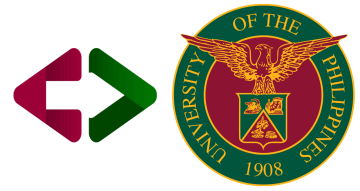




**UNIVERSITY OF THE PHILIPPINES  
MINDANAO**

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



## **I. MANDATE**

Republic Act 7889 (an Act establishing UP Mindanao) has mandated UP Mindanao to offer academic programs that shall put an emphasis on science, technology, and agriculture education. Further, it shall network and collaborate with other state colleges and universities in such areas which shall contribute to the development of Mindanao.

## **II. VISION**

An internationally competitive graduate, research, and public service university in Mindanao, leading in the study of arts and cultures, as well as sustainable agri- and biosystems

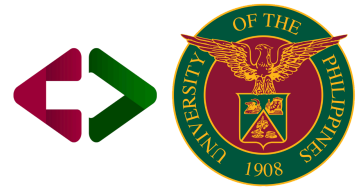
## **III. MISSION**

The University of the Philippines Mindanao provides indistinctive interdisciplinary education, research & development, and public engagement that are responsive and relevant to the diverse sectors in Mindanao and sustains Mindanao heritage and biodiversity through innovative sustainable systems and technologies.

## **IV. SERVICE PLEDGE**

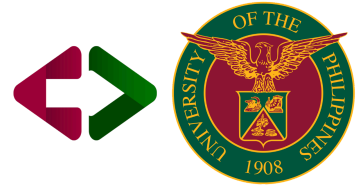
We, the officials and personnel of the University of the Philippines Mindanao, commit to:

- Adhere to the concepts of honesty, integrity, and excellence in performing our respective tasks;
- Ensure strict compliance to service standards in the delivery of our internal and external services;
- Respond to inquiries promptly, efficiently and with utmost courtesy;
- Value every client's comments, complaints and suggestions;
- Strive to continually improve our services to meet the increasing needs of our clients and stakeholders.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

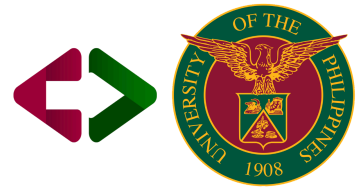


## V. LIST OF SERVICES

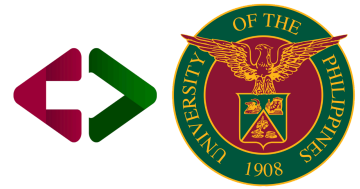
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**OFFICE OF THE UNIVERSITY REGISTRAR  
(OUR)  
EXTERNAL SERVICES**



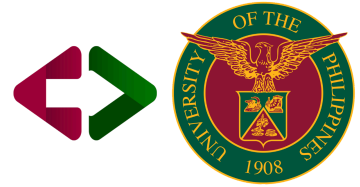
## 1. AUTHENTICATION OF ACADEMIC CREDENTIALS

The Office of the University Registrar authenticates the academic credentials of alumni and students as needed for any circumstance.

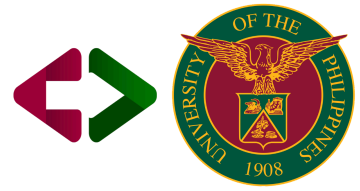
<b>Office or Division</b>	Office of the University Registrar (OUR)
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card*  *Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.	Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the requirements of the request	1.1 Checks student record  1.2 Assesses payment  1.3 Issues payment slip	None	5 Minutes	Student Records Evaluator
2. Proceed to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P50.00 per copy	3 Minutes	Collecting Officer
3. Present Official Receipt and Payment Slip	3.1 Evaluates payment details  3.2 Informs the client about the processing and delivery date	None	1 Minute	Student Records Evaluator
4. Client Waiting Time	4.1 Prepares the Authentication of the academic credentials  4.2 Registrar authenticates the academic credentials	None	6 Days, 7 Hours, 50 Minutes	Student Records Evaluator  University Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Informs client of the availability of the request			Student Records Evaluator
5. Client claims request and present OR	5.1 Releases requested Certification	None	1 Minute	Student Records Evaluator
<b>TOTAL</b>		P50.00 per copy	<b>7 Days</b>	



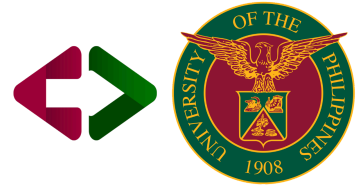
## 2. CROSS REGISTRATION

The Office of the University Registrar assists students who intend to enroll within the semester/mid-year in another academic unit outside of UPMindanao.

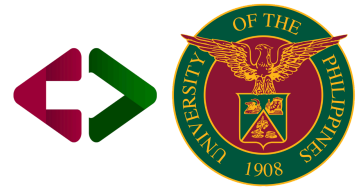
<b>Office or Division</b>	Office of the University Registrar (OUR)
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of grades 2. Endorsed Cross Registration Form 3. Medical Certificate  *A student should be in good academic standing to be eligible for cross registration	Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Endorsed Cross registration form	1.1 Receives and checks endorsed cross registration form  1.2 Assesses payment  1.3 Instructs the student to pay	None	5 Minutes	Registrar V
2. Proceeds to Cash Office for process of payment	2.1 Receives and issues official receipt	P80	5 Minutes	Collecting Officer
3. Returns to OUR and presents official receipt	3.1 Receives and evaluates payment details  3.2 Informs client that he/she will be notified through SMS on the availability of the approved cross registration	None	5 Minutes	Registrar V



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.Client waiting time	4.1 Approval / disapproval of the cross registration application 4.2 Informs the client of the availability of the request	None	6 Days, 7 Hours, 40 Minutes	University Registrar (within UP constituent university);  Chancellor (outside the UP System)
5.Client claims the approved cross registration	5.1 Records and releases the approved cross registration	None	5 Minutes	Registrar V
<b>TOTAL</b>		P80.00 residency fee	<b>7 days</b>	



### 3. EVALUATION OF APPLICATION FOR TRANSFER

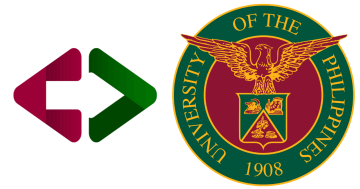
The Office of the University Registrar accommodates applications for transfer when the client meets the following minimum requirements: 1) earned at least 33 academic units for non-UP and 30 units for UP constituents, and 2) a weighted average of 86% or 2.00.

<b>Office or Division</b>	Office of the University Registrar (OUR)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of grades 2. Copy of Certificate of Good Moral Character 3. Letter of Intent 4. Course Outlines (as needed)	Last school attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Endorsed Cross registration form	1.1 Receives and checks endorsed cross registration form  1.2 Assesses payment  1.3 Instructs the student to pay	None	5 Minutes	Registrar V
2. Fill-in the required information in the Application Form	2.1 Prepares endorsement to the concerned department applied for	None	5 Minutes	University Registrar
3. Client Waiting Time	3.1 Evaluates application for transfer  3.2 Skill Test for BS Architecture  3.3 Writing samples for BA English  3.4 On the spot essay writing for	None	19 Days, 8 Hours, 52 Minutes	Admission Committee of the degree program concerned





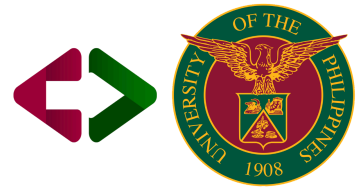
#### 4. ISSUANCE OF CERTIFICATIONS

The Office of the University Registrar issues Certifications to clients as needed for any circumstance, such as Certifications on Enrolment, Statement of Account, English as Medium of Instruction, Graduation, etc.

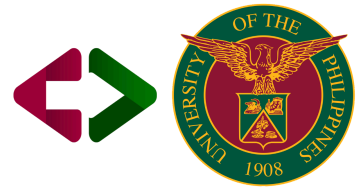
<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	Alumni and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identification Card*  * Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the requirements of the request	1.1 Checks student record  1.2 Assesses payment  1.3 Issues payment slip	None	5 Minutes	Student Records Evaluator
2. Proceed to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P50.00 per copy	3 Minutes	Collecting Officer
3. Present Official Receipt and Payment Slip	3.1 Evaluates payment details  3.2 Informs the client about the processing and delivery date	None	1 Minutes	Student Records Evaluator
4. Client Waiting Time	4.1 Prepares the Certification requested  4.2 Prints Certification	None	6 Days, 7 Hours, 50 Minutes	Student Records Evaluator



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Registrar certifies correctness of the Certification details  4.4 Informs client of the availability of the request			University Registrar  Student Records Evaluator
5. Client Claims request and Present OR	5.1 Releases requested Certification		1 Minutes	Student Records Evaluator
<b>TOTAL</b>		<b>P50.00 / copy</b>	<b>7 days</b>	



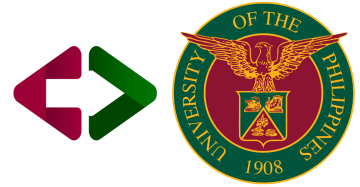
## 5. ISSUANCE OF ENGLISH TRANSLATION OF DIPLOMA

The Office of the University Registrar issues certified English Translation of Diploma to UP Mindanao alumni. This type of certification is usually used as documentation to their application for employment or further studies abroad.

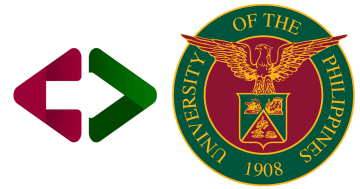
<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card*  *Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.  2. Payment Slip	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the requirements of the request	1.1 Checks student record 1.2 Assesses payment 1.3 Issues payment slip	None	5 Minutes	Student Records Evaluator
2. Proceed to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P50.00 per copy	3 Minutes	Collecting Officer
3. Present Official Receipt and Payment Slip	3.1 Evaluates payment details 3.2 Informs the client about the processing and delivery date	None	1 min	Student Records Evaluator
4. Client Waiting Time	4.1 Prepares and prints the English translation of Diploma	None	2 days, 7 hrs, 52Minutes	Registrar V



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Registrar certifies correctness of the translated diploma  4.3 Informs client of the availability of the request			University Registrar  Student Records Evaluator
<b>TOTAL</b>		P50.00 per copy	<b>3 days</b>	



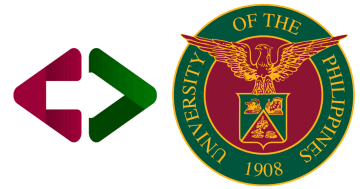
## 6. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS

The Office of the University Registrar issues the Official Transcript of Records to UP Mindanao alumni and students, who have accomplished the University Clearance, for purposes of employment, further studies, and transfer of school.

<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	Alumni and Cleared Students

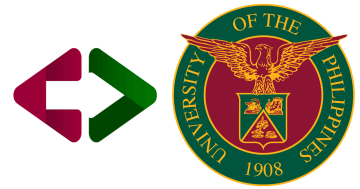
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Duly Accomplished University Clearance (for the 1<sup>st</sup> OTR request only).</li> <li>2. Payment Slip</li> <li>3. Official Receipt of Payment</li> <li>4. Valid Identification Card*</li> </ol> <p>*Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.</p>	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the requirements of the request	<ol style="list-style-type: none"> <li>1.1 Checks student record for the number of OTR pages needed for printing</li> <li>1.2 Assess payment</li> <li>1.3 Issue Payment Slip</li> </ol>	None	5 Minutes	Student Records Evaluator
2. Proceed to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P50.00 per page	3 Minutes	Collecting Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Official Receipt and Payment Slip	3.1 Evaluates payment details  3.2 Informs the client about the processing and delivery date	None	2 Minutes	Student Records Evaluator
4. Client Waiting Time	4.1 Evaluates entries from the individual student records vis-à-vis CSRS data  4.2 Prints draft OTR for checking.  4.3 Validates details  4.4 Prints final copy of the OTR  4.5 Registrar certifies correctness of the OTR details  4.6 Informs client of the availability of the request	None	9 Days, 7 Hours, 50 Minutes	Student Records Evaluator  Registrar V  University Registrar  Student Records Evaluator
<b>Total</b>		<b>P50.00 per page</b>	<b>10 days*</b>	

Note: \*10 days regular transaction before 2nd semester graduation  
\*20-30 working days from graduation date to October



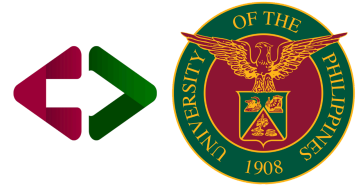
## 7. REPLACEMENT OF LOST DIPLOMA

The Office of the University Registrar issues replacement of lost Diploma upon presentation of an Affidavit.

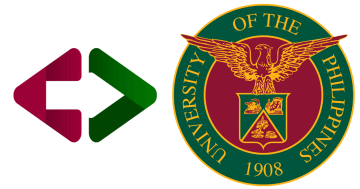
<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notarized Affidavit of Loss 2. Valid Identification Card*  *Should the client cannot personally make or claim the requested document, an Authorized Representative must present his/her valid ID, a Letter of Authorization and photocopy of Client's valid ID.	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Affidavit of Loss and ID	1.1 Requests valid ID of client  1.2 Assess payment  1.3 Issue Payment Slip	None	2 Minutes	Registrar V
2. Proceed to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P300.00	3 Minutes	Collecting Officer
3. Present Official Receipt and Payment Slip	3.1 Evaluates payment details  3.2 Informs the client about the processing and delivery date	None	1 Minute	Registrar V
4. Client Waiting Time	4.1 Prepares replacement of lost diploma  4.2 Informs client of the availability of the request	None	6 Days, 7 Hours, 53 Minutes	Registrar V



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Client Claims request and Present OR	5.1 Releases requested new Diploma		1 Minute	Student Records Evaluator
	<b>Total</b>	<b>P50.00 per page</b>	<b>7 Days</b>	



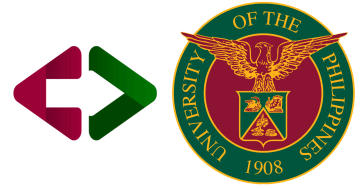
## 8. REPLACEMENT OF LOST STUDENT ID CARD

The Office of the University Registrar processes replacement of lost Student ID cards to officially enrolled students.

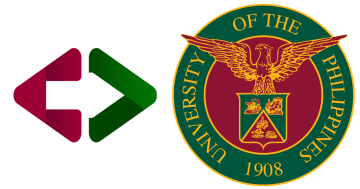
<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss 2. Certificate of Registration / Form 5 3. ID Photo (2 pcs 1"x1")	1. Notary Public 2. Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents Affidavit of Loss	1.1 Issues Student Information Slip (SIS)  1.2 Collects payment	P50.00	5 Minutes	Registrar V
2. Client Waiting Time	2.1 Prepares Temporary ID  2.2 Registrar validates the Temporary ID  2.3 Laminates temporary ID  2.4 Releases Temporary ID	None	1 Day	Administrative Aide
	2.5 Delivers SIS and ID fee to the Contracted ID Maker agency  2.6 Claims new ID as soon as available  2.7 Informs student of the availability of the new ID card	None	5 days, 7 Hour, 54 Minutes	Registrar V



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Client Claims request and present OR	3.1 Releases requested new ID card	None	1 Minute	Administrative Aide
<b>Total</b>		<b>P50.00</b>	<b>7 days</b>	



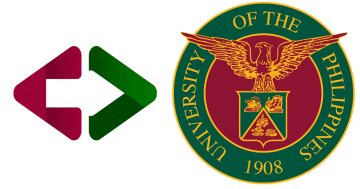
## 9. VERIFICATION OF STUDENT RECORDS

The Office of the University of Registrar assists hiring agencies through the issuance of certification on the academic records of UP Mindanao alumni/former students. Requests for verification are accompanied by Consent from the alumni/former students for the release of their academic and personal details.

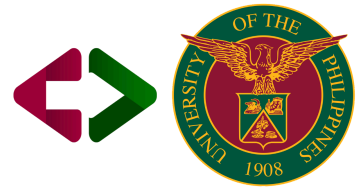
<b>Office or Division:</b>	Office of the University Registrar (OUR)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - GOVERNMENT TO BUSINESS
<b>Who may Avail:</b>	Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter 2. Consent Form 3. Payment Slip	Alumni being verified OUR

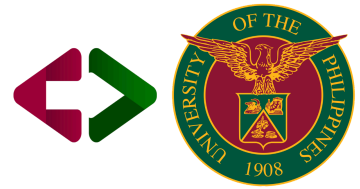
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about the requirements of the request	1.1 Checks student record 1.2 Assesses payment 1.3 Issue payment slip	None	5 Minutes	Student Records Evaluator
2. Proceeds to Cash Office to process payment	2.1 Cash Officer issues Official Receipt	P100.00 per copy	1 Minute	Collecting Officer
3. Presents Official Receipt and Payment Slip	3.1 Evaluates payment details 3.2 Informs the client about the processing and delivery date	None	1 Minute	Student Records Evaluator
4. Client Waiting Time	4.1 Prepares the Verification on Student Records 4.2 Registrar verifies student records 4.3 Informs client of the availability of the request		2 Days, 7 Hours, 52 Minutes	Student Records Evaluator University Registrar Student Records Evaluator



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Client Claims request	5.1 Releases requested Verification		1 Minute	Student Records Evaluator
<b>Total</b>		<b>P100.00 per copy</b>	<b>3 Days</b>	



**OFFICE OF THE VICE CHANCELLOR FOR  
ADMINISTRATION (OVCA)  
EXTERNAL SERVICES**



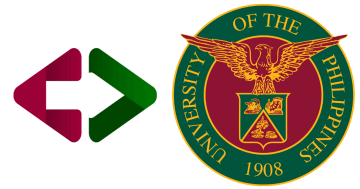
## 1. REQUEST FOR PUBLIC ASSISTANCE

The Office of the Vice Chancellor for Administration assists clients with walk-in transactions.

<b>Office or Division</b>	Office of the Vice Chancellor for Administration
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN G2B - GOVERNMENT TO BUSINESS, G2G-GOVERNMENT TO GOVERNMENT
<b>Who may Avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of Identification	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the PACD Officer of the purpose of the visit.	1.1. Provides Transaction Slip and instructs on how to fill out the form.	None	1 Minute	<i>PACD Officer</i>
2. Receive necessary information and submit the completed Transaction Slip to the PACD Officer.	2.1 Screens and reviews the information given.	None	5 Minutes	<i>PACD Officer</i>
	2.2 Refers the client to the appropriate office.	None	5 Minutes	<i>PACD Officer</i>
	2.3 Informs the client how to reach the appropriate office.	None	3 Minutes	<i>PACD Officer</i>
	2.4 Provides the Client Satisfaction Survey Form and instructs on how to accomplish the form.	None	1 Minute	<i>PACD Officer</i>
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	



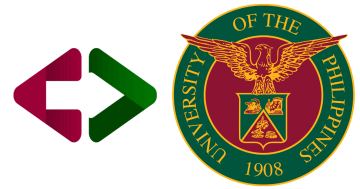
## 2. FACILITATION OF PUBLIC COMPLAINTS

The Office of the Vice Chancellor for Administration processes complaints within the /University concerns.

<b>Office or Division</b>	Office of the Vice Chancellor for Administration
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2B - GOVERNMENT TO BUSINESS, G2G-Government to Government
<b>Who may Avail</b>	UP Min Constituents, Gov't Agencies, NGOs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint Form	Public Assistance/Complaint Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the complaint.	1.1 Provides the Complaint Form and instructs on how to fill out the form.	None	1 Minute	PACD Officer
2. Accomplishes the Complaint Form and submits it to the PACD Officer.	2.1 Screens and review the complaint form.	None	10 Minutes	PACD Officer
	2.2 Logs the complaint in the Complaint Logbook.	None	2 Minutes	PACD Officer
	2.3 Submits the completed Complaint Form to the Office of the Vice Chancellor for Administration (OVCA)	None	2 Minutes	PACD Officer
<b>TOTAL</b>		<b>None</b>	<b>15 Minutes</b>	



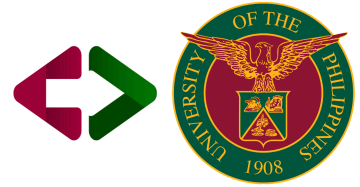
### 3. ENDORSEMENT OF REQUESTS TO CUT TREES AND/OR TO REPAIR DWELLINGS BY INFORMAL SETTLERS

The Office of the Vice Chancellor for Administration monitors all administrative operations within the Campus, including requests of informal settlers.

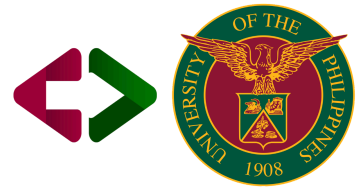
<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may avail:</b>	UP Min informal settlers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter request with action from the CPDO Chief</li> <li>2. Photos of the tree(s) for cutting (if applicable)</li> <li>3. Photos of the damage part for repair (if applicable)</li> </ol>	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with complete attachment.	1.1. Checks the document for completeness of necessary attachments and for action by the Chancellor.	None	10 Minutes	Admin Aide
	1.2. Receives and records the document.	None	5 Minutes	Admin Aide
	1.3. Screens and refers the document to the Security Personnel.	None	30 Minutes	Administrative Officer
	1.4. The Special Area Police Supervisor and Security Coordinator evaluates the request, verifies the information and endorses the request to the VCA.	None	2 Days	Security Coordinator; Special Area Police Supervisor



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Action by the VCA.	None	1 Day	VC for Administration
	1.6. Records the status of the request.	None	10 Minutes	Admin Aide
	1.7. Forwards the document to the Office of the Chancellor.	None	10 Minutes	Admin Aide
	<b>TOTAL</b>	None	<b>3 Days, 1 Hour, 5 Minutes</b>	



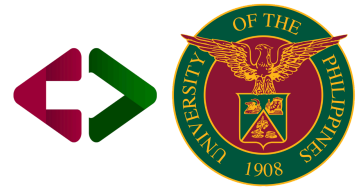
#### 4. RESERVATION OF ROOM AT UP MIN GUEST HOUSE BY NON-UP MIN EMPLOYEES

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities including the UP Mindanao Guest House in UP Diliman.

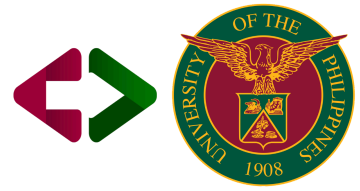
<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	Non-UP Min Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request recommended by a UP employee 2. UP Min Guest House Room Reservation form	End-user OVCA / Downloadable from <a href="http://www.upmin.edu.ph/">www.upmin.edu.ph /</a> <a href="https://upmin-ovca.up.edu.ph/resources/downloads">https://upmin-ovca.up.edu.ph/resources/downloads</a>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request endorsed by a UP employee; and properly filled out reservation form for use of room at UP Min Guest House.	1.1. Check the document for completeness of information: name of guests, duration of stay, estimated time of arrival/departure at UP Min Guest House.	None	5 Minutes	<i>Admin Aide</i>
	1.2. Check the monitoring calendar for the availability of room.	None	5 Minutes	<i>Admin Aide</i>
	1.3. Receives and records the request.	None	5 Minutes	<i>Admin Aide</i>
2. Waits for approval of the VCA.	2.1. Reviews and verifies the information regarding endorsement by a UP employee.	None	30 Minutes	<i>Administrative Officer</i>
	2.2. Action by the VCA.	None	1 Day	<i>VC for Administration</i>
	2.3. Records the action of the VCA.	None	5 Minutes	<i>Admin Aide</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Computation of charges. > UP Alumni, Relatives, and Guest  > UP employees from other CUs on official travel > Students on official travel	P600/ night/ person  P300/ night/ person	5 Minutes	<i>Admin Aide</i>
	2.5. Inform the client of the action of the VCA.	None	10 Minutes	<i>Admin Aide</i>
3. Returns to OVCA.	3.1. Issuance of charge slip.	None	5 Minutes	<i>Admin Aide</i>
4. Payment of fees at the Cash Office.	4.1. Receives and issues official receipt	Total amount as shown in the charge slip.	1 Day	<i>Chief, Cashier's Office</i>
5. Presents official receipt at OVCA.	5.1. Receives / photocopies the official receipt indicating the OR# on the reservation form.	None	10 Minutes	<i>Admin Aide</i>
	5.2. <i>Informs the UP Min Guest House caretaker.</i>	None	10 Minutes	<i>Admin Aide</i>
<b>TOTAL</b>		P600/ night/ person  P300/ night/ person	<b>2 Days, 1 Hour, 30 Minutes</b>	



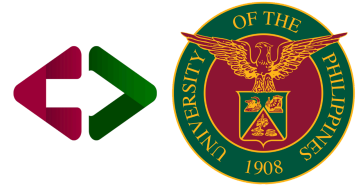
## 5. REQUEST VERIFICATION OF CCTV FOOTAGE BY STUDENTS/NON-UP MIN EMPLOYEES

The Office of the Vice Chancellor for Administration, with the assistance of the Security Personnel, oversees the monitoring of CCTV viewing/footage. The security of the Campus and its personnel are of utmost importance.

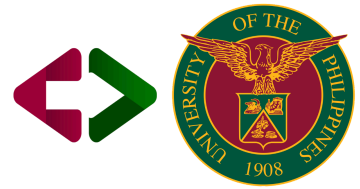
<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN – Government to Citizen
<b>Who may Avail:</b>	UP Min Students / Non-UP Min Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request with complete information	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with complete information, including reason for the request.	1.1. Checks the document for completeness of information: purpose, date / time of incident to be viewed, etc.	None	10 Minutes	<i>Admin Aide</i>
	1.2. Receives and records the document.	None	5 Minutes	<i>Admin Aide</i>
2. Waits for the action by the VCA.	2.1. Screens and refers the document to the Security Personnel for verification.	None	20 Minutes	<i>Administrative Officer</i>
	2.2. The Special Area Police Supervisor and Security Coordinator evaluates the request, verifies the information and endorses the request to the VCA.	None	3 Days	<i>Special Area Police Supervisor, Security Coordinator</i>
	2.3. Action by the VCA.	None	1 Day	<i>VC for Administration</i>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Records the action of the VCA.	None	10 Minutes	<i>Admin Aide</i>
	2.5. Informs the client of the status of the request.	None	10 Minutes	<i>Admin Aide</i>
3. Returns to the OVCA.	3.1. Releases the information requested by the client.	None	20 Minutes	<i>Admin Aide</i>
	<b>TOTAL</b>	<b>None</b>	<b>4 Days, 1 Hour, 15 Minutes</b>	



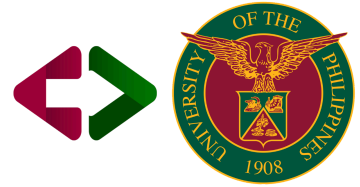
## 6. USE OF UNIVERSITY FACILITIES/EQUIPMENT/SPACES INSIDE THE UP MINDANAO CAMPUS UNDER OVCA

The Office of the Vice Chancellor for Administration oversees the monitoring of university facilities and equipment.

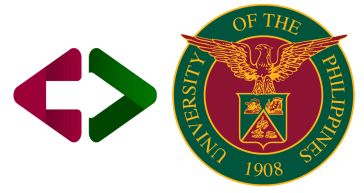
<b>Office or Division:</b>	Office of the Vice Chancellor for Administration
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail:</b>	UP Min Project Staff, OSA-Recognized Student Organizations, Other Student Organizations (Inactive/Probationary)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. UP Min Project Staff - Room Reservation Form endorsed by Project Leader	End-user
2. OSA-Recognized Student Organizations	
- SOAS Form endorsed by SOAS Coordinator	OSA
- Activity Design (if applicable)	End-user
- Room Reservation Form endorsed by Faculty Adviser	OVCA
3. Inactive/Probationary Student Organizations	
- Letter Request endorsed by Faculty Adviser and/or OSA Director	End-user
- Activity Design (if applicable)	End-user
- Room Reservation Form endorsed by Faculty Adviser / OSA Director	OVCA

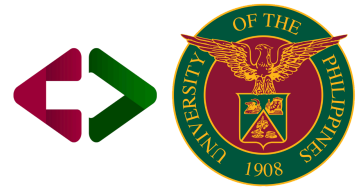
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with complete information, including reason for the request.	1.1. Checks the document for completeness of information: purpose, date / time of incident to be viewed, etc.	None	5 Minutes	Admin Aide
	1.2 Verify required endorsements (Project Leader /	₱100 per hour (if	10 Minutes	Admin Aide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Faculty Adviser / SOAS Coordinator / OSA Director / PPO Chief / Electrician if applicable)	electricity is used)		
	1.3 Check completeness of supporting documents	None	5 Minutes	Admin Aide
	1.4 Check monitoring calendar for availability	None	5 Minutes	Admin Aide
	1.5 Receive and record document	None	5 Minutes	<i>Admin Aide</i>
2. Wait for approval	2.1 Action by the Vice Chancellor for Administration	None	1 Day	<i>VC for Administration</i>
3. Claim approved request	3.1 Release approved document	None	10 Minutes	Admin Aide
	<b>TOTAL</b>	₱100 per hour (if electricity is used)	<b>1 Day, 1 hour</b>	



# **CASH OFFICE EXTERNAL SERVICES**



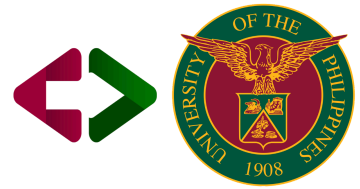
## 1. ISSUANCE OF OFFICIAL RECEIPT FOR VARIOUS FEES

The office issues Official Receipts to students, faculty, staff and external clients for all payment/s made to UP Mindanao.

<b>Office or Division</b>	Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN; G2G – GOVERNMENT TO GOVERNMENT; G2B - GOVERNMENT TO BUSINESS
<b>Who may Avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Charge Slip	Issuing Office within UP Mindanao

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents charge slip/payment slip/billing issued by the concerned unit	1.1 Checks and verifies details of request/payment slip 1.2 Prepares O.R, acknowledges payment; gives change if any	None	5 Minutes	Collecting Officer Cash Office
2. Receives official receipt	2. Issues Official Receipt and encodes payment.	None	5 Minutes	Collecting Officer Cash Office
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	

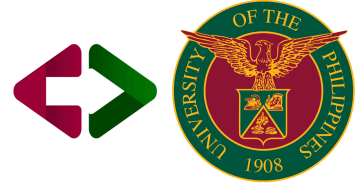


## 2. RELEASING OF CHECK PAYMENTS

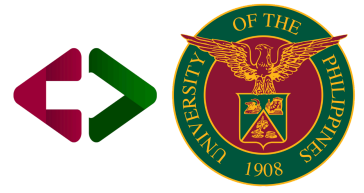
<b>Office or Division</b>	Cash Office
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN; G2G – GOVERNMENT TO GOVERNMENT; G2B - GOVERNMENT TO BUSINESS
<b>Who may Avail</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Principal               <ul style="list-style-type: none"> <li>- Government valid ID, for both authorized person/Authorizing Owner, authorization letter</li> </ul> </li> <li>2. Representative               <ul style="list-style-type: none"> <li>- Authorization letter</li> <li>- Government valid ID, for both authorized person/Authorizing Owner</li> </ul> </li> </ol> <p>* Accepted ID's UP Mindanao, Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC</p>	<p>UP Mindanao, Company ID, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, LTO Driver's License, PHIC</p>

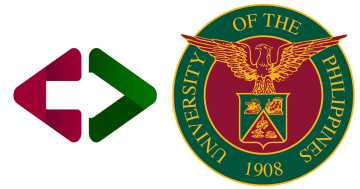
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID or letter of authorization and other documents required	<ol style="list-style-type: none"> <li>1. Verifies availability of claimed transactions.</li> <li>1.2 Obtains the signature of the payee on the DV</li> </ol>	None	5 Minutes	Administrative Aide Cash Office
<ol style="list-style-type: none"> <li>2.1 Issues Official Receipt to UP Mindanao (when applicable)</li> <li>2.2 Receives the check payment</li> </ol>	<ol style="list-style-type: none"> <li>2.1a Releases the check and the corresponding tax certificate (for local suppliers); or</li> <li>2.1b Releases check and tax certificate to the duly authorized representative of the supplier to</li> </ol>	None	5 Minutes	Administrative Aide Cash Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	claim and deposit to their bank account; Secures copy of the deposit slip from the representative (for out-of-town suppliers)			
<b>TOTAL</b>		<b>None</b>	<b>5 Minutes</b>	



**SUPPLY AND PROPERTY MANAGEMENT  
OFFICE (SPMO)  
EXTERNAL SERVICES**



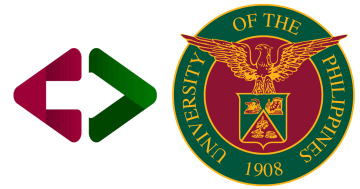
## 1. PURCHASE OF BID DOCUMENTS FOR PUBLIC BIDDING

Public bidding is the default method of procurement for government procurement involving amounts above the specified threshold of P1M. It is open to all interested bidders and covered by RA 9184 or the Government Procurement Reform Act with prescribed timelines.

<b>Office or Division</b>	Bids and Awards Committee thru the BAC Secretariat
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	Qualified bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (LOI) – 1 copy Duly signed by the bidder's representative; may be submitted in person or email to <a href="mailto:bac.upmindanao@up.edu.ph">bac.upmindanao@up.edu.ph</a> ;	Bidder
2. Order of payment – 1 copy	BAC Secretariat c/o SPMO
3. Official Receipt - payment for Bid Documents (Original copy) *Only payments in cash or MC/CC will be Accepted	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (LOI)	Receives the Letter of Intent (LOI)	None	30 Minutes	Procurement Assistant
2. Get Order of Payment	Issues order of payment	None	30 Minutes	Procurement Assistant
3. Pay for bidding documents	Receives payment for bidding documents	See list below.	30 Minutes	Cashier

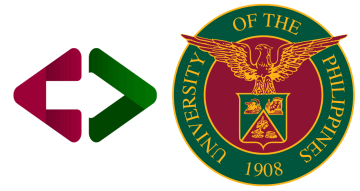


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present original copy of Official Receipt to the BAC secretariat and receive the bid documents	4.1 Releases bid documents  4.2 Photocopies the original OR, returns the original to the bidder and retains the copy  4.3 Asks the bidder to sign the List of Bidders who purchased bid documents	None	1 Hour	Procurement Assistant
<b>TOTAL</b>		<b>See list below.</b>	<b>2 Hours, 30 Minutes</b>	

**Cost of Bidding Documents**

1. P500.00 for ABC P500k and below;
2. P1,000 for ABC > P500k up to P1M;
3. P5,000 for ABC > P1M up to P5M;
4. P10,000 for ABC > P5M up to P10M;
5. P25,000 for ABC > P10M up to P50M;
6. P50,000 for ABC > P50M up to P500M;
7. P75,000 for ABC > P500M

*(Per GPPB Resolution No 04-2012)*



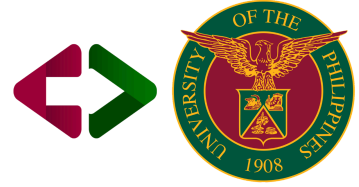
## 2. REQUEST FOR REFUND OF BID SECURITY AND PERFORMANCE BOND

Bidders are required to post bid security during public bidding. One form of bid security is cash or check payment which will be refunded to the bidder upon completion of the bidding process.

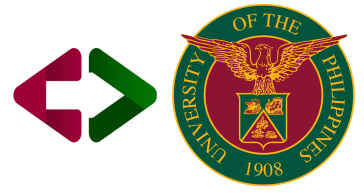
<b>Office or Division</b>	BAC Secretariat
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	Qualified bidders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BAC Form 01 - signed by the bidder's representative	BAC secretariat, downloadable
2. Official Receipt of payment for bid security (Original copy-1)	Bidder's copy issued by the Cashier's Office upon payment of bid security

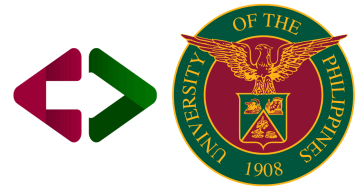
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished BAC Form 01 with the original copy of OR	1.1 Receives the duly accomplished BAC Form 01 with the original copy of the Official Receipt	None	1 Hour	Procurement Assistant
	1.2 Checks records of BAC secretariat		3 Days	Head, BAC Secretariat
	1.3 Forwards BAC Form 01 to BAC Chair for approval		1 Day	Procurement Assistant
	1.4 Approval/ Disapproval of BAC Form 01		2 Days	BAC Chair
	1.5 Informs the bidder's representative either thru email, by phone or in person of the result		2 Hours	Procurement Assistant Or Head, BAC Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	None	<b>6 Days, 3 Hours</b>	



**COLLEGE OF HUMANITIES AND SOCIAL  
SCIENCES  
EXTERNAL SERVICES**



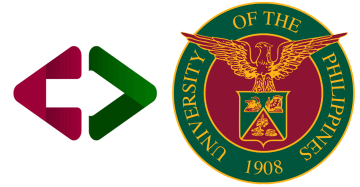
## 1. RECEIPT OF REQUEST FOR INTERNATIONAL TRAVEL (FACULTY AND REPS PERSONNEL)

This is for Faculty and REPS Personnel seeking approval of requests to travel abroad to attend training, attend conferences, participate in a workshop, and other official travel.

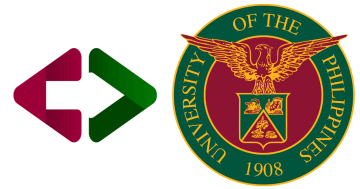
<b>Office or Division</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - GOVERNMENT TO CITIZEN
<b>Who may Avail</b>	CHSS Faculty and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>Letter Request containing the purpose of request, period of travel, amount requested (attached LIB if needed)</li> <li>Duly accomplished Travel Order/itinerary of travel (white form)</li> <li>Letter Invitation from the organizers addressed to requester, and any applicable supporting documents, i.e. abstract of paper, notice of acceptance, and among others</li> <li>OIC Memoranda for Faculty-Administrator</li> <li>Arrangement of Classes/ Make-up Class Schedule</li> <li>Application for Authority to travel abroad form (2 Yellow forms, 2 White forms)</li> <li>Risk assessment form</li> </ol>	<ol style="list-style-type: none"> <li>Dean's Office for Travel Order/Itinerary of travel Form</li> <li>Requester</li> <li>Requester</li> <li>Secure OIC Memo from Dean's Office for Administrator under CHSS</li> <li>CHSS Office of the College Secretary for the Make-up class Form</li> <li>Dean's Office</li> <li>Dean's Office</li> </ol>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request with the complete requirements (see checklist above)	1.1 Receives the request with complete supporting documents	None	10 minutes	Any delegated Office Assistant/ OD Staff
2. Wait for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Any delegated Office Assistant/ OD Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Check and evaluate the completeness of submitted documents	None	20 minutes	Delegated OD Staff
	2.3 Attached monitoring of funds for budget clearance if charged to API	None	1 Day	Dean or any delegated Authority
	2.4 Forward the request to Office of Research (for paper presentations, conferences, trainings, workshop) or to HRDO (for study leave, and other official travel)			
	<b>TOTAL</b>	<b>None</b>	<b>1 Day, 50 minutes</b>	



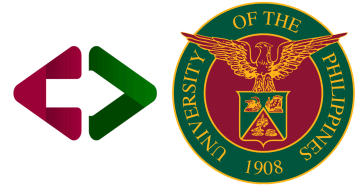
## 2. RECEIPT OF STUDENT REQUEST FOR LOCAL TRAVEL WITH FUND REQUEST

Receipt of travel with fund request from students who will present a paper/research, attend training, participate in a workshop, competitions, and other official travel within the country (Local travel).

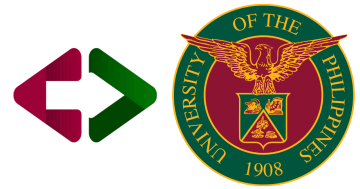
<b>Office or Division:</b>	Office of the Dean, College of Humanities and Social Sciences
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - GOVERNMENT TO CITIZEN- Government to Client
<b>Who may Avail:</b>	CHSS Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter Request containing the purpose of request, period of travel, amount requested (attached LIB if needed)</li> <li>2. Duly accomplished Travel Order/Itinerary of Travel</li> <li>3. Letter Invitation from the organizers addressed to requester</li> <li>4. Paper/ research Abstract (Paper presentation)</li> <li>5. Letter/Notice of acceptance (from the organizers for paper presentation)</li> <li>6. Certificate of Waiver and Liability</li> <li>7. Affidavit of Undertaking</li> <li>8. Certificate of Insurance</li> <li>9. Duly accomplished Excuse for Absence with conformity of class advisers</li> <li>10. Risk Assessment Form</li> <li>11. PHIC card</li> <li>12. Vaccination card/certificate</li> </ol>	Requester Dean's Office for Travel Order/Itinerary of travel Form Requester Requester Requester Dean's Office Dean's Office CHSS Office of the College Secretary for the excuse for absence form (green color) CHSS Dean's Office for the Risk Assessment Form Requester Requester

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request with the requirements (see checklist above)	1. Receives the request with complete supporting documents	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff



2. Wait for Dean's endorsement for Funds under OVCAA or OC	2.1 Encodes the request in the Document Routing System (DRS)	None	10 minutes	Office Assistant any delegated Office Assistant/ OD Staff
	2.2 Check and evaluate the completeness of submitted documents	None	10 minutes	Delegated OD Staff
	2.3 Attached monitoring of funds for budget clearance if Charged to API	None	20 minutes	Delegated OD Staff
	2.4 Forward the request to OVCAA	None	1 day	Dean or any delegated Authority
<b>TOTAL</b>		<b>NONE</b>	<b>1 Day, 50 minutes</b>	



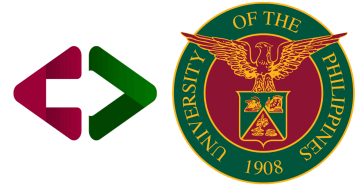
### 3. PREPARATION OF BASIC PAPER FOR THE NEW FACULTY MEMBERS

For the preparation of basic paper of the new faculty members under the departments of CHSS

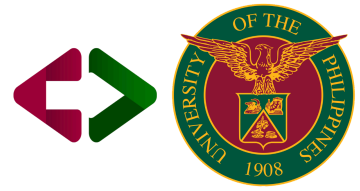
Office or Division:	Office of the Dean, College of Humanities and Social Sciences
Classification:	Simple
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN- Government to Client
Who may Avail:	Any Qualified Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter of application (3 copies)</li> <li>2. Curriculum Vitae (3 copies)</li> <li>3. Certificates or attachments for trainings based on submitted CV (3 copies)</li> <li>4. Transcript of Records (3 certified photocopy)</li> <li>5. Diploma (3 certified photocopy)</li> <li>6. Teaching Demonstration Matrix</li> <li>7. Duly Rated Qualification Factors and Equivalent Point (3 copies)</li> <li>8. Faculty Loading for the whole Academic Year (3 copies)</li> <li>9. Endorsement from the Department</li> <li>10. Duly signed Endorsement from DAPC</li> </ol>	<ol style="list-style-type: none"> <li>1 to 5. Applicant</li> <li>6. Unit/Department</li> <li>7. Unit/Department</li> <li>8. Unit/Department</li> <li>9. Unit/Department</li> <li>10. Department Academic Personnel Committee</li> </ol>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1.1 Receives, evaluate, and check the completeness of the submitted documents	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
	1.2 Prepares Basic Paper	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff



2. Waits for the Endorsement from the CAPC	2.1 Forward the Basic Paper to the CAPC for the endorsement	None	4 Hours	Office Assistant or any delegated Office Assistant/ OD Staff
	2.2 CAPC Chair calls for Meeting for deliberation of the hired faculty	None	2 days	CAPC Chair or any CAPC delegated authority
	2.3 Endorses the hiring of appointment 2.4 Forward the basic paper with complete set of requirements	None	10 minutes	Office Assistant or any delegated Office Assistant/ OD Staff
<b>TOTAL</b>		<b>None</b>	<b>2 Days, 4 Hours, 30 Minutes</b>	



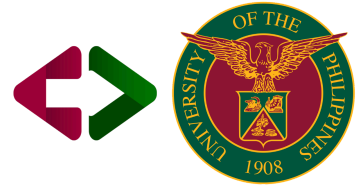
#### 4. REQUEST FOR COMPLETION/REMOVAL

The student requests for completion of a grade of INC or removal of a grade of 4.0 within the prescribed period. The grade of INC is given if a student, whose class standing throughout the semester is 'Passing', fails to take the final examination or fails to complete other requirements for the course, due to illness or other valid reasons. A grade of 4.00, on the other hand, means conditional failure. It may be made up for by successful repetition of the course, or by passing a re-examination.

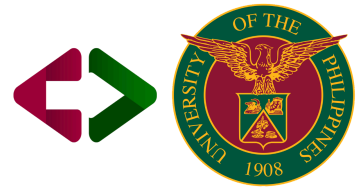
<b>Office or Division</b>	CHSS OCS
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who may Avail</b>	Students

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One copy of Removal/Completion Form	ColSec

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Permit to Complete INC or Remove 4 (UP Form 25) and forward form to course instructor.	1.1 Fill out UP Form 25 and sign on the form	None	10 Minutes	Concerned faculty
2. Forwards the signed form to the OCS	2.1 Check student record  2.2 Assess if payment is required and inform student of payment requirement through email	None	15 minutes	SRE
3. Payment of completion/removal fee	3.1 Issues Official Receipt	P20 per subject	5 minutes	Collecting officer
4. Forward OR to OCS	4.1. Act on the request and forward form to student, department and OUR		1 day	College Secretary
5. Secure, fill out, and forward Report of Grade	5.1 Report completion/removal grade	None		Concerned instructor



for Completion or Removal (UP Form 13C) to course instructor	and forward UP Form 13C to Program Coordinator			
6. Client waiting time	1.1. Forwards signed UP Form 13C to OCS	None	2 days	Program Coordinator
	1.2. Encode completion or removal grade in the CSRS	None	1 day	SRE
<b>TOTAL</b>		<b>P20 per subject</b>	<b>4 Days, 30 Minutes</b>	



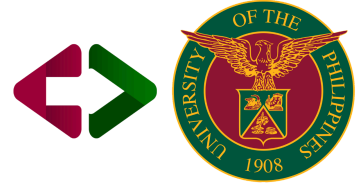
## 5. REQUEST FOR DROPPING OF SUBJECT/S

A student may, with the consent of his instructor and the Dean, request to drop a subject by filling out the prescribed Dropping Form (UP Form 26) before  $\frac{3}{4}$  of the hours prescribed for the semester/trimester/quarter term have elapsed.

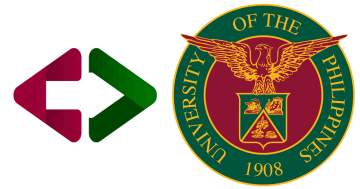
<b>Office or Division:</b>	CHSS OCS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One copy of dropping form (UP Form 26-A)	OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures dropping form (UP Form 26-A)	1.1 Assess payment 1.2 Informs student on the deadline of dropping subjects 1.3 Releases dropping form	None	5 Minutes	SRE
2. Fills out dropping form and seeks signatures	2.1. Receives and signifies dropping of the subject	None	1 Day	Registration Adviser and Faculty-in-charge
3. Payment of Dropping fee	3.1. Issues and releases official receipt	PhP 10 per unit	3 Minutes	Collecting Officer
4. Submits Dropping form and presents the OR to OCS	4.1 Validates details on dropping and records OR details 4.2 Confirms correctness of dropping	None	15 Minutes	SRE  College Secretary
5. Client claims dropping result	5.1 Releases student's copy of the approved dropping application	None	5 Minutes	SRE



	5.2 Distributes copies of approved dropping application to concerned offices			
<b>TOTAL</b>		<b>P10 per subject</b>	<b>1 Days, 28 Minutes</b>	



## 6. REQUEST FOR EXCUSE FOR ABSENCE

The excuse for absence is requested by a student who incurs absence/s from his/her classes. This is important for students so that they will be allowed to take make-up quizzes/exams or submit class requirements.

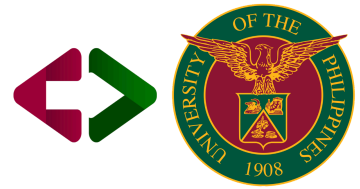
<b>Office or Division:</b>	College of Humanities and Social Sciences (CHSS), Office of the College Secretary (OCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One copy of excuse slip	Office of the College Secretary
2. Medical Certificate/letter from parent or guardian with attached photocopied valid ID/university approved letter of official representation to activities indicating the dates of absences	Attending physician/university nurse/parent or guardian/invitation
3. For Graduate students, letter from employer for official travels	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure excuse slip from the OCS	1. Provide client with the excuse slip	None	5 minutes	Student Records Evaluator (SRE)
2. Fills out excuse slip and submit attachment	2.1. Receives filled up excuse slip and attachment	None	5 minutes	SRE
	2.2. Approves/disapproves the request	None	1 day	College Secretary
3. Client secures signatures of instructor's	3.3 Certifies excuse for absences	None		Faculty-in-charge
4. Client returns excuse slip to the Office of the College Secretary	4.1 Receives the excuse slip		1 minute	SRE
			5 minutes	



	4.2 Furnishes the faculty and client of the approved excuse for absence through email			
	<b>TOTAL</b>	<b>P10 per subject</b>	<b>1 Days, 28 Minutes</b>	



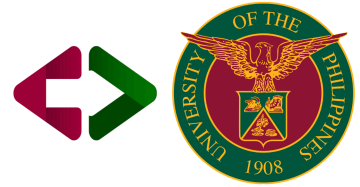
## 7. PROCESSING OF LEAVE OF ABSENCE

The Leave for Absence is requested by a student who decided not to enroll in the next semester(s) or students who decided to avail within the prescribed time in a semester.

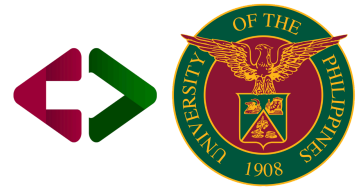
<b>Office or Division:</b>	College of Humanities and Social Sciences (CHSS), Office of the College Secretary (OCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One copy of excuse slip	Office of the College Secretary
2. Medical Certificate/letter from parent or guardian with attached photocopied valid ID/university approved letter of official representation to activities indicating the dates of absences	Attending physician/university nurse/parent or guardian/invitation
3. For Graduate students, letter from employer for official travels	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Leave of Absence form	1.1 Check student record 1.2 Issue Leave of Absence form 1.3 Inform student of the deadline of payment, seek signatures of parents/guardian and other signatories in the LOA form	None	5 minutes	SRE
2. Payment of fees	2.1 Issues receipt	P150	5 minutes	Cash Office
3. If student is enrolled, request the class standing		None		Student and concerned faculty



from all course instructors, and forward the complete set of responses to OCS				
4. Obtain clearance from University Librarian and OSA Director		None		Student
5. Return signed LOA form	5.1. Receives and forwards form to Program Coordinator, College Secretary and. Registration Adviser for signature	None	5 minutes	SRE
<b>TOTAL</b>		<b>P150 per subject</b>	<b>4 Days, 20 Minutes</b>	



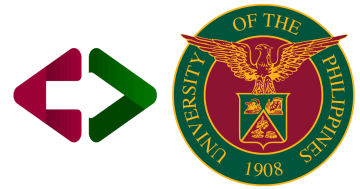
## 8. PROCESSING OF EXTENSION OF RESIDENCY AND READMISSION

The Office of the College Secretary processes requests for Maximum Residency Rule (MRR) extension and readmission of the students.

<b>Office or Division:</b>	CHSS OCS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Students who have reached the allowable residency in their respective programs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Letter of Intent</li> <li>2. Approved Plan of Study (for continuing students)</li> <li>3. Approved Thesis/Manuscript Work Gantt Chart (for graduating)</li> <li>4. True Copy of Grades (TCG)</li> <li>5. Applicant must have taken a psychological exam upon submission of request for readmission</li> </ol>	Office of the College Secretary (OCS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure excuse slip from the OCS	2. Provide client with the excuse slip	None	5 Minutes	Student Records Evaluator (SRE)
2. Fills out excuse slip and submit attachment	2.1. Receives filled up excuse slip and attachment	None	5 Minutes	SRE
	2.2. Approves/disapproves the request	None	5 Days	College Secretary
<b>Total</b>		<b>None</b>	<b>5 Days, 10 Minutes</b>	



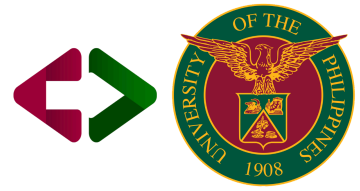
## 9. APPLICATION FOR SHIFTING

The Office of the College Secretary processes requests for shifting of students who intend to shift to another degree program in the university.

<b>Office or Division:</b>	CHSS OCS
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Students who intend to shift to another program

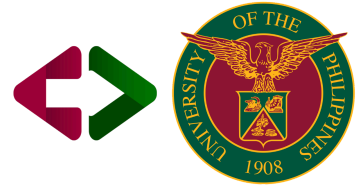
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Student
Shifting form True Copy of Grades (TCG)	Office of the College Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents.	1.1 Checks completeness of application documents  1.2 Informs client to wait for the schedule of interview	None	10 Minutes	Student Record Evaluator
2. Client submits himself/herself for an interview.	2.1 Interviews the applicant	None	1 Day	Admissions Committee
3. Client waiting time.	3.1. Deliberation of action on the application.  3.2. Action on the shifting application.  3.3. Informs client on the result of the shifting application.	None	5 Days	Admissions Committee  Department Chair  Student Record Evaluator
4. Claim result of application.	4.1 Release copy of the result.	None	5 Minutes	Student Record Evaluator
<b>Total</b>		<b>None</b>	<b>6 Days, 15 Minutes</b>	

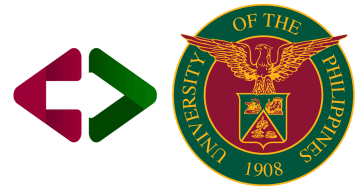


# FEEDBACK AND COMPLAINTS MECHANISM

<b>Feedback and Complaints Mechanism</b>	
<b>How to send feedback?</b>	<p>Accomplish the feedback Form available and drop the filled-out form in the suggestion box located at the Public Assistance and complaint Desk near the guard station; or</p> <p>Send your feedback through e-mail to <a href="mailto:oc.upmindanao@up.edu.ph">oc.upmindanao@up.edu.ph</a> or call us at hotline (082) 293-0310.</p>
<b>How is feedback processed?</b>	<p>Every Monday, the Anti-Red Tape Committee (ARTC) of UP Mindanao opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) working days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact (082) 293-0310.</p>
<b>How to file complaints?</b>	<ul style="list-style-type: none"> <li>- Send your complaints through e-mail to <a href="mailto:oc.upmindanao@up.edu.ph">oc.upmindanao@up.edu.ph</a> or call us at hotline (082) 293-0310.</li> <li>- The following important information should be provided:               <ul style="list-style-type: none"> <li>- Name of Person Concerned</li> <li>- Incident</li> <li>- Evidence</li> </ul> </li> <li>- For inquiries and follow-ups, clients may contact (082) 293-0310.</li> </ul>
<b>How are complaints processed?</b>	<p>The ARTC opens the complaints drop box every week and evaluates each complaint.</p>



	<p>Upon evaluation, the ARTC shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The ARTC will create a report after the investigation and shall submit it to the Chancellor for appropriate action.</p> <p>The ARTC will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact (082) 293-0310.</p>
<p><b>Contact Information of ARTA, PCC, CCB</b></p>	<p>You may send all complaints against UP Mindanao to</p> <ol style="list-style-type: none"> <li>1. 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        0928-690-4080        0969-257-7242</li>   <li>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.</li>   <li>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</li> </ol>



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
<b>Accounting Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:accounting.upmindanao@up.edu.ph">accounting.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9121
<b>Budget Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:budget.upmindanao@up.edu.ph">budget.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP: 9010
<b>Campus Planning and Development Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:cpdo.upmindano@up.edu.ph">cpdo.upmindano@up.edu.ph</a> (082) 293-0310
<b>CARIM/Office of Research</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:or.upmindanao@up.edu.ph">or.upmindanao@up.edu.ph</a> (082) 293-1839
<b>Cash Office</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:cash.upmindanao@up.edu.ph">cash.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9130
<b>College of Humanities and Social Sciences Office of the College Secretary</b>	1/F CHSS Building, UP Mindanao Mintal Davao City	<a href="mailto:chsscs.upmindanao@up.edu.ph">chsscs.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9303
<b>College of Humanities and Social Sciences- Office of the Dean</b>	2/F CHSS Building, UP Mindanao Mintal Davao City	<a href="mailto:chss.upmindanao@up.edu.ph">chss.upmindanao@up.edu.ph</a> (082) 293-0302
<b>College of Science and Mathematics – Office of the Dean</b>	CSM Building, UP Mindanao Mintal, Davao City	<a href="mailto:csm.upmindanao@up.edu.ph">csm.upmindanao@up.edu.ph</a> 293-0302
<b>College of Science and Mathematics Office of the College Secretary</b>	CSM Building, UP Mindanao Mintal, Davao City	<a href="mailto:csmcs.upmindanao@up.edu.ph">csmcs.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9403
<b>Human Resource Development Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:hrdo.upmindanao@up.edu.ph">hrdo.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:



OFFICE	ADDRESS	CONTACT INFORMATION
<b>Information Office/Public Relations Officer</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:pro.upmindanao@up.edu.ph">pro.upmindanao@up.edu.ph</a> (082) 293-0310
<b>Information Technology Office</b>	ILC/LRC Building, UP Mindanao Mintal Davao City	<a href="mailto:ito.upmindanao@up.edu.ph">ito.upmindanao@up.edu.ph</a> (082) 296-3563
<b>Interactive Learning Center/Learning Resource Center</b>	ILC/LRC Building, UP Mindanao Mintal Davao City	<a href="mailto:ilc.upmindanao@up.edu.ph">ilc.upmindanao@up.edu.ph</a> (082) 296-3563
<b>Land Management Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:lrm.o.upmindanao@up.edu.ph">lrm.o.upmindanao@up.edu.ph</a> (082) 293-0310
<b>Legal Office</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:legal.upmindanao@up.edu.ph">legal.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9040
<b>Office of Extension and Community Services</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:oe.cs.upmindanao@up.edu.ph">oe.cs.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:
<b>Office of Anti-Sexual Harassment</b>	1/F CHSS Building, UP Mindanao Mintal Davao City	<a href="mailto:oash.upmindanao@up.edu.ph">oash.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9030
<b>Office of Gender and Development</b>	1/F CHSS Building, UP Mindanao Mintal Davao City	<a href="mailto:gad.upmindanao@up.edu.ph">gad.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9030
<b>Office of Student Affairs</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:osa.upmindanao@up.edu.ph">osa.upmindanao@up.edu.ph</a> (082) 293-1353
<b>Office of the Chancellor</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:oc.upmindanao@up.edu.ph">oc.upmindanao@up.edu.ph</a> (082) 293-0310
<b>Office of the Vice Chancellor for Academic Affairs</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:ovcaa.upmindanao@up.edu.ph">ovcaa.upmindanao@up.edu.ph</a> (082) 293-0402



OFFICE	ADDRESS	CONTACT INFORMATION
<b>Office of the Vice Chancellor for Administration</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:ovca.upmindanao@up.edu.ph">ovca.upmindanao@up.edu.ph</a> (082)293-0258
<b>Office of University Registrar</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:our.upmindanao@up.edu.ph">our.upmindanao@up.edu.ph</a> (082) 293-0201
<b>Physical Plant Office</b>	Human Kinetics Center, UP Mindanao Mintal Davao City	<a href="mailto:ppo.upmindanao@up.edu.ph">ppo.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:
<b>School of Management – Office of the Dean</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:som.upmindanao@up.edu.ph">som.upmindanao@up.edu.ph</a> (082) 297-2750 (082) 295-2488
<b>School of Management Office of the College Secretary</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:somcs.upmindanao@up.edu.ph">somcs.upmindanao@up.edu.ph</a> (082) 297-2750 (082) 295-2488
<b>Supply, Property and Management Office</b>	1/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:spmo.upmindanao@up.edu.ph">spmo.upmindanao@up.edu.ph</a> (082)-293-1835
<b>Technology Transfer and Business Development Office</b>	Kalimudan Center, Kalimudan Lane UP Mindanao Mintal Davao City	<a href="mailto:ttbdo.upmindanao@up.edu.ph">ttbdo.upmindanao@up.edu.ph</a> (082) 293-0016 VOIP:9602
<b>Ugnayan ng Pahinungod</b>	2/F Administration Building, UP Mindanao Mintal Davao City	<a href="mailto:pahinungod.upmindanao@up.edu.ph">pahinungod.upmindanao@up.edu.ph</a> (082) 293-0310