST FOR FINANCIAL REPORT

This report is issued to project grantors to provide information on the use of project funds and also for reversion of unused funds.

<b>Office or Division</b>	Accounting Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government G2B – Government to Business
<b>Who may Avail</b>	All Project Grantors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for financial report to the Chief Accountant via email	1.1 Acknowledges receipt of email and provides instruction to Accounting Staff	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.2 Prepares the financial report	None	15 Days	<i>Office Aide</i> Accounting Office
	1.3 Reviews and forwards financial report to Chief Accountant	None	1 Hour	<i>Office Aide</i> Accounting Office
	1.4 Reviews and signs financial report	None	2 Days	<i>Chief Accountant</i> Accounting Office
	1.5 Forwards financial report to requestor	None	10 minutes	<i>Office Aide</i> Accounting Office
<b>TOTAL</b>		<b>None</b>	<b>7 Days</b>	

# **ACCOUNTING AND CASH OFFICES EXTERNAL SERVICES**

## 1. PROCESSING OF PAYMENTS FOR SUPPLIERS / CREDITORS THRU LBP ONLINE PAYMENT SYSTEM

This serves as a guideline in the processing of payments to suppliers of the University using online payment system of Land Bank of the Philippines (Auto Crediting, Fund Transfer)

<b>Office or Division</b>	Accounting Office and Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government G2B – Government to Business
<b>Who may Avail</b>	All suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Billing Statement/Sales Invoice and Delivery Receipt	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits billing statement/ sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	1.1 Receives billing statement/ sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.2 Prepares DV (3 copies), ORS/ BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.3 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	1.4 Verifies and Issues Budget Clearance	None	5 minutes	<i>Administrative Aide/Chief AO,</i> Budget Office
	1.5 Pre-audits the document	None	30 minutes	<i>Administrative Aide</i> Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide</i> Accounting Office
	1.7 Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.8 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA</i> <i>Chancellor</i> OC
	1.9 Prepares the ecredit payment advice, bank files and corresponding reports	None	5 minutes	<i>Administrative Aide/ Cash Office</i>
	1.10a Reviews and signs ecredit advice, bank files and corresponding reports 1.10b Uploads bank file to LBP WeAccess System	None	5 minutes	<i>Chief AO,</i> Cash Office
	1.11 Signs and bank advice (VCFA) and approves (VCFA/Chancellor) the uploaded transaction in the LBP WeAccess System	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/ Chancellor</i> OC
2. Issues collection receipt (CR) and signs warrant registry	2.1 Releases Certificate of Withholding Taxes	None	2 minutes	<i>Administrative Aide</i> Cash Office
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 24 Minutes</b>	

[updated]

## 2. PROCESSING OF PAYMENTS FOR SUPPLIERS/CREDITORS THRU BANK CREDITING SYSTEM

This serves as a guideline in the processing of payments to suppliers of the University using bank crediting system.

<b>Office or Division</b>	Accounting Office and Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government G2B – Government to Business
<b>Who may Avail</b>	All suppliers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Billing Statement/Sales Invoice and Delivery Receipt	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits billing statement/sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	1.1 Receives billing statement/sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.2 Prepares DV (3 copies), ORS/BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.3 Verifies/Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	1.4 Verifies and Issues Budget Clearance	None	5 minutes	<i>Administrative Aide/Chief AO,</i> Budget Office
	1.5 Pre-audits the document	None	30 minutes	<i>Administrative Aide</i> Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide</i> Accounting Office
	1.7 Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.8 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA</i> <i>Chancellor</i> OC
	1.9 Prepares the ecredit payment advice, bank files and corresponding reports	None	5 minutes	<i>Administrative Aide/ Cash Office</i>
	1.10 Reviews and signs ecredit advice, bank files and corresponding reports	None	5 minutes	<i>Chief AO,</i> Cash Office
	1.11 Signs bank advice	None	5 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/ Chancellor, OC</i>
	1.12 Photocopies the signed document and transmits bank advice (hard and digital file) to the bank	None	5 minutes	<i>Administrative Aide</i> Cash Office
2. Issues Collection receipt (CR)	2.1 Releases Certificate of Withholding Taxes	None	2 minutes	<i>Administrative Aide</i> Cash Office
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 32 Minutes</b>	

[updated]

### 3. PROCESSING OF PAYMENTS FOR SUPPLIERS / CREDITORS THRU CHECK ISSUANCE

This serves as a guideline in the processing of payments to suppliers of the University thru Check Issuance.

<b>Office or Division</b>	Accounting Office and Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government G2B – Government to Business
<b>Who may Avail</b>	All suppliers

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original copy of Billing Statement/Sales Invoice and Delivery Receipt	Supplier

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits billing statement/sales invoice, and delivery receipts to concerned unit/office for preparation of Disbursement Voucher (DV).	1.1 Receives billing statement/sale invoice, and delivery receipts,	None	5 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.2 Prepares DV (3 copies), ORS/BURS and other attachment/s using the University Information System (UIS) and Finance and Administrative Information System (FAIS) including scanning of all documents	None	10 minutes	<i>Administrative Aide/Assistant</i> Respective Unit
	1.3 Verifies/ Checks and signs Box A	None	5 minutes	<i>Administrative Officer/Unit Head</i> Respective Unit
	1.4 Verifies and Issues Budget Clearance	None	5 minutes	<i>Administrative Aide/Chief AO,</i> Budget Office
	1.5 Pre-audits the document	None	30 minutes	<i>Administrative Aide</i> Accounting Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Records the transaction to books of accounts	None	5 minutes	<i>Administrative Aide</i> Accounting Office
	1.7 Reviews, signs and certifies the availability of funds	None	5 minutes	<i>Chief Accountant</i> Accounting Office
	1.8 Approves the payment	None	5 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA</i> <i>Chancellor/OC</i>
	1.9 Prepares the check and corresponding reports	None	10 minutes	<i>Administrative Aide/ Cash Office</i>
	1.10 Reviews and signs check and corresponding reports	None	10 minutes	<i>Chief AO, Cash Office and Vice Chancellor for Finance and Administration/ OVCFA</i> <i>Chancellor/OC</i>
	1.11 Uploads the Advice of Check Issued and Cancelled in LBP WeAccess System	None	2 minutes	<i>Chief AO/ Cash Office</i>
	1.12 Approves the Advice of Check Issued and Cancelled in LBP WeAccess System	None	2 minutes	<i>Vice Chancellor for Finance and Administration/ OVCFA</i>
2. Issues collection receipt (CR) and signs warrant registry	2.1 Releases check and Certificate of Withholding Taxes	None	5 minutes	<i>Administrative Aide</i> Cash Office
<b>TOTAL</b>		<b>None</b>	<b>1 Hour and 39 Minutes</b>	

[updated]

# **HRD, ACCOUNTING, AND CASH OFFICES INTERNAL SERVICES**

## 1. PROCESSING OF PAYROLL USING LBP WeAccess SYSTEM

This serves as a guideline in processing the payroll of employees of the University using the LBP WeAccess System.

<b>Office or Division</b>	HRDO, Accounting Office and Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of daily time record/certificate of service	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit daily time record/certificate of service to HRDO	1.1 Consolidates the DTR/COS submission	None	10 minutes	<i>Administrative Aide</i> HRDO
	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.3 Prepares payroll	None	1 Day	<i>Administrative Aide</i> Accounting Office
	1.4 Verifies and signs payroll	None	1 Hour	<i>Chief Accountant</i> Accounting Office/ <i>Vice Chancellor for Finance and Administration</i> OVCFA
	1.5 Prepares and signs weekly advice	None	20 minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.6 Prepares payroll advice	None	2 minutes	<i>Administrative Aide/ Cash</i> Office
	1.7 Reviews and signs bank advice	None	2 minutes	<i>Chief AO,</i> Cash Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and uploads bank file to LBP WeAccess System			
	1.8 Signs bank advice (VCFA) and approves (VCFA/Chancellor ) the uploaded transaction in the LBP WeAccess System	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/Chancellor OC</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 Day, 1 Hour, and 46 Minutes</b>	

## 2. PROCESSING OF PAYROLL USING BANK'S ONLINE FACILITY

This serves as a guideline in processing the payroll of employees of the University using Bank's Online Facility.

<b>Office or Division</b>	HRDO, Accounting Office and Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of daily time record/certificate of service	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit daily time record/certificate of service to HRDO	1.1 Consolidates the DTR/COS submission	None	10 minutes	<i>Administrative Aide</i> HRDO
	1.2 Signs and submits the list of submitted DTR/COS to Accounting Office	None	10 minutes	<i>Administrative Aide/Chief AO</i> HRDO
	1.3 Prepares payroll	None	1 Day	<i>Administrative Aide</i> Accounting Office
	1.4 Verifies and signs payroll	None	1 Hour	<i>Chief Accountant</i> Accounting Office/ <i>Vice Chancellor for Finance and Administration</i> OVCFA
	1.5 Prepares and signs weekly advice	None	20 minutes	<i>Administrative Aide/Chief Accountant</i> Accounting Office
	1.6 Prepares payroll advice	None	2 minutes	<i>Administrative Aide</i> Cash Office
	1.7 Reviews and signs bank advice	None	2 minutes	<i>Chief AO,</i> Cash Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Signs bank advice (VCFA/ Chancellor)	None	2 minutes	<i>Vice Chancellor for Finance and Administration, OVCFA/ Chancellor OC</i>
	1.9 Photocopies (3 copies) bank advice and sends to bank for crediting	None	10 minutes	<i>Administrative Aide Cash Office</i>
	<b>TOTAL</b>	None	<b>1 Day, 1 Hour, and 56 Minutes</b>	


# **CASH OFFICE EXTERNAL SERVICES**

## 1. REQUEST FOR ISSUANCE OF eOFFICIAL RECEIPT FOR CREDIT CARD AND ONLINE PAYMENTS

This serves as a guideline in the issuance of eOfficial Receipt for payments made through Credit Card and online payments.

<b>Office or Division</b>	Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Form 5	Student
Copy of Proof of Payment	Student/Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request for issuance of eOfficial Receipt (eOR) thru <a href="https://url.u pou.edu.ph/eOR">https://url.u pou.edu.ph/eOR</a> 	1.1 Validates the submitted request and attachments	None	5 Minutes	Administrative Aide VI Cash Office
	1.2 Issues eOR	None	1 Minutes	Administrative Aide VI Cash Office
	1.3 Scans and sends a copy of eOR to the requesting party.	None	2 Minutes	Administrative Aide VI Cash Office
	1.4 Releases the copy of eOR to OUR (for students) and to other concerned unit	None	2 Minutes	Administrative Aide VI Cash Office
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	


**CAMPUS DEVELOPMENT AND  
MAINTENANCE OFFICE  
EXTERNAL SERVICES**

## 1. FACILITIES RENTAL

This serves as a guideline in the submission of request to rent the UPOU facilities such as Audio Visual Room (AVR), Centennial Center for Digital Learning (CCDL) Auditorium, Oblation Hall (OH) and Sandbox.

<b>Office or Division</b>	Campus Development and Maintenance Office (CDMO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Digital copy of eReservation Form	<a href="https://url.upou.edu.ph/venueexternal">https://url.upou.edu.ph/venueexternal</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form <a href="https://url.upou.edu.ph/venueexternal">https://url.upou.edu.ph/venueexternal</a> 	1.1 Reviews the request and checks availability of the facility	None	5 Minutes	<i>Administrative Assistant II</i> CDMO
	1.2 Provides guidelines to the user and confirms the reservation	None	5 Minutes	<i>Administrative Assistant II</i> CDMO
	1.3 Provides billing statement	*See rates next page	10 Minutes	<i>Administrative Assistant II</i> CDMO
	1.4 Receives payment and issues official receipt	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office
<b>TOTAL</b>		<b>*See rates next page</b>	<b>25 Minutes</b>	

**\*RENTAL RATES**


<b>FACILITIES/ SPACE</b>	<b>RATES</b>	<b>MAX PAX</b>
CCDL Auditorium (package rate)	4,400.00	150
CCDL Auditorium	3,250.00	150
Sandbox	2,240.00	30 theater style, if not, 25
Audio Visual Room	2,240.00	80
Oblation Hall	2,240.00	70 theater style, if not, 50
<b>RATES FOR SUCCEEDING HOURS</b>		
CCDL Auditorium (package rate)	1,510.00	
CCDL Auditorium	1,137.00	
Sandbox	912.5	
Audio Visual Room	912.5	
Oblation Hall	912.5	
<b>1st 3 hours P500 per assisting personnel, additional P50/hour/personnel for succeeding hours.</b>		

## 2. ACADEMIC RESIDENCES (AR) RENTAL

This serves as a guideline in the submission of request to occupy the Academic Residences (AR)

<b>Office or Division</b>	Campus Development and Maintenance Office (CDMO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	All Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Digital copy of Reservation/Rental Form	<a href="https://url.upou.edu.ph/artransient">https://url.upou.edu.ph/artransient</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the e-reservation form  	1.1 Reviews the request and checks availability of the room/s	None	5 Minutes	<i>Administrative Assistant V</i> CDMO
	1.2 Provides guidelines to the user and confirms the reservation	None	5 Minutes	<i>Administrative Assistant V</i> CDMO
	1.3 Provides billing statement	PhP 1,100/day (UP) 1,400/day (Non-UP)	10 Minutes	<i>Administrative Assistant V</i> CDMO
	1.4 Receives payment and issues official receipt	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office
<b>TOTAL</b>		PhP 1,100/day (UP) 1,400/day (Non-UP)	<b>25 Minutes</b>	

[updated]


**CAMPUS DEVELOPMENT AND  
MAINTENANCE OFFICE  
INTERNAL SERVICES**

## 1. RESERVATION OF VENUE

This serves as a guideline in the submission of request by employees for reservation of UPOU facilities such as Audio-Visual Room (AVR), Centennial Center for Digital Learning (CCDL) Auditorium, Oblation Hall (OH), Sandbox and Academic Residences (AR).

<b>Office or Division</b>	Campus Development and Maintenance Office (CDMO)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	All UPOU employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Digital copy of Reservation/Rental Form	<a href="https://url.upou.edu.ph/venueinternal">https://url.upou.edu.ph/venueinternal</a>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the e-reservation form: <a href="https://url.upou.edu.ph/venueinternal">https://url.upou.edu.ph/venueinternal</a> 	1.1 Reviews the request and checks availability of the facility	None	5 Minutes	<i>Administrative Assistant V</i> CDMO
	1.2 Confirms the reservation	None	5 Minutes	<i>Administrative Assistant V</i> CDMO
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

# **BIDS AND AWARDS COMMITTEE EXTERNAL SERVICES**

## 1. PROCUREMENT THROUGH ALTERNATIVE METHODS OF PROCUREMENT

This serves as a guide for UPOU offices/units and suppliers on the process of procurement through alternative methods.

<b>Office or Division</b>	Bids and Awards Committee (BAC)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	UPOU Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished BAC Recommendation Form	UPOU Offices/Units
Approved Purchase Request	UPOU Offices/Units
Request for Quotation (RFQ) Form above P50K for Posting in PhilGEPS	BAC Secretariat Office
Request for Quotation (RFQ) below P50K	UPOU Offices/Units BAC Secretariat Office
Approved Letter Request	UPOU Offices/Units
Technical Specifications/Scope of Work	UPOU Offices/Units
SPMO Request for Equipment/Furniture Form as required	UPOU Offices/Units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users submits BAC recommendation form and other supporting documents	1.1 Receives request and verifies the completeness of supporting documents. Checks if item is included in the approved APP. If not, prepare a Supplemental to APP	None	5 Minutes	BAC Secretariat Support Staff
	1.2 Prepare Request for Quotation (RFQ). - with ABC above 50K, posts in PhilGEPS for 7 days and send RFQ thru email to prospective suppliers - With ABC below 50K, send RFQ thru email to prospective suppliers.	None	10 Minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepares Abstract of Quotations	None	5 Minutes	BAC Secretariat Support Staff
	1.4 Recommends approval of alternative methods of procurement	None	5 Minutes	BAC
	1.5 Approves BAC recommendation	None	2 Minutes	Chancellor
	1.6 Prepares Technical Evaluation Report Form for evaluation of the Technical Resource Person	None	3 Minutes	BAC Secretariat Support Staff
	1.7 Confirms the evaluation report of Technical Resource Person	None	5 Minutes	BAC
	1.8 Forwards the signed Technical Evaluation Report and approved BAC Recommendation Form to the End-user for BURS/ORS preparation	None	5 Minutes	BAC Secretariat Support Staff
	1.9 Prepares BAC Resolution, Notice of Award (NOA) and Notice to Proceed (NTP)	None	5 Minutes	BAC Secretariat Support Staff
	1.10 Approves BAC Resolution	None	5 Minutes	BAC and Chancellor
	1.11 Initials for NOA and NTP	None	2 Minutes	BAC Chair/Vice Chair
	1.12 Approves NOA and NTP	None	2 Minutes	Chancellor
2. End-users submit approved BURS/ORS	2.1 Prepares Purchase Order (PO) or forwards copy of approved BAC recommendation	None	5 Minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	with approved BURS/ORS for contract preparation by the Office of the Legal Counsel, if applicable			
	2.3 Reviews/ checks/ approves PO	None	5 Minutes	SPMO Chief
	2.4 Forward signed PO to Accounting Office for funds availability and signature by Chief Accountant	None	3 Minutes	BAC Secretariat Support Staff
	2.5 Receives and scan the PO and supporting documents	None	5 Minutes	BAC Secretariat Support Staff
	2.6 Posts BAC Resolution, NOA, NTP and PO/ Contract at PhilGEPS and UPOU Websites	None	5 Minutes	BAC Secretariat Support Staff
	2.7 Submits copy of PO/Contract to COA.	None	5 Minutes	BAC Secretariat Support Staff
	2.8 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 Minutes	BAC Secretariat Support Staff and SPMO
	<b>TOTAL</b>	<b>None</b>	<b>1 Hour and 33 Minutes</b>	

## 2. PROCUREMENT THROUGH PUBLIC BIDDING

This serves as a guide for UPOU offices/units and suppliers on the process of procurement through public bidding.

<b>Office or Division</b>	Bids and Awards Committee (BAC)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2G – Government to Government
<b>Who may Avail</b>	UPOU Offices/Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully accomplished BAC Recommendation Form	UPOU Offices/Units
Approved Purchase Request	UPOU Offices/Units
Approved Letter Request	UPOU Offices/Units
Technical Specifications/Scope of Work/Designs/Plans/Bill of Quantities (BOQ)/Terms of Reference	UPOU Offices/Units

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users submit complete BAC requests	1.1 Receives request and verifies the completeness of documents attached. Checks if item is included in the approved APP. If not, prepare a Supplemental to APP	None	5 Minutes	BAC Secretariat Support Staff
	1.2 Prepares bidding documents	None	45 Minutes	BAC Secretariat Support Staff
2. Attends Pre-Procurement Conference	2.1 Holds Pre-Procurement Conference	None	1 Hour	Bids and Awards Committee (BAC)
	2.2 Posts Invitation to Bid (ITB)/Request for Expression of Interest (REI) in PhilGEPS and send ITB/REI thru email to all prospective bidders	None	10 Minutes	BAC Secretariat Support Staff
3. Attends pre-bid conference	3.1 Holds Pre-bid Conference	None	1 Hour	Bids and Awards Committee (BAC)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Prepares Supplemental Bid Bulletin, if any	None	20 Minutes	BAC Secretariat Support Staff
	3.3 Issue/release signed Supplemental Bid Bulletin to bidders	None	5 Minutes	BAC Secretariat Support Staff
	3.4 Prepares Abstract of Bids	None	3 Minutes	BAC Secretariat Support Staff
4. Attends opening of bids	4.1 Holds Opening of Technical and Financial Proposal submitted by prospective bidders	None	1 Hour	Bids and Awards Committee (BAC)
	4.2 Forwards the copy of the bidders submitted bidding documents to the TWG for evaluation	None	5 Minutes	BAC Secretariat Support Staff
	4.3 TWG conducts Bid Evaluation	None	7 Days	TWG/End-user
	4.4 Receives the signed Bid Evaluation report	None	3 Minutes	BAC Secretariat Support Staff
	4.5 Bid evaluation report is presented at the BAC meeting for approval	None	3 Minutes	BAC Secretariat
	4.6 Sign the notice	None	2 Minutes	BAC Chair/Vice Chair
	4.7 Prepares and sends Notice of Bidding Results to the Lowest Calculated Bid (LCB) for submission of post qualification requirements	None	2 Minutes	BAC Secretariat Support Staff
5. Submits the copy of the signed post qualification report	5.1 Receives the signed report and prepares post qualification report, BAC Resolution, NOA & NTP	None	5 Minutes	BAC Secretariat Support Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Approves the Post Qualification report, BAC Resolution, NOA and NTP	None	5 Minutes	Bids and Awards Committee (BAC)/ Chancellor
	5.3 Forwards the approved BAC request to the end-user for BURS/ORS preparation	None	5 Minutes	BAC Secretariat Support Staff
6. End-users submit approved copy of BURS/ORS	6.1 Receives the documents and prepares Purchase Order (PO) OR Forwards copy of approved BAC recommendation with approved BURS/ORS for contract preparation to the Office of the Legal Counsel, if necessary	None	5 Minutes	BAC Secretariat Support Staff
	6.2 Receives copy of approved contract/PO and issue the NTP and NOA to the winning bidder	None	3 Minutes	BAC Secretariat Support Staff
	6.3 Submits copy of PO/Contract to COA.	None	5 Minutes	BAC Secretariat Support Staff
	6.4 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 Minutes	BAC Secretariat Support Staff and SPMO
	<b>TOTAL</b>	<b>None</b>	<b>7 Days, 5 Hours, and 16 Minutes</b>	

### 3. PROCUREMENT THROUGH NEGOTIATED PROCUREMENT – TWO FAILED BIDDING

This serves as a guide for prospective suppliers on the process of procurement through negotiated procurement after two failed biddings.

<b>Office or Division</b>	Bids and Awards Committee (BAC)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2G – Government to Government G2B – Government to Business
<b>Who may Avail</b>	All prospective suppliers

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Bidding Documents	BAC Secretariat Office

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. End-users submits BAC Recommendation form for a Negotiated Procurement – Two Failed Bidding	1.1 Discusses the Technical and Financial requirements	None	15 Minutes	Bids and Awards Committee (BAC)
	1.2 Posts the project at PhilGEPS and UPOU websites	None	4 Minutes	BAC Secretariat Support Staff
	1.3 Sends the invitation to all prospective bidders via email	None	3 Minutes	BAC Secretariat Support Staff
	1.4 Receives bid proposals and stamped with date and time	None	3 Minutes	BAC Secretariat Support Staff
2. Attends opening of bids	2.1 Holds Opening of Technical and Financial Proposal submitted by prospective bidders thru zoom or hybrid set-up	None	1 Hour	Bids and Awards Committee (BAC)
	2.2 Forwards the submitted bid proposals of the eligible bidders to TWG/Technical Resource Person for bid evaluation	None	5 Minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits bid evaluation report	3.1 Receives the bid evaluation report for approval by the BAC	None	3 Minutes	BAC Secretariat Support Staff
	3.2 Approves the bid evaluation report	None	3 Minutes	Bids and Awards Committee (BAC)
	3.3 Issues the Notice of Bidding Results to the bidder with the Lowest Calculated Bid/Highest Rated Bid	None	3 Minutes	BAC Secretariat Support Staff
	3.4 Receives the signed notice and required documents for post-qualification for validation and confirmation.	None	5 Minutes	BAC Secretariat Support Staff
4. Submits post qualification report	4.1 Receives the post qualification report for approval by the BAC	None	3 Minutes	BAC Secretariat Support Staff
	4.2 Approves the post qualification report	None	3 Minutes	Bids and Awards Committee (BAC)
	4.3 Prepares BAC Resolution, NOA and NTP for signature	None	5 Minutes	BAC Secretariat Support Staff
	4.4 Approves of the BAC Resolution, NOA and NTP	None	5 Minutes	Bids and Awards Committee (BAC), Chancellor
	4.5 Issues NOA to the winning bidder	None	3 Minutes	BAC Secretariat Support Staff
	4.6 Receives the signed NOA and verify the submitted performance security.	None	5 Minutes	BAC Secretariat Support Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.7 Issuance of PO/contract and Notice to Proceed to the bidder	None	3 Minutes	BAC Secretariat Support Staff
	4.8 Submits copy of PO/Contract to COA.	None	5 Minutes	BAC Secretariat Support Staff
	4.9 Provides original copy of the approved BAC documents, signed PO with stamp received by COA Received and approved BAC Resolutions to end-user	None	5 Minutes	BAC Secretariat Support Staff and SPMO
	<b>TOTAL</b>	<b>None</b>	<b>2 Hour and 21 Minutes</b>	

# **FACULTY OFFICES**

# **FACULTY OFFICES EXTERNAL SERVICES**

## 1. APPLICATION FOR GRADUATION

Students must apply for the application in order to graduate. The application for graduation serves as the basis for evaluating the record of the student/candidate. If the student is completing all the academic requirements of the program on his/her last enrollment, s/he should apply for graduation on or before the deadline for filing of application for graduation on that particular term

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Undergraduate and graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 digital copy of Application Form for Graduation	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2019/10/APPLICATION_FOR_GRADUATION.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2019/10/APPLICATION_FOR_GRADUATION.pdf</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form and sends it to the Faculty Secretary via email attachment or hard copy.	1.1 Inputs the information in the database and conducts initial checking of records to identify lacking courses and grades.	None	2 Days	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Deliberates the application and if merited, endorses to the Faculty Council.	None	1 Day	<i>Faculty Executive Committee Faculty of Studies</i>
	1.3 Deliberates the application and if merited, endorses to the University Execom.	None	1 Day	<i>Faculty Council Faculty of Studies</i>
	1.4 Deliberates the application and if merited, endorses to the University Council.	None	1 Day	<i>University Executive Committee</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Deliberates the application and if merited, endorses to the BOR.	None	1 Day	<i>University Council</i>
	1.6 Approves/ Disapproves recommendation for graduation.	None	1 Day	<i>UP Board of Regents</i>
	1.7 Sends notification to the student on the decision of his/her application for graduation.	None	3 Days	<i>Administrative Officer Office of the University Registrar</i>
<b>TOTAL</b>		<b>None</b>	<b>10 Days</b>	

## 2. COMPLETION OF EXT (ONLINE) AND REMOVAL

To complete a grade of EXT (extended) and 4.00 (for removal) in a course, a student has a maximum period of one year from the end of the term to complete all the requirements of the course. The student need not re-enroll the course during this period of completion. The validity of the approved completion is per term only.

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Enrolled students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original copy of Removal/ Completion Exam Form	<a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files an online application for completion of EXT grade through the Student Portal <a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a> and submits the requirements required for completion to the Faculty Secretary.	1.1 Checks the eligibility and requirements of the student for completion	None	3 Days	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Forwards the requirements to the Faculty in Charge (FIC)	None	1 Day	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.3 Checks the requirements and issues completion grade online.	None	1 Day	<i>Faculty in Charge Faculty of Studies</i>
<b>TOTAL</b>		<b>None</b>	<b>5 Days</b>	

### 3. CROSS ENROLLMENT (FROM UPOU TO OTHER UP UNIT) REQUEST

This refers to the process of enrollment where a student of UPOU chooses to cross-enroll into another UP unit.

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Undergraduate and graduate students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of the permit to Cross Register Form	<a href="https://registrar.upou.edu.ph/wp-content/uploads/2019/10/Permit-to-Cross-Register.pdf">https://registrar.upou.edu.ph/wp-content/uploads/2019/10/Permit-to-Cross-Register.pdf</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the permit to cross register form to the Faculty Secretary.	1.1 Receives the form and forwards it to the Program Chair	None	10 Minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Receives and evaluates the application	None	1 Day	<i>Program Chair Faculty of Studies</i>
	1.3 Renders decision on the request	None	1 Day	<i>Dean Faculty of Studies</i>
	1.4 Receives the letter with final action of the Dean.	None	10 Minutes	<i>Student Records Evaluator I/ Office of the University Registrar</i>
	1.5 Informs the student on the decision of the request.	None	10 Minutes	<i>Student Records Evaluator/ Administrative Aide Office of the University Registrar</i>
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 30 Minutes</b>	

#### 4. DROPPING OF COURSES

The student may drop a course before three-fourths (3/4) of the semester/term has elapsed, and not later. The system is accessible only at the start of the class and deactivated a day after the deadline for filing an application for dropping on that particular term. If the student applies less than one month after classes start (semestral) or less than one week (trimestral), they are advised to apply for withdrawal of enrollment and refund of fees instead.

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Enrolled students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of Dropping Form	<a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>
1 photocopy of proof of payment	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for dropping of course/s via student portal <a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>	1.1 Checks all requirements are complete, inputs the information in the database under the <i>Application for DRP</i> folder, generates excel file <i>DRP Summary</i> and updates the status of the application in STROL as <i>In-process</i> .	PhP10 /unit	10 Minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Evaluates and renders decision on the application via STROL and updates the database.	None	10 Minutes	<i>Secretary to the Faculty Faculty of Studies</i>
	1.3 Creates summary of approved DRP applications and forwards to the Secretary to the Faculty at least	None	1 Day	<i>University Researcher/ University Research Associate/</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC).			<i>University Extension Associate/ Research Assistant/ Project Staff</i> Faculty of Studies
	1.4 Informs the student and FIC on the decision.	None	10 Minutes	<i>Secretary to the Faculty</i> Faculty of Studies
	<b>TOTAL</b>	<b>PhP10 /unit</b>	<b>1 Day and 30 Minutes</b>	

## 5. LEAVE OF ABSENCE APPLICATION

A student may apply for a leave of absence (LOA) a day after the deadline for the withdrawal of enrollment. The LOA must not exceed one year from the term of effectivity. The online application for LOA is activated at the start of the registration period and deactivated a day after the deadline for filing application for LOA.

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Enrolled students and not previously on Absence Without Official Leave (AWOL) status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original copy of LOA form	<a href="https://our.upou.edu.ph/student/">https://our.upou.edu.ph/student/</a>
1 photocopy of Proof of Payment	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for LOA via student portal <a href="https://our.upou.edu.ph/student">https://our.upou.edu.ph/student</a>	1.1 Checks all requirements are completed.	Php 150	1 Day	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.2 Inputs the information to the database under the <i>Application for LOA</i> folder and excel file <i>LOA Summary</i> and updates the status in STROL as <i>In-process</i> .	None	10 Minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.3 Evaluates and renders decision on the application via STROL and	None	1 Day	<i>Secretary to the Faculty Faculty of Studies</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	updates the database.			
	1.4 Creates summary of approved LOA applications and forwards to the Secretary to the Faculty at least one week before the deadline for Submission of Grades for distribution to the Faculty in Charge (FIC).	None	10 Minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff Faculty of Studies</i>
	1.5 Informs the student and FIC of the final decision on the request.	None	10 Minutes	<i>Secretary to the Faculty Faculty of Studies</i>
	<b>TOTAL</b>	<b>PhP 150</b>	<b>2 Days and 20 Minutes</b>	

## 6. MAXIMUM RESIDENCY RULE (MRR) WAIVER



Students who have reached the Maximum Residency Rule in the program may still be considered to continue with the program by applying for a formal request to waive their MRR.

<b>Office or Division</b>	Faculty Office
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Undergraduate and graduate students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1 original request letter for waiver of MRR	Student

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request letter to waive MRR to the Secretary to the Faculty.	1.1 Receives the letter and attaches a student checklist to the letter and forwards the request to the Program Chair	None	10 Minutes	<i>University Researcher/ University Research Associate/ University Extension Associate/ Research Assistant/ Project Staff</i> Faculty of Studies
	1.2 Receives, evaluates and recommends the application	None	15 Days	<i>Program Chair</i> Faculty of Studies
	1.3 Renders final action.	None	1 Day	<i>Dean, Faculty of Studies</i>
	1.4 Receives the letter with final action of the Dean.	None	10 Minutes	<i>Student Records Evaluator I/ Office of the University Registrar</i>
	1.5 Informs the student on the decision of the request.	None	5 Minutes	<i>University Researcher/ Student Records Evaluator/ Administrative Office of the University Registrar</i>
<b>TOTAL</b>		<b>None</b>	<b>16 Days and 25 Minutes</b>	

## FEEDBACK AND COMPLAINTS MECHANISM

<b>Feedback and Complaints Mechanism</b>	
<p><b>How to send feedback?</b></p> 	<p>Answer the client feedback form and check the suggestion or complement box and drop it at the designated dropbox in the lobby OR send an email to <a href="mailto:feedback@upou.edu.ph">feedback@upou.edu.ph</a> <b>OR</b> accomplish our <a href="https://url.upou.edu.ph/feedback">Online Feedback Form</a> – <a href="https://url.upou.edu.ph/feedback">https://url.upou.edu.ph/feedback</a></p>
<p><b>How is feedback processed?</b></p>	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact 049-536-6001 loc 299 or send an email to <a href="mailto:feedback@upou.edu.ph">feedback@upou.edu.ph</a></p>
<p><b>How to file complaints?</b></p> 	<p>Answer the client feedback form and check the complaint box and drop it at the designated dropbox in the lobby OR send an email to <a href="mailto:feedback@upou.edu.ph">feedback@upou.edu.ph</a> <b>OR</b> accomplish our <a href="https://url.upou.edu.ph/feedback">Online Feedback Form</a> – <a href="https://url.upou.edu.ph/feedback">https://url.upou.edu.ph/feedback</a></p>
<p><b>How are complaints processed?</b></p>	<p>Everyday, the Chief AO of the Human Resources Development Office (HRDO) opens the dropbox and compiles, records and evaluates all complaints submitted.</p> <p>Upon evaluation, the complaint shall be forwarded to the relevant office for evaluation and investigation. A report shall be submitted to the Chancellor for appropriate action.</p>
<p><b>Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)</b></p>	<p>You may send all complaints against UPOU to</p> <ol style="list-style-type: none"> <li>Anti-Red Tape Authority (ARTA) Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Hotline: 1-ARTA (1-2782) ARTA Complaint Center</li> </ol>

	<p>0928-690-4080 0969-257-7242</p> <p>2. 8888 Citizens' Complaint Center (8888 CCC) <a href="#">Complaint Form</a> Hotline: 8888 Via text: Send your Name (or Anonymous) / Concerned Agency / Complete details of the complaint then send it to 8888.</p> <p>3. Contact Center ng Bayan (CCB) Mobile SMS: 0908-8816565 Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Website: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> CSC Hotline: 8932-0111</p>
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## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Chancellor (OC)	3 <sup>rd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6015 049 536 6001 to 06 local 702,800 oc@upou.edu.ph
Budget Office (BO)	3 <sup>rd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 703 <a href="mailto:budget@upou.edu.ph">budget@upou.edu.ph</a>
Information and Communication Technology Development Office (ICTDO)	3 <sup>rd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5994 049 536 6001 to 06 local 452 <a href="mailto:ictdo@upou.edu.ph">ictdo@upou.edu.ph</a>
Office of Public Affairs (OPA)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5992 049 536 6001 to 06 local 710 <a href="mailto:info@upou.edu.ph">info@upou.edu.ph</a>
Office of the Legal Counsel (OLC)	3 <sup>rd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 450 <a href="mailto:legal@upou.edu.ph">legal@upou.edu.ph</a>
Office of Gender Concerns (OGC)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 451 <a href="mailto:gender@upou.edu.ph">gender@upou.edu.ph</a>
Quality Assurance Office (QAO)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6015 049 536 6001 to 06 local 702,800 <a href="mailto:qao@upou.edu.ph">qao@upou.edu.ph</a>
Ugnayan ng Pahinunghod/ Oblation Corps Office (Pahinungod)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 483 <a href="mailto:pahinungod@upou.edu.ph">pahinungod@upou.edu.ph</a>

OFFICE	ADDRESS	CONTACT INFORMATION
Faculty of Education (FEEd)	Teaching and Learning Hub Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6009 049 536 6001 to 06 local 831,830 fed@upou.edu.ph
Faculty of Information and Communication Studies (FICS)	Teaching and Learning Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6008; 536 5070; 536 5993 049 536 6001 to 06 local 334 fics@upou.edu.ph
Faculty of Management and Development Studies (FMDS)	Teaching and Learning Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6010 049 536 6001 to 06 local 821 fmds@upou.edu.ph
Office of the Vice Chancellor for Academic Affairs (OVCAA)	3 <sup>rd</sup> Floor, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6014 049 536 6001 to 06 local 301 ovcaa@upou.edu.ph
Office of the University Registrar (OUR)	1 <sup>st</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 0106 0998 555 3228 049 536 6001 to 06 local 101 registrar@upou.edu.ph
University Library (UL)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5998 049 536 6001 to 06 local 721 library@upou.edu.ph
Office of Student Affairs (OSA)	Community Hub, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5484 049 536 6001 to 06 local 340 osa@upou.edu.ph
Center for Open and Digital Teaching and Learning (CODTL) - Educational Media Production (EMP)	1 <sup>st</sup> Floor, WCMPB, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 453 codtl@upou.edu.ph emp@upou.edu.ph

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the Vice Chancellor for Finance and Administration (OVCFA)	2 <sup>nd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6013 049 536 6001 to 06 local 151 ovcfa@upou.edu.ph
Accounting Office (AO)	2 <sup>nd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 202,480 accounting@upou.edu.ph
Cash Office (CO)	2 <sup>nd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 250 cash@upou.edu.ph
Human Resources Development Office (HRDO)	2 <sup>nd</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 6001 to 06 local 220,777 hrdo@upou.edu.ph
Supply and Property Management Office (SPMO)	1 <sup>st</sup> Floor, Admin Bldg., UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5996 049 536 6001 to 06 local 210 spm@upou.edu.ph
Campus Development and Maintenance Office (CDMO)	Oblation Hall, UPOU Headquarters, National Highway, Maahas, Los Baños, Laguna	049 536 5995 049 536 6001 to 06 local 483 cdmo@upou.edu.ph