



**UNIVERSITY OF THE PHILIPPINES
TACLOBAN COLLEGE**

**CITIZEN'S CHARTER
2026 (5th Edition)**



I. Mandate

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

II. Vision

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

III. Mission

1. To form leaders in the humanities, natural sciences, social and management sciences, and computational sciences;
2. To generate knowledge and innovations through interdisciplinary and integrative research;
3. To collaborate with communities and institutions in addressing critical issues confronting the region, the nation, and the world;
4. To advance the protection, preservation, and promotion of Filipino culture and heritage; and
5. To advocate for biodiversity conservation and environmental protection.



IV. Service Pledge

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

C - Client-centric Focus:

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

A - Accountable Service:

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

R - Responsive Communication:

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

E - Exceptional Quality:

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

S - Sustainable Practices:

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

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



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OFFICE OF THE DEAN
INTERNAL SERVICES



1. Issuance of Authorization to Cash Advance

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

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



2. Issuance of Certificate of Appearance

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

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



3. Issuance of Travel Order (TO)

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

Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, Administrative Staff and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for Travel Order Form			Academic Divisions	
2. Itinerary			Academic Divisions	
3. Invitation, notice of meeting or memorandum			As provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Travel Order and attachments.	1.1 Receive and check completeness of documents.	None	15 minutes	<i>Division or Administrative Unit Staff</i>
	1.2 Forward to Division Chairperson or Unit Head for approval.	None	1 minute	
	1.3 Sign Request for Travel Order.	None	1 minute	<i>Division Chairperson or Unit Head</i>
	1.4 Log the documents and forward to the Dean's office for Dean's approval.	None	15 minutes	<i>Division or Administrative Unit Staff</i>
	1.5 Receive the request & verify completeness of signatures & attachments.	None	10 minutes	<i>Staff Office of the Dean</i>



	1.6 Forward the request to the Dean for approval.	None	1 minute	<i>Staff</i> Office of the Dean
	1.7 Act on the request then forward to Staff for encoding.	None	10 minutes	<i>Dean</i> Office of the Dean
	1.8 Prepare and encode the Travel Order.	None	15 minutes	<i>Staff</i> Office of the Dean
	1.9 Forward Travel Order to the Dean for signature.	None	1 minute	<i>Staff</i> Office of the Dean
	1.10 Sign the Travel Order.	None	1 minute	<i>Dean</i> Office of the Dean
	1.11 Release the Travel Order and file the receiving copy.	None	1 minute	<i>Staff</i> Office of the Dean
	1.12 Receive the Travel Order and sign the receiving copy.	None	1 minute	<i>Division Staff or Administrative Unit Staff</i>
2. Receive Travel Order	2. Forward to approved Travel Order to the concerned faculty, administrative staff or student.	None	1 minute	<i>Division Staff or Administrative Unit Staff</i>
	TOTAL	None	1 hour & 13 minutes	



4. Request to Render Overtime

The Associate Dean for Administration endorses all CDMO request to render overtime before the approval of the Dean.

Office or Division:	Office of the Dean [Office of the Associate Dean for Administration]			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	CDMO Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Authority to Render Overtime form		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Authority to Render Overtime Request Form	1.1 The staff receives the form and forward for signature	None	2 minutes	<i>Staff OADA</i>
	1.2 The Associate Dean acts on the request	None	5 minutes	<i>Associate Dean for Administration</i>
	1.3 The staff record and forwards the endorsed request to the Office of the Dean	None	3 minutes	<i>Staff OADA</i>
	1.4 Approve the request.		30 minutes	<i>Dean Office of the Dean</i>
	TOTAL	None	40 minutes	



**OFFICE OF THE ASSOCIATE DEAN FOR ACADEMIC AFFAIRS
(OADAA)
EXTERNAL SERVICE**



1. Issuance of Certificate of Appearance

The Certificate of Appearance is issued by the Office of the Associate Dean for Academic Affairs to requesting employees from other UP units and Government Agencies who visited the office on official business.

Office or Division:	Office of the Associate Dean for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees from other UP units and Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verbal, written or emailed request			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request (verbal, written or emailed)	1.1. Receive the request. Ask for the complete data needed in the certificate.	None	5 minutes	Staff OADA
	1.2. Encode, review, & print the certificate	None	5 minutes	
	1.3. Forward the certificate to the Associate Dean for signature	None	1 minute	
	1.4. Review and sign the certificate	None	2 minutes	Associate Dean for Academic Affairs
2. Claim/Receive the certificate and sign the receiving copy	2.1. Issue/release the certificate	None	2 minutes	Staff OADA
	2.2. File the receiving copy	None	1 minute	Staff OADA
TOTAL		None	16 minutes	



**OFFICE OF THE ASSOCIATE DEAN FOR ACADEMIC AFFAIRS
(OADAA)
INTERNAL SERVICE**



1. Approval of Application for Leave

The Associate Dean for Academic Affairs approves all leave application forms submitted by faculty members without administrative load.

Office or Division:	Office of the Associate Dean for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Members without administrative load			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave / UP Approved Leave Form			All units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO staff submits the certified application for leave	1.1. Receive and check the submitted application	None	3 minutes	Staff OADA
	1.2. Forward the application to the Associate Dean for signature	None	1 minute	
	1.3 Review and sign the application	None	2 minutes	Associate Dean for Academic Affairs
	1.4. Forward the approved application to HRDO	None	2 minutes	Staff OADA
	TOTAL	None	8 minutes	



**OFFICE OF THE ASSOCIATE DEAN FOR ADMINISTRATION (OADA)
INTERNAL SERVICES**



1. Approval for the Use of UPTC Vehicles

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

Office or Division:	Office of the Associate Dean for Administration			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter addressed to the Dean			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter.	1.1 Receive request letter and check for availability of vehicle.	None	20 minutes	<i>Staff OADA</i>
	1.2 Forward letter to the Dean for approval.	None	1 minute	<i>Staff Office of the Dean</i>
	1.3 Signs and approves the request for the use of the vehicle.	None	10 minutes	<i>Associate Dean for Administration</i>
2. Receive copy of approved request letter.	2 Release copy of approved request letter.	None	1 minute	<i>Staff OADA</i>
TOTAL		None	32 minutes	



2. Approval of Application for Leave and Request for Flexi-time

The Associate Dean for Administration approves all leave application forms and request for Flexi-time submitted by the REPS and administrative personnel.

Office or Division:	Office of the Associate Dean for Administration			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave / UP Approved Leave Form / Request for Flexi-time			All units	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO staff submits the certified application for leave and flexi-time request	1.1 Receive the form and check submissions.	None	3 minutes	<i>Staff OADA</i>
	1.2 Forward the application to the Associate Dean for signature.	None	5 minutes	<i>Associate Dean for Administration</i>
	1.3 Forward the approved application to HRDO.	None	2 minutes	<i>Staff OADA</i>
	TOTAL	None	10 minutes	



3. Approval of Pull-out Request

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

Office or Division:	Office of the Associate Dean for Administration			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly filled up pull-out request form			SPMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pull-out request form.	1.1 Receive the pull-out request form	None	1 minute	Staff OADA
	1.2 Forward the pull-out request form to the Associate Dean for Administration	None	1 minute	
	1.3 Sign and approve the form	None	2 minutes	Associate Dean for Administration
	1.4 Forward form to staff	None	1 minute	
2. Claim the pull-out request form.	2. Release form	None	2 minutes	Staff OADA
	TOTAL	None	7 minutes	



4. Approval of Trip Ticket

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

Office or Division:	Office of the Associate Dean for Administration			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly filled up trip ticket form			Dean's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Trip Ticket Form.	1.1 Receive Trip Ticket Form	None	1 minute	<i>Staff OADA Associate Dean for Administration</i>
	1.2 Record to logbook and forwards Trip Ticket Form to the Dean	None	10 minutes	
	1.3 Sign and approve the form	None	1 minute	
	1.4 Forward form to Staff	None	1 minute	
2. Claim Trip Ticket Form.	2. Release form	None	1 minute	<i>Staff OADA</i>
TOTAL		None	14 minutes	



ACADEMIC DIVISIONS

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

EXTERNAL SERVICES



1. Application for Clearance

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students & Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly filled-up Clearance Form			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form	1. Receive form and check for completeness of entries and signatures	None	1 minute	<i>Division Staff</i>
	1.2 Check for accountabilities and, if applicable, ask client/applicant to settle accountabilities	None	20 minutes	
	1.3 Forward form to Division Chairperson for signature	None	1 minute	
	1.4 Sign Clearance Form	None	5 minutes	<i>Division Chairperson</i>
2. Receive signed Clearance Form	2. Release Clearance Form	None	1 minute	<i>Division Staff</i>
	TOTAL	None	28 minutes	



2. Consultancy Services or Technical Assistance

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

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



3. Printing of Form 5

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt, if applicable		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Official Receipt	1.1 Examine/verify the receipt and get student number	None	1 minute	<i>Division Staff</i>
	1.2 Enter student number in the CRS and check Form 5 entries per CRS record	None	2 minutes	
2. Receive Form 5	2. Print Form 5 from CRS and release to client	None	10 minutes	
TOTAL		None	13 minutes	



4. Request for Copies of Syllabi

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy/ scanned copy of Transcript of Records (OTR)			Provided by client	
2. Official Receipt			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request through email with attached copy of Transcript of Records (OTR).	1.1 Receive the email, check the requested syllabi courses and note down the course number and course title based on the client's Transcript of Records (TOR).	None	5 minutes	<i>Division Staff</i>
	1.2 Check the files (hardcopy & softcopy) for the requested syllabi.	None	30 minutes	
	1.3 Photocopy (if hardcopy)/ print (if softcopy) the requested syllabi.	None	10 minutes	
2. Receive the email and pay the amount indicated on the email.	2. Count the number of pages and emails the client for the amount to be paid with the instructions for online payment.	₱20/page	5 minutes	
3. Email the proof of payment to the Cash office and the Division.	3.1 Receive the email and forward the requested syllabi to the Division Chairperson for initial	None	10 minutes	
	3.2 Sign/initial the syllabi and return to the division staff	None	1 minute	
	3.3 Forward the syllabi to the College Secretary for signature with attached proof	None	1 minute	<i>College Secretary &</i>



	of payment			Registrar OCS
	3.4 Retrieve the signed syllabi with College seal and informs the client for the pick-up of the syllabi or scans the syllabi and email to the client.	None	10 minutes	Division Staff
	TOTAL	₱20/page	1 hour and 12 minutes	

5. Use of Facilities

The respective Academic Divisions’ lecture rooms, conference rooms and discussion rooms can be used by students and student organizations if not in use for classes and other activities of the Division.

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
Who may avail:	Students and student organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Permit Form			OSA or the Academic Division	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Permit Form	1. Receive form and check completeness of entries, signatures and attachment/s.	None	1 minute	Division Staff
	1.1 Check request validity based on University Rules and check for availability of facility.	None	1 minute	Division Staff
	1.2 Forward form to the Division Chairperson for approval.	None	1 minute	Division Staff



	1.3 Acts on application.	None	10 minutes	<i>Division Chairperson</i>
	1.4 Record and retain copy of approved use of facility permit & indicate Control Number on the permit form.	None	1 minute	<i>Division Staff</i>
2. Receive approved Permit Form	2. Release Permit Form	None	1 minute	<i>Division Staff</i>
	2.1 Provide hard copy of approved permit to security personnel for checking and monitoring	None	5 minutes	<i>Division Staff</i>
	TOTAL	None	20 minutes	

6. Waiver of Pre-requisites

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Waiver of Pre-requisite Form (signed by applicant, adviser and faculty handling the course)		Academic Divisions, Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit duly signed Waiver of Pre-requisite Form	1.1. Receive form and check completeness of entries, signatures and attachment/s	None	1 minute	<i>Division Staff</i>
	1.2. Forward form to Division Chairperson for approval	None	10 minutes	
	1.3. Sign Waiver of Pre-requisite Form	None	1 minute	<i>Division Chairperson</i>
2. Receive Waiver of Pre-requisite Form	2. Release form	None	1 minute	<i>Division Staff</i>
	TOTAL	None	13 minutes	



ACADEMIC DIVISIONS

Division of Humanities

Division of Management

Division of Natural Sciences & Mathematics

Division of Social Sciences

INTERNAL SERVICES



1. Application for Clearance

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty Members and Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly filled-up Clearance Form			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form	1. Receive form and check for completeness of entries and signatures	None	1 minute	<i>Division Staff</i>
	1.2 Check for accountabilities and, if applicable, ask client/applicant to settle accountabilities	None	20 minutes	
	1.3 Forward form to Division Chairperson for signature	None	1 minute	
	1.4 Sign Clearance Form	None	5 minutes	<i>Division Chairperson</i>
2. Receive signed Clearance Form	2. Release Clearance Form	None	1 minute	<i>Division Staff</i>
	TOTAL	None	28 minutes	



2. Request for Travel Order

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

Office or Division:	All Academic Divisions			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty Members, Administrative Staff and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Travel Order Form		Academic Divisions		
2. Itinerary		Academic Divisions		
3. Invitation, notice of meeting or memorandum		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Travel Order and attachments	1.1 Receive and check completeness of documents.	None	15 minutes	<i>Division Staff</i>
	1.2 Forward to Division Chairperson for approval.	None	1 minute	
	1.3 Sign Request for Travel Order.	None	1 minute	<i>Division Chairperson</i>
	1.4 Log the documents and forward to the Dean’s office for Dean’s approval.	None	15 minutes	<i>Division Staff</i>
	1.5 Receive the request & verify completeness of signatures & attachments.	None	10 minutes	<i>Staff Office of the Dean</i>
	1.6 Forward the request to the Dean for approval.	None	1 minute	<i>Staff Office of the Dean</i>
	1.7 Act on the request then forward to Staff for encoding.	None	10 minutes	<i>Dean</i>



				Office of the Dean
	1.8 Prepare and encode the Travel Order.	None	15 minutes	<i>Staff</i> Office of the Dean
	1.9 Forward Travel Order to the Dean for signature.	None	1 minute	<i>Staff</i> Office of the Dean
	1.10 Sign the Travel Order.	None	1 minute	<i>Dean</i> Office of the Dean
	1.11 Release the Travel Order and file the receiving copy.	None	1 minute	<i>Staff</i> Office of the Dean
	1.12 Receive the Travel Order and sign the receiving copy.	None	1 minute	<i>Division Staff</i>
2. Receive Travel Order	2. Forward to approved Travel Order to the concerned faculty, administrative staff or student.	None	1 minute	<i>Division Staff</i>
	TOTAL	None	1 hour & 13 minutes	



DIVISION OF MANAGEMENT (DM)

EXTERNAL SERVICES



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

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

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



	1.4 Evaluate the requirements submitted by the applicants and returns it to the Division staff.	None	30 minutes	<i>MM Program Adviser</i>
2. Pay GMAT fee	2.1 Receive OR for GMAT fee.	₱350	2 minutes	<i>Collecting Officer Cash Office</i>
	TOTAL	None	43 minutes	

2. Application for MM Comprehensive Examination

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

Office or Division:	Division of Management			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	MM students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Comprehensive Exam Form			Division of Management	
2. True Copy of Grades (TCG)			Office of the College Secretary	
3. Official Receipt for Comprehensive Exam Fee			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay for the Comprehensive Examination Fee.	1.1 Receive payment and issue Official Receipt.	₱350	1 minute	<i>Collecting Officer Cash Office</i>
2. Submit Application for Compre Form, TCG and OR for the Examination fee	2.1 Receive Application Form for Compre, TCG and OR of Examination fee and checks for completeness of entries and signatures.	None	3 minutes	<i>Staff Division of Management</i>



	2.2. Forwards the Application for Compre form to Chair of Compre Committee for signature and TCG for evaluation.	None	1 minute	
	2.3. Signs the Application for Compre form, evaluates the TCG of the applicant and returns the requirements to the Division staff.	None	30 minutes	<i>Chair of Compre Committee</i>
	2.4. Prepare shortlist of qualified applicants and Files the Application for Compre, TCG and OR for Examination fee for reference.	None	5 minutes	<i>Staff Division of Management</i>
	TOTAL	None	40 minutes	



DIVISION OF NATURAL SCIENCES & MATHEMATICS (DNSM)

INTERNAL SERVICES



1. Borrowing of Laboratory Materials for Laboratory Classes & Research

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

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



2. Use of Laboratory Rooms

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

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



DNSM: REGIONAL ENVIRONMENTAL INFORMATION SYSTEM (REIS) EXTERNAL SERVICES



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

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

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

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

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

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

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



3. Pay at the Cashier	3. Receive payment and issue OR.	₱250/hr.	4 minutes	Collecting Officer Cash Office
4. Present OR and receive map/data	4. Release map/data.	None	1 minute	Staff REIS
	TOTAL	None	7 days & 10 minutes	

2. GIS Services (Digitizing)

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

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	Non-UP clients, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-up Request Form		REIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form	1.1 Receive form and check completeness of entries and signatures.	None	1 minute	Staff REIS
	1.2 Check request's validity based on University Rules and data availability.	None	1 minute	
	1.3 Act on request.	None	1 minute	REIS Coordinator
	1.4 Record approved request, note Control Number on Form.	None	1 minute	Staff REIS



	1.5 Perform digitizing service.	None	1 month	
2. Receive billing statement	2. Issue billing statement and informs client to pay at Cashier's Office.	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR.	₱250/hr.	4 minutes	Collecting Officer Cash Office
4. Present OR and receive map/data	4. Release map/data.	None	1 minute	Staff REIS
	TOTAL	None	1 month & 10 minutes	

3. GPS Use/Equipment Rental

This pertains to rental of GPS units to external clients.

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	Non-UP clients, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		As prepared by client		
2. Photocopy of school ID		As provided by client		
3. Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and photocopy of school ID	1. Receive request letter and photocopy of school ID and check records.	None	3 minutes	Staff REIS



	1.1 Act on request.	None	1 minute	REIS Coordinator
	1.2 Record approved request and advise the client to pay at the Cash Office.	None	1 minute	Staff REIS
2. Pay at the Cashier	2. Receive payment and issue OR.	₱300/day	4 minutes	Collecting Officer Cash Office
3. Present OR and receive equipment	3. Release equipment to client.	None	1 minute	Staff REIS
	TOTAL	None	9 minutes	

4. Request for a Soft Copy of Existing Map Layouts

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

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



	1.3 Act on request.	None	1 minute	REIS Coordinator
	1.4 Record approved request, note Control Number on Form.	None	1 minute	Staff REIS
	1.5 Compile & prepare requested map layouts.	None	1 hour	
2. Receive billing statement	2. Issue billing statement and advise client to pay at Cashier's Office.	None	1 minute	
3. Pay at the Cashier	3. Receive payment and issue OR.	₱200/map	4 minutes	Collecting Officer Cash Office
4. Present OR and receive map/data	4. Release map/data.	None	1 minute	Staff REIS
	TOTAL	None	1 hour & 10 minutes	

5. Request for Consultancy Services or Technical Assistance

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

Office or Division:	DNSM: Regional Environmental Information System (REIS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government			
Who may avail:	Non-UP clients, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			As prepared by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit request letter	1. Receive request letter and forward to Coordinator.	None	1 minute	Staff REIS
	1.2 Review request and endorse to the DNSM Chairperson for approval.	None	10 minutes	REIS Coordinator
	1.3 Review request and endorse to the Dean for final approval.	None	10 minutes	Chairperson DNSM
	1.4 Review and approve the request.	None	10 minutes	Dean Office of the Dean
	1.5 Forward the approved request to DNSM.	None	1 minute	Staff Office of the Dean
2. Discuss with REIS implementation details of the engagement	2. Inform requestor of approval and discuss implementation details of the engagement.	None	1 minute	Staff REIS
	TOTAL	None	33 minutes	

6. Request for GPS/GIS Training

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

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

Office or Division:	DNSM: Regional Environmental Information System (REIS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government
Who may avail:	All



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		As prepared by client		
2. Training proposal with budgetary requirements		As prepared by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1.1 Receive Request Letter.	None	1 minute	Staff REIS
	1.2 Checks details of the request.	None	30 minutes	
2. Discuss training design, budgetary requirement	2. Discuss training design, budgetary requirement.	None	3 days	REIS Coordinator
3. Discuss/formulate MOA with REIS	3.1 Formulate an agreement, prepare MOA.	None	7 days	
	3.2 Submit MOA to the Dean for endorsement to the Chancellor.	None	7 days	
	3.3 Endorse the MOA to the Chancellor for approval/signature.	None	14 days	Staff Office of the Dean
4. Receive copy of signed MOA	4. Inform client of the approved/signed MOA and advise client to pay indicated fees at the Cashier's Office.	₱250/hr.	1 minute	Staff REIS
5. Pay at Cashier's Office	5. Collect fee from client.	₱250/hr.	4 minutes	Collecting Officer Cash Office
	TOTAL	None	31 days & 36 minutes	



7. Request of Support for Research Projects

This is technical support given to other entities conducting research.

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



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



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

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

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

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

This pertains to borrowing of GPS unit by internal clients.

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



3. Request for GPS/GIS Training

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

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

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



OFFICE OF THE COLLEGE SECRETARY (OCS)

EXTERNAL SERVICES



1. Issuance of Official Transcript of Records (OTR) In Person

The Office of the College Secretary and Registrar provides in-person issuance of Official Transcripts of Records (OTR) for students and alumni. This service ensures authenticated academic records are readily available for personal, educational, or professional use.

Office or Division	Office of the College Secretary (OCS)			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may Avail	UPTC graduates (also for active and inactive UPTC students) as of Second Semester AY 2022-2023 and onwards			
	UPTC students who graduated and active or inactive before SS AY 2022-2023 should request their OTR from UP Visayas through this link: https://crs.upv.edu.ph/documentrequest/			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. College Clearance 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) 4. Request Letter from school (if for further studies/ if for transfer credentials purposes) 5. Barangay Certification for first-time job seekers (if OTR is for employment purposes) <p>For representative:</p> <ol style="list-style-type: none"> 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student or graduate 3. Valid identification card of the representative 		Office of the College Secretary Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OCS.	1.1 Receive and check required documents.	None	1 day	Staff



	1.2 Search records 1.3 Assess fees 1.4 Issue assessment of fees			OCS
2. Pay fees in-person at the Cash Office.	2. Receive payment and assessment details then issues an Official Receipt.	₱50/page	30 Minutes	Collecting Officer Cash Office
3. Submit Official Receipt to the OCS	3.1 Receive and check the Official Receipt and process the OTR	None	15 Days	Staff OCS
	3.2 Sign the requested OTR	None	1 Hour	College Secretary & Registrar OCS
4. Receive requested OTR	4. Issue requested OTR or prepare OTR for mailing and forwards to the office in-charge of outgoing documents.	None	30 Minutes	Staff OCS
	TOTAL	₱50/page plus mailing fees	16 Days, 2 Hours	

2. Issuance of Official Transcript of Records (OTR) Through Mail and Online

The Office of the College Secretary and Registrar offers issuance of Official Transcripts of Records (OTR) through mail and online, providing convenient access for students and alumni who cannot request in person. This service ensures secure delivery of authenticated academic records for educational, professional, or personal purposes.

Office or Division	Office of the College Secretary (OCS)
Classification	Highly Technical
Type of Transaction	G2C
Who may Avail	UPTC graduates (also for active and inactive UPTC students) as of Second Semester AY 2022-2023 and onwards



UPTC students who graduated, active or inactive before SS AY 2022-2023 requests for OTR from UP Visayas through this link: https://crs.upv.edu.ph/documentrequest/				
Checklist of Requirements			Where to Secure	
1. College Clearance 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) 4. Request Letter from school (if for further studies/ if for transfer credentials purposes) 5. Barangay Certification for first-time job seekers (if for employment purposes) For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Office of the College Secretary Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for OTR to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	2 Days	<i>Staff</i> OCS
2. Send required documents to OCS.	2.1 Receive and check required documents. 2.2 Search records 2.3 Assess fees 2.4 Issue assessment of fees	None	3 Hours	<i>Staff</i> OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱50/page Mailing Fee – JRS rate	3 Hours	<i>Collecting Officer</i> Cash Office



Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19		Admin Cost – ₱10 Envelope Fee – ₱10		
	3.2 Validate the proof of payment and issue an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	<i>Collecting Officer Cash Office</i>
4. Send Official Receipt to the OCS	4.1 Receive and check the Official Receipt and processes the OTR	None	15 Days	<i>Staff OCS</i>
	4.2 Sign the requested OTR	None	1 Hour	<i>College Secretary & Registrar OCS</i>
5. Receive requested OTR or waits for the delivery of the documents	5. Prepare OTR for mailing and forwards to the office in-charge of outgoing documents.	None	30 Minutes	<i>Staff OCS</i>
	TOTAL	₱50/page plus mailing fees	19 Days, 8 Hours	



3. Issuance of True Copy of Grades (TCG) In Person

The Office of the College Secretary and Registrar provides in-person issuance of True Copies of Grades (TCG) for current students, inactive students and alumni. This service allows immediate access to verified academic records for enrollment, scholarship, or other official purposes.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPTC graduates (also for active and inactive UPTC students)			
Checklist of Requirements		Where to Secure		
1. College Clearance 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)		Office of the College Secretary Provided by client Provided by client		
For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OCS.	1.1 Receive and check required documents. 1.2 Search records 1.3 Assess fees 1.4 Issue assessment of fees	None	1 hour	Staff OCS
2. Pay fees in-person at the Cash Office	2. Receive payment and assessment details then issue an Official Receipt.	PHP 50/page	30 Minutes	Collecting Officer Cash Office
3. Submit Official Receipt to the OCS	3.1 Receive and check the Official Receipt and processes the TCG	None	1 Day	Staff OCS



	3.2 Sign the requested TCG	None	1 Hour	College Secretary & Registrar OCS
4. Receive requested TCG	4. Issue requested TCG	None	10 Minutes	Staff OCS
	TOTAL	₱50/page	1 Day, 2 Hours, 40 Minutes	

4. Issuance of True Copy of Grades (TCG) Through Mail and Online

The Office of the College Secretary and Registrar offers issuance of True Copies of Grades (TCG) through mail and online, providing convenient access for students and alumni who cannot request in person. This service ensures secure and authenticated delivery of official academic records for enrollment, scholarship, or other official requirements.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPTC graduates (also for active and inactive UPTC students)			
Checklist of Requirements		Where to Secure		
1. College Clearance 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)		Office of the College Secretary Provided by client Provided by client		
For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Email request for TCG to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Hour	Staff OCS
2. Send required documents to OCS.	2.1 Receive and checks required documents. 2.2 Search records 2.3 Assess fees 2.4 Issue assessment of fees	None	1 Day	Staff OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱50/page Mailing Fee – JRS rate Admin Cost – ₱10 Envelope Fee – ₱10	1 Day	Staff OCS
	3.2 Validate the proof of payment and issues an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	Collecting Officer Cash Office
4. Send Official Receipt to the OCS	4.1 Receive and check the Official Receipt and processes the TCG	None	1 Day	Staff OCS
	4.2 Sign the requested TCG	None	1 Hour	College Secretary & Registrar OCS



5. Receive requested TCG or waits for the delivery of the documents	5. Issue requested TCG through email or prepare TCG for mailing and forward to the office in-charge of outgoing documents.	None	30 Minutes	Staff OCS
	TOTAL	₱50/page plus mailing fees	5 Days, 3 Hours, 30 Minutes	

5. Authentication of Academic Documents (OTR, Diploma and Other Documents) In Person

The Office of the College Secretary and Registrar provides in-person authentication of academic documents, including Official Transcripts of Records (OTR), diplomas, and other official records. This service verifies the legitimacy of documents for legal, educational, or professional purposes.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPTC graduates			
Checklist of Requirements		Where to Secure		
1. Original copies of documents to be authenticated 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the OCS	1.1 Receive and check required documents. 1.2 Search records 1.3 Assess fees 1.4 Issue assessment of fees	None	1 hour	Staff OCS
2. Pay fees in-person at the Cash Office	2. Receive payment and assessment details then issue an Official Receipt.	₱20/page	30 Minutes	Collecting Officer Cash Office
3. Submit Official Receipt to the OCS	3.1 Receive and check the Official Receipt and processes the authentication of documents	None	1 Day	Staff OCS
	3.2 Sign the requested document	None	1 Hour	College Secretary & Registrar OCS
4. Receive authenticated documents	4. Issue the authenticated documents	None	10 Minutes	Staff OCS
	TOTAL	₱20/page	1 Day, 2 Hours, 40 Minutes	

6. Authentication Of Academic Documents (OTR, Diploma and Other Documents) Through Mail and Online

The Office of the College Secretary and Registrar offers authentication of academic documents, including Official Transcripts of Records (OTR), diplomas, and other official records, through mail and online. This service ensures secure verification and delivery of documents for legal, educational, or professional purposes.

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C



Who may Avail	UPTC graduates			
Checklist of Requirements		Where to Secure		
1. Original copies of documents to be authenticated 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for authentication to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Hour	Staff OCS
2. Send required documents to the OCS	2.1 Receive and check required documents 2.2 Search records 2.3 Assess fees 2.4 Issue assessment of fees	None	1 Day	Staff OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱20/page Mailing Fee – JRS rate Admin Cost – ₱10 Envelope Fee – ₱10	1 Day	Staff OCS



Account Name: UPV Tacloban College Account No.: 0182- 1056-19				
	3.2 Validate the proof of payment and issue an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	<i>Collecting Officer Cash Office</i>
4. Send Official Receipt to the OCS	4.1 Receive and check the Official Receipt and processes the authentication of documents	None	1 Day	<i>Staff OCS</i>
	4.2 Sign the requested document	None	1 Hour	<i>College Secretary & Registrar OCS</i>
5. Receive requested authenticated documents or waits for the delivery of the documents	5. Issue the authenticated documents or prepare documents for mailing and forwards to the office in-charge of outgoing documents.	None	1 Hour	<i>Staff OCS</i>
	TOTAL	₱20/page plus mailing fees	5 Days, 3 Hours, 30 Minutes	



7. Issuance of Certifications (Enrollment, Graduation, GWA, Certificate of Transfer Credentials, Medium of Instruction, etc.) In Person

The Office of the College Secretary and Registrar provides in-person issuance of various certifications, including enrollment, graduation, GWA, transfer credentials, and medium of instruction. This service ensures students and alumni receive authenticated documents for academic, professional, or official purposes.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Active and inactive UPTC students and UPTC graduates			
Checklist of Requirements			Where to Secure	
1. College Clearance (if applicable) 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable)			Office of the College Secretary Provided by client Provided by client	
For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Provided by client Provided by client Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OCS.	1.1 Receive and check required documents. 1.2 Search records. 1.3 Assess fees. 1.4 Issue assessment of fees.	None	1 hour	Staff OCS
2. Pay fees in-person at the Cash Office.	2. Receive payment and assessment details then issue an Official Receipt.	₱100/copy GWA Certification	30 Minutes	Collecting Officer Cash Office



		₱50/copy other certificatio ns		
3. Submit Official Receipt to the OCS.	3.1 Receive and check the Official Receipt and process the requested document.	None	1 Day	Staff OCS
	3.2 Sign the requested document.	None	1 Hour	College Secretary & Registrar OCS
4. Receive requested document/s.	4. Issue requested document/s.	None	10 Minutes	Staff OCS
	TOTAL	₱50 to PHP 100/copy	1 Day, 2 Hours, 40 Minutes	

7. Issuance of Certifications Through Mail and Online

The Office of the College Secretary and Registrar offers issuance of various certifications, including enrollment, graduation, GWA, transfer credentials, and medium of instruction, through mail and online. This service provides secure and convenient access to authenticated documents for academic, professional, or official purposes.

Office or Division	Office of the College Secretary (OCS)	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Active and inactive UPTC students and UPTC graduates	
Checklist of Requirements		Where to Secure
1. College Clearance (if applicable)		Office of the College Secretary
2. Valid Identification Card		Provided by client
3. Authorization letter to mail documents (if applicable)		Provided by client



<p>For representative:</p> <ol style="list-style-type: none"> 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative 		<p>Provided by client Provided by client Provided by client</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for document to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Hour	Staff OCS
2. Send required documents to OCS.	2.1 Receive and check required documents. 2.2 Search records 2.3 Assess fees 2.4 Issue assessment of fees	None	1 Day	Staff OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No.: 0182-1056-19	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱100/copy GWA Certification ₱50/copy other certification s Mailing Fee – JRS rate Admin Cost – ₱10 Envelope Fee – ₱10	1 Day	Staff OCS



	3.2 Validate the proof of payment and issue an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	Collecting Officer Cash Office
4. Send Official Receipt to the OCS	4.1 Receive and check the Official Receipt and processes the requested document	None	1 Day	Staff OCS
	4.2 Sign the requested document	None	1 Hour	College Secretary & Registrar OCS
5. Receive requested documents through email or waits for the delivery of the documents.	5. Issue the requested document/s through email or prepare document/s for mailing and forward to the office in-charge of outgoing documents.	None	30 Minutes	Staff OCS
	TOTAL	₱50 to PHP 100/copy plus mailing fees	5 Days, 3 Hours, 30 Minutes	

8. Issuance of Original Diploma In Person

The Office of the College Secretary and Registrar provides in-person issuance of original diplomas to graduates. This service ensures the secure and official release of diplomas for personal, academic, or professional use.

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C
Who may Avail	UPTC Alumni
Checklist of Requirements	
Where to Secure	



1. College Clearance 2. Valid Identification Card For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative		Office of the College Secretary Provided by client Provided by client Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OCS	1.1 Receive and check required documents 1.2 Search records	None	1 hour	Staff OCS
2. Receive original diploma and signs on the student's jacket	2. Issue the original diploma	None	10 Minutes	Staff OCS
	TOTAL	None	1 Hour, 10 Minutes	

9. Issuance of Original Diploma Through Mail

The Office of the College Secretary and Registrar offers issuance of original diplomas through mail for graduates who cannot claim them in person. This service ensures secure and official delivery of diplomas for personal, academic, or professional use.

Office or Division	Office of the College Secretary (OCS)	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	Active and inactive UPTC students and UPTC graduates	
Checklist of Requirements		Where to Secure
1. College Clearance (if applicable) 2. Valid Identification Card		Office of the College Secretary Provided by client



3. Authorization letter to mail documents (if applicable)		Provided by client		
For representative:		Provided by client		
1. Duly signed authorization letter from the student		Provided by client		
2. Photocopy of valid identification card of the student		Provided by client		
3. Valid identification card of the representative		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request for issuance of diploma to the OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Hour	Staff OCS
2. Send required documents to OCS.	2.1 Receive and check required documents. 2.2 Search records. 2.3 Assess fees. 2.4 Issue assessment of fees.	None	1 Day	Staff OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19	3.1 Receive proof of payment and sends a copy to the Cash Office with the assessment details.	Mailing Fee – JRS rate Admin Cost – ₱10 Envelope Fee – ₱10	1 Day	Staff OCS



	3.2 Validate the proof of payment and issue an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	Collecting Officer Cash Office
4. Send Official Receipt to the OCS.	4. Receive and check the Official Receipt and prepare the diploma for mailing.	None	1 Day	Staff OCS
5. Receive original diploma or waits for the delivery of the documents.	5. Forward the diploma to the office in-charge of outgoing documents.	None	10 Minutes	Staff OCS
	TOTAL	₱150 to ₱176 plus mailing fee	4 Days, 1 Hour, 30 Minutes	

10. Issuance of English Translation of Diploma In Person

The Office of the College Secretary and Registrar provides in-person issuance of English translations of diplomas. This service ensures graduates receive officially certified translations for academic, professional, or legal purposes.

Office or Division	Office of the College Secretary (OCS)	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	UPTC graduates	
Checklist of Requirements		Where to Secure
1. Original copy of diploma 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student		Provided by client Provided by client Provided by client Provided by client



3. Valid identification card of the representative		Provided by client Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OCS.	1.1 Receive and check required documents. 1.2 Search records. 1.3 Assess fees. 1.4 Issue assessment of fees.	None	1 hour	Staff OCS
2. Pay fees in-person at the Cash Office.	2. Receive payment and assessment details then issues an Official Receipt.	₱50/copy	30 Minutes	Collecting Officer Cash Office
3. Submit Official Receipt to OCS.	3.1 Receive and check the Official Receipt and processes the requested document.	None	1 Day	Staff OCS
	3.2 Sign the requested document.	None	1 Hour	College Secretary & Registrar OCS
4. Receive requested document/s.	4. Issue requested document/s.	None	10 Minutes	Staff OCS
	TOTAL	₱50/copy	1 Day, 2 Hours, 40 Minutes	



11. Issuance of English Translation of Diploma Through Mail and Online

The Office of the College Secretary and Registrar offers issuance of English translations of diplomas through mail and online. This service provides secure and convenient access to officially certified translations for academic, professional, or legal purposes.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPTC graduates			
Checklist of Requirements			Where to Secure	
1. Original copy of diploma 2. Valid Identification Card 3. Authorization letter to mail documents (if applicable) For representative: 1. Duly signed authorization letter from the student 2. Photocopy of valid identification card of the student 3. Valid identification card of the representative			Provided by client Provided by client Provided by client Provided by client Provided by client Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Day	Staff OCS
2. Send required documents to OCS.	2.1 Receive and check required documents. 2.2 Search records. 2.3 Assess fees.	None	1 Hour	Staff OCS



	2.4 Issue assessment of fees.			
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No.: 0182-1056-19	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱50/copy Mailing Fee – JRS rate Admin Cost – ₱10 Envelope Fee – ₱10	1 Day	Staff OCS
	3.2. Validate the proof of payment and issue an Official Receipt to the student.	None	2 Banking Days, 30 Minutes	Collecting Officer Cash Office
4. Send Official Receipt to the OCS.	4.1. Receive and check the Official Receipt and processes the requested document.	None	1 Day	Staff OCS
	4.2. Sign the requested document.	None	1 Hour	College Secretary & Registrar OCS
5. Receives requested documents through email or waits for the delivery of the documents.	5. Issues requested English Translation of Diploma or prepares document for mailing and forwards to the office in-charge of outgoing documents.	None	30 Minutes	Staff OCS
	TOTAL	₱50/copy plus mailing fees	5 Days, 3 Hours	



12. Student’s Record Verification Through Email

The Office of the College Secretary and Registrar provides student record verification through email. This service allows secure and convenient confirmation of academic records for employment, enrollment, or other official purposes.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	UPTC graduates			
Checklist of Requirements			Where to Secure	
1. Verification letter-request 2. Verification Form 3. Authorization Letter of the Student being verified 4. Proof of payment			Provided by client Provided by client Provided by client Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to OCS at ocs.uptacloban@up.edu.ph	1. Acknowledge receipt of email and send list of requirements.	None	1 Hour	Staff OCS
2. Send required documents to OCS.	2.1 Receive and check required documents. 2.2 Search records. 2.3 Assess fees. 2.4 Issue assessment of fees. 2.5 Fill out the verification form.	None	1 Day	Staff OCS
3. Pay fees online through the UPTC LBP account and emails the proof of payment to OCS.	3.1 Receive proof of payment and send a copy to the Cash Office with the assessment details.	₱100	1 Day	Staff OCS



Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No.: 0182-1056-19				
	3.2 Validate the proof of payment and issue an Official Receipt to the requesting agency/company.	None	2 Banking Days, 30 Minutes	Collecting Officer Cash Office
4. Send Official Receipt to the OCS	4.1 Receive and check the Official Receipt and prints the accomplished verification form.	None	1 Day	Staff OCS
	4.2 Sign the student verification form.	None	1 Hour	College Secretary & Registrar OCS
5. Receive verification results through email.	5. Scan the verification result and send the document through email.	None	30 Minutes	Staff OCS
	TOTAL	₱100	5 Days, 3 Hours	



13. Application For Readmission (Absence Without Leave, Permanent Disqualification Status, Applied Waiver of Maximum Residency Rule (MRR))

This service allows students who were on Absence Without Leave (AWOL), previously placed under Permanent Disqualification status, or who exceeded the prescribed Maximum Residency Rule (MRR) to formally apply for readmission to the College. The Office of the College Secretary and Registrar processes the evaluation of requirements and endorsements to determine eligibility for reinstatement in accordance with existing academic policies and regulations.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students from AWOL status			
Checklist of Requirements		Where to Secure		
1. Letter-request for readmission 2. Accomplished readmission form 3. Recommendation Letter 4. Study Plan 5. Endorsement Letter 6. Endorsement/Assessment result (if applicable) 7. Medical Certificate (if applicable) 8. Certificate of Employment (if applicable) 9. Class Standing 10. True Copy of Grades 11. Approved waiver of MRR (if applicable)		Provided by client Office of the College Secretary Program Adviser Program Adviser Division Chair Guidance Office Provided by client Provided by client Office of the College Secretary Office of the College Secretary Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter-request for readmission and accomplished readmission form to the OCS.	1.1 Receive request and prepare the true copy of grades and class standing and forward it to the division/program adviser.	None	1 Day	Staff OCS



	1.2 Evaluate the record of the student, prepare recommendation letter and study plan then forward to the Division Chair.	None	5 Days	<i>Program adviser</i>
	1.3 Prepare endorsement and forward it to the College Secretary.	None	1 Day	<i>Division Chair</i>
	1.4 Forward endorsement to the Office of the Dean for action.	None	1 Day	<i>College Secretary & Registrar OCS</i>
	1.5 Act on the request and forwards the result to the OCS.	None	2 Days	<i>Dean Office of the Dean</i>
2. Receive the result of the application for readmission.	2.1 Send the result to the student.	None	10 Minutes	<i>Staff OCS</i>
3. Confirm and pay readmission fee in-person at the Cash Office or pays online through the UPTC LBP account and email the proof of payment to OCS. Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19	3.1 Payment in person: Receive payment and assessment details then issue an Official Receipt. Then, input payment details in CRS.	₱225.00	30 Minutes	<i>Collecting Officer Cash Office</i>
	3.2. Payment through bank account: Receive proof of payment and send a copy	₱225.00	1 Day	<i>Staff OCS</i>



	to the Cash Office with the assessment details.			
	3.3 Validate the proof of payment and issue official receipt to the student. Then, input payment details in CRS.	None	2 Banking Days and 30 Minutes	Collecting Officer Cash Office
4. Receive Admission Slip through email.	4. Send Admission Slip through email	None	30 Minutes	Staff OCS
	TOTAL	₱225.00	13 Days, 1 Hour, 40 Minutes	

14. Application For Waiver of Maximum Residence Rule (MRR)

This service allows students who have exceeded the prescribed Maximum Residency Rule (MRR) to formally request a waiver to continue and complete their academic program. The Office of the College Secretary and Registrar evaluates the submitted requirements and endorses the application in accordance with existing academic policies and approval procedures.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are already beyond the maximum residence in UP.			
Checklist of Requirements		Where to Secure		
1. Letter-request for waiver of Maximum Residence Rule (MRR) addressed to the Dean 2. Application for waiver of MRR form		Provided by client Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Accomplish the application for waiver of MRR form and sends the form to the program adviser	1. Receive and verify the information on the waiver of MRR form and send it back to the student.	None	1 Day	<i>Program adviser</i>
2. Send verified waiver of MRR form to the OCS	2.1. Act on the request. Receive the application and prepare the summary of the academic performance of the student.	None	1 Day	<i>Staff OCS</i>
	2.2. Evaluate the student records and sign the summary of academic performance of the student and forward to the Division.	None	1 Day	<i>College Secretary & Registrar OCS</i>
	2.3. Prepare endorsement and forward and sign the summary of academic performance of the student and forwards to OCS.	None	1 Day	<i>Division Chair</i>
	2.4. Forward endorsement to the Associate Dean for Academic Affairs.	None	30 Minutes	<i>Staff OCS</i>
	2.5. Recommend and sign the summary of academic performance of the student and forwards it to the Dean.	None	1 Day	<i>Associate Dean for Academic Affairs</i>
	2.6. Act on the application and forward to OCS.	None	2 Days	<i>Dean Office of the Dean</i>
3. Receive the result of the application and proceed to apply for readmission	3. Send the result through email	None	30 Minutes	<i>Staff OCS</i>
	TOTAL	None	7 Days, 1 Hour	



15. Application For Leave of Absence (LOA)

This service allows students to formally request approval for a Leave of Absence (LOA) for a specified academic term due to valid personal, medical, or other justified reasons. The Office of the College Secretary and Registrar processes the application, verifies compliance with academic policies, and records the approved leave in the student’s official academic records.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to file for Leave of Absence.			
Checklist of Requirements		Where to Secure		
1. Leave of Absence Form 2. Payment 3. Medical Clearance (if applicable) 4. Certificate of No pending case 5. Clearance		Office of the College Secretary Cashier Health Services Unit Office of Student Affairs Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download, fill out LOA form, and forward form and required documents to OCS	1.1 Evaluate records and fills in form 1.1.a If NOT eligible for LOA, inform the student. 1.1.b If eligible for LOA, issue assessment of fees to student	None	30 Minutes	Staff OCS
2. Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and emails the proof of payment to OCS	2.1 Receive proof of payment and send a copy to the Cash Office with the assessment details	₱150	10 Minutes	Staff OCS



Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19				
	2.2 Validate the proof of payment and issue an official receipt to the student.	None	in person - 30 Minutes online - 2 Banking Days and 30 Minutes	<i>Collecting Officer</i> <i>Cash Office</i>
3. Send Official Receipt to the OCS.	3. Receive and check the Official Receipt and checks if the student is enrolled or not. <i>If enrolled, fill out the form and return to student</i> <i>If not enrolled, forward form to the Division for action.</i>	None	1 Hour	<i>Staff</i> <i>OCS</i>
4. If enrolled, request the class standing from all course instructors, and forward the complete set of responses to OCS.	4.1 Forward form to Division for action of the Program Adviser.	None	1 Day	<i>Staff</i> <i>OCS</i>
	4.2 Act on the LOA application of the student and forward the document to the Dean for final action	None	1 Day	<i>Program Adviser/</i> <i>Division Staff</i>
	4.3 Act on the LOA application of the student and forward to the OCS	None	1 Day	<i>Dean</i> <i>Office of the Dean</i>



5. Receive the result of the application for LOA.	5. Update the enrollment status of the student in the CRS and send a copy of the result to the student.	None	1 Hour	Staff OCS
	TOTAL	₱150	5 Days, 3 Hours, 40 Minutes	

16. Issuance of Admission Slip

This service provides new first year students and transferees with an official Admission Slip required for registration, enrollment validation, or other academic transactions. The Office of the College Secretary and Registrar prepares and releases the document upon verification of the student’s academic and administrative compliance.

Office or Division	Office of the College Secretary (OCS)	
Classification	Simple	
Type of Transaction	G2C	
Who may Avail	New first year students	
	Checklist of Requirements	Where to Secure
	For New/Beginning First Year students (Undergraduate Program): 1. Notice of Admission 2. Student Directory 3. 1 pc 2"x2" size photo 4. Original High School Card (Form 138) 5. Original Permanent Record (Form 137) 6. Original PSA Copy of Birth Certificate 7. Medical Certificate 8. UPTC Guidance Office Certification 9. Bridge Program Certificate (if applicable) 10. Marriage Contract (for married female students only)	Office of the College Secretary Office of the College Secretary Provided by client Provided by client Provided by client Provided by client Provided by client Office of Student Affairs Teaching & Learning Resource Center Provided by client



<p>For New/Beginning First Year students (Graduate Program):</p> <ol style="list-style-type: none"> 1. Notice of Admission 2. Student Directory 3. 1 pc 2"x2" size photo 4. Certificate of Honorable Dismissal/Certificate of Transfer Credential or Affidavit of non-enrollment for UP graduates who did not enroll in other schools after graduation 5. Original copy of valid Official Transcript of Records 6. Original PSA Copy of Birth Certificate 7. Medical Certificate 8. Marriage Contract (for married female students only) <p>For New Transfer/Second Degree/Non-Degree/Special Students:</p> <ol style="list-style-type: none"> 1. Student Directory 2. 1 pc 2"x2" size photo 3. Certificate of Honorable Dismissal/Certificate of Transfer Credential 4. Original copy of valid Official Transcript of Records 5. Original PSA Copy of Birth Certificate 6. Medical Certificate 7. UPTC Guidance Office Certification 8. Marriage Contract (for married female students only) <p>Additional Requirements (for Transfer Students from UP Constituent Units)</p> <ol style="list-style-type: none"> 1. Approved Permit to Transfer 2. University and College Clearances <p>Additional Requirements for Foreign Students</p> <ol style="list-style-type: none"> 1. Official TOEFL results 2. Valid passport and acceptable visa 3. Alien Certificate of Registration or ID 	<p>Office of the College Secretary Office of the College Secretary Provided by client Provided by client</p> <p>Provided by client Provided by client Provided by client Provided by client</p> <p>Office of the College Secretary Provided by client Provided by client Provided by client Provided by client Office of Student Affairs Provided by client</p> <p>Provided by client Provided by client</p> <p>Provided by client Provided by client Provided by client Provided by client</p>
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4. Certificate of Identification or Updated Philippine Passport for Students with Dual Citizenship				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the OCS through the UPTC drop box or through courier.	1.1 Acknowledge receipt through email.	None	2 Days	Staff OCS
	1.2 Evaluate all the requirements.	None	3 Days	Staff OCS
2. Receive Admission Slip through email.	2. Send Admission Slip through email.	None	30 Minutes	Staff OCS
	TOTAL	None	4 Days, 30 Minutes	

17. Enrollment

This service facilitates the official enrollment of students for a specific academic term in accordance with approved curricula, academic policies, and registration schedules. The Office of the College Secretary and Registrar verifies student eligibility, records enrolled courses, and issues the corresponding proof of enrollment.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Active students			
Checklist of Requirements		Where to Secure		
1. Admission Slip (for new First Year students only)		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm enlisted subjects in the CRS.	1.1 Assign program adviser in the CRS.	None	1 Hour	Division Staff



	1.2 Validate confirmed subjects.	None	1 Hour	<i>Program adviser</i>
	1.3 Encode scholarship/free tuition tagging.	None	1 Hour	<i>Staff OSA</i>
	1.4 Process assessment of fees.	None	1 Hour	<i>Division Staff</i>
<p>2. With amount due: Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and emails the proof of payment to OCS.</p> <p>Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056-19</p> <p>Free tuition: proceeds to the next step</p>	2.1 Payment in person: Receive payment and assessment details then issue an Official Receipt. Then, input payment details in CRS.	Variable	30 Minutes	<i>Collecting Officer Cash Office f</i>
	2.2 Payment through bank account: Receive proof of payment and send a copy to the Cash Office with the assessment details.	Variable	1 Day	<i>Staff OCS</i>
	2.2.a Validate the proof of payment and issue official receipt to the student. Then, input payment details in CRS.	None	2 Banking Days and 30 Minutes	<i>Collecting Officer Cash Office</i>
3. Confirm Form 5 in the CRS.	3.1 Generate Form 5.	None	1 Hour	<i>Division Staff</i>



	3.2 Confirm Form 5.	None	1 Hour	<i>Program adviser</i>
	3.3 Confirm and prints Form 5.	None	1 Day	<i>Staff OCS</i>
	TOTAL	Variable	4 Days, 7 Hours	

18. Application For Shifting

This service allows students to formally apply for shifting from one academic program to another within the College, subject to existing policies and admission requirements of the receiving program. The Office of the College Secretary and Registrar processes the application, coordinates with the concerned academic units, and records the approved change in the student's academic records.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are applying for transfer to another degree program.			
Checklist of Requirements		Where to Secure		
1. Accomplished application for shifting form		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill out shifting form and send it to the home division.	1.1 Sign shifting form and send it back to the student.	None	1 Day	<i>Program Adviser</i>
	1.2 Sign shifting form and send it back to the student.	None	1 Day	<i>Division Chair</i>
2. Secure copy of Grades.	2. Print True Copy of Grades and issue to Student	₱50/page	1 Day	<i>Staff OCS</i>



3. Send application for shifting and True Copy of Grades to OSA and undergo consultation/interview	3.1 Receive application and conduct consultation/interview	None	3 Days	Guidance Counselor OSA
	3.2 Forward results of consultation and other documents to the OCS	None	1 Hour	Guidance Counselor OSA
	3.3 Evaluate if the student is eligible for shifting <i>If eligible</i> – forward documents to concerned Division <i>If not eligible</i> – inform the student through email	None	1 Day	College Secretary & Registrar OCS
	3.4 Act on the applications and return documents to the OCS.	None	2 Days	Division Chair
4. Receives result of application for shifting through email.	4. Receive results from the Division and <i>If eligible</i> – inform the student through email and update the degree program of the student in the CRS. <i>If not eligible</i> – inform the student through email.	None	1 Day	Staff OCS
5. If eligible, confirm to proceed to shifting.	5.1 Change degree program in the CRS.	None	1 Hour	Staff OCS
	5.2 Assign program adviser	None	1 Hour	Division Staff
	TOTAL	None	10 Days, 3 Hours	



20. Application For Admission

This service allows prospective transfer students to formally apply for admission to the College in accordance with established academic standards, requirements, and selection procedures. The Office of the College Secretary and Registrar receives and evaluates submitted documents, facilitates the screening process, and issues the official admission decision upon approval.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are applying for transfer to UPTC			
Checklist of Requirements		Where to Secure		
1. Accomplished application for admission form		Fill out online application form sent through email		
2. Letter of intent		Provided by client		
3. Transcript of Records/True Copy of Grades		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send application and other requirements to the OCS through the UPTC drop box or through courier.	1.1 Receive application documents, evaluate and computes GWA of student and <i>If qualified</i> – forward application documents to the concerned Division. <i>If not qualified</i> – send notice of disqualification to ineligible applicant.	None	1 day within the evaluation schedule	Staff OCS
	1.2 Evaluate and act on the application and forwards the result to the OCS attached with the study plan.	None	3 Days	<i>Division Chair</i>



2. Receive the result of application for admission through email and send confirmation for admission	2. Receive the result from the Division and sends a copy to the student through email.	None	10 Minutes	Staff OCS
TOTAL		None	4 Days, 10 Minutes	

19. Application For Overload and Underload

This service allows students to formally request approval to enroll in a course load that exceeds or falls below the prescribed number of academic units for a given term, subject to existing policies and justifiable reasons. The Office of the College Secretary and Registrar evaluates the application, secures the necessary endorsements, and records the approved load adjustment in the student’s enrollment records.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to take subjects above or below the regular units to be taken in a particular semester.			
Checklist of Requirements		Where to Secure		
1. Accomplished application for overload 2. Plan of Study 3. Medical Certificate (if health reason) 4. Copy of schedule of classes and certification 5. Copy of payroll and appointment papers (is employment reasons) 6. Certification that states that there are no more courses to take based on the curriculum (if applicable)		Downloadable from the CRS Program Adviser Provided by client Program Adviser Provided by client Program Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out application for overload/underload form and sends it to program adviser.	1.1 Evaluate and act on the request. <i>If qualified</i> – forwards application documents to the Division Chair. <i>If not qualified</i> – sends notice of disqualification to ineligible applicant.	None	1 Day	<i>Program adviser</i>
	1.2 Endorse for approval or disapproval of the request for overload or underload and forwards to OCS.	None	1 Hour	<i>Division Chair/Program Coordinator</i>
	1.3 Recommend approval or disapproval on the request for overload/underload and forwards to the Dean.	None	1 Hour	<i>College Secretary & Registrar OCS</i>
	1.4 Approve or Disapprove the request for overload or underload and forward to OCS	None	1 Day	<i>Dean Office of the Dean</i>
2. Receive a copy of approved application for overload.	2.Send the result to the student.	None	1 Hour	OCS Staff*
	TOTAL	None	2 Days, 3 Hours	



20. Application For Dropping

This service allows students to formally request the dropping of a course within the prescribed period in accordance with academic policies and deadlines. The Office of the College Secretary and Registrar processes the application, secures the necessary approvals, and updates the student’s official academic records accordingly.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to drop a subject			
Checklist of Requirements			Where to Secure	
1. Accomplished Dropping Form			Downloadable from the CRS	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out dropping form and request for assessment of fees to the OCS.	1. Receive request and issue assessment of fees.	None	1 Day	<i>Staff OCS</i>
2. Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and emails the proof of payment to OCS Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch Address: Sagkahan, Tacloban City	2. Receive and validate the proof of payment and issue official receipt.	₱10/unit	in person - 30 minutes online - 2 banking days and 30 minutes	<i>Collecting Officer Cash Office</i>



Account Name: UPV Tacloban College Account No: 0182-1056-19				
3. Send Official Receipt and dropping form to the course instructor.	3.1 Receive, check and sign the dropping form and forward to the OCS.	None	1 Day	Course Instructor
	3.2 Receive and sign the dropping Form.	None	1 Day	College Secretary & Registrar OCS
4. Receive copy of approved application for dropping.	4. Send a copy of the approved application for dropping to the student.	None	10 Minutes	Staff OCS
	TOTAL	PHP 10/unit	3 Days, 10 Minutes to 5 Days	

21. Application For Cross-Registration

This service allows students to formally apply for cross-registration in courses offered by other colleges of other UP System CUs, subject to approval by both the home and host institutions. The Office of the College Secretary and Registrar processes the application, coordinates with the receiving institution, and records the authorized cross-registered courses in the student’s academic records.

Office or Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C
Who may Avail	Students who are planning to cross-register to other UP units.
Checklist of Requirements	
1. Accomplished Cross-registration Form	Where to Secure Downloadable from the CRS



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Cross-registration Form and sends it to program adviser.	1. Verify subjects to enroll and sign the form and returns the form to the student.	None	1 Day	<i>Program adviser</i>
2. Send the cross-registration form to the OCS.	2.1 Check the submitted form and have it signed by the College Secretary and Registrar.	None	1 Day	<i>Staff OCS</i>
	2.2 Act on the application to cross-register and send the result to the student.	None	1 Day	<i>College Secretary & Registrar OCS</i>
	2.3 Act on the application and forward the form to the OCS.	None	1 Day	<i>Dean Office of the Dean</i>
3. Receive a copy of approved application for cross registration.	3. Send the result to the student and remind about the documents needed to be submitted upon return to home college.	None	1 hour	<i>Staff OCS</i>
	TOTAL	None	4 Days, 1 Hour	



22. Application For Permit to Remove Inc/4.0

This service allows students to formally request a permit to remove an Incomplete (INC) grade or a grade of 4.0 by completing the required academic work within the prescribed period. The Office of the College Secretary and Registrar evaluates the request and ensures compliance with academic policies.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to remove their INC/4.0			
Checklist of Requirements		Where to Secure		
1. Accomplished Permit to Remove INC/4.0 Form		Downloadable from the CRS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Permit to Remove Form and forward to course instructor.	1. Evaluate and recommend request. If without fee, forward to OCS. If with fee, inform the student of payment requirements.	None	1 Day	<i>Course Instructor</i>
2. Pay fees in-person at the Cash Office or pays online through the UPTC LBP account and emails the proof of payment to OCS Bank details: LandBank of the Philippines (LBP) Branch: Sagkahan Branch	2. Receive and validate the proof of payment and issue official receipt.	₱20/ completion or removal	in person - 30 minutes online - 2 banking days and 30 minutes via Unionbank, Metrobank, PNB	<i>Collecting Officer Cash Office</i>



Address: Sagkahan, Tacloban City Account Name: UPV Tacloban College Account No: 0182-1056- 19				
3. Receive and forward Official Receipt to OCS.	3.1 Act on the request and fill out the form then forward to the College Secretary for approval.	None	10 Minutes	<i>Staff OCS</i>
	3.2 Act on application for permit to remove INC.	None	10 Minutes	<i>College Secretary & Registrar OCS</i>
4. Receives copy of approved application for dropping.	4. Sends the approved permit to the student	None	10 Minutes	<i>Staff OCS</i>
	TOTAL	₱20	3 Days, 1 Hour, 30 Minutes	



23. Application For Waiver of Pre-requisite

This service allows students to formally request a waiver of a course prerequisite in order to enroll in a higher-level course, subject to certain requirement. The Office of the College Secretary and Registrar reviews the application, secures the necessary endorsements from the concerned faculty, and records the approved waiver in the student’s academic records.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to waive prerequisite subjects.			
Checklist of Requirements		Where to Secure		
1. Accomplished application for waiver of prerequisite form.		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form and consult with the Program Adviser, then forward the form to the Instructor of the prerequisite course for evaluation.	1.1 Receive and evaluate the application form.	None	1 Day	<i>Instructor of the prerequisite subject</i>
	1.2 Enrolled or fully attended the pre-requisite course? <i>If yes, certify that the student has not passed the prerequisite course but fully attended the class.</i> <i>If no, not eligible for waiver of prerequisite, inform the student.</i>			
	1.3 Incurred a grade of 5?			



	<p><i>If yes, forward to OSA.</i></p> <p><i>If no, forward to Program Adviser.</i></p>			
	1.3 Certify that the student's failure was not due to disciplinary action and forward to the program adviser.	None	3 Days	Guidance Counselor OSA
	1.4 Endorse the application to the offering Division.	None	1 Hour	Program Adviser
	1.5 Recommend approval or disapproval on the request for overload/underload and forward to the Dean.	None	1 Hour	Division Chair
	1.6 Approve or disapprove the request for waiver and forward to OCS.	None	1 Day	Dean Office of the Dean
2. Receive a copy of approval for waiver of prerequisite.	2. Scan and send the result to the student through email.	None	1 Hour	Staff OCS
	TOTAL	None	5 Days, 3 Hours	



24. Application For Substitution

This service allows students to formally request the substitution of a course with another, subject to approval based on curriculum requirements and academic policies. The Office of the College Secretary and Registrar evaluates the request, coordinates with the concerned Division, and records the approved substitution in the student’s official academic records.

Office or Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students who are planning to apply substitution of subjects.			
Checklist of Requirements			Where to Secure	
1. Accomplished Application for Substitution Form			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download, fill out and forward substitution form to OCS.	1.1 Check and verify record and forward accomplished form through email to the student’s respective Division.	None	1 Day	Staff OCS
	1.2 Evaluate and act on the request and forward the form to the offering unit.	None	1 Day	Program Adviser & Division Chair
	1.3 Evaluate and act on the request and forwards to the OCS.	None	1 day (if within UPTC) 5 days (if other UP CU)	Offering Unit
	1.4 Act on the request and forward to the dean	None	1 Hour	College Secretary & Registrar OCS
	1.5 Act on the application for substitution and forward to the OCS.	None	1 Day	Dean



				Office of the Dean
2. Receive a copy of approved application for substitution.	2. Receive approved application for substitution and send a copy to the student.	None	1 Hour	Staff OCS
	TOTAL	None	4 Days, 2 Hours to 8 Days	



COLLEGE LIBRARY EXTERNAL SERVICES



1. Access to Online e-Resources

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

Office or Division:	UPTC Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP email address			To be provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a web browser and type https://www.openathens.net , click Login to MyAthens , under Find your institution , search for and click University of the Philippines Visayas , logs in using his/her UP email address . If a problem arises, contact the librarian either in person or through email, or social accounts.	1. Look into the problem and give feedback.	None	1 working day	<i>Head Librarian</i>
	TOTAL	None	1 working day	



2. Document Delivery Service – Accessing Book Chapters and Theses Online

Clients can request the scanning of book chapters and thesis online via Document Delivery Service. This is an online library transaction which allows the external clients to access an electronic copy of some pages of the book (at most 10% of the total pages of the material). The document will be delivered to the requestor's email address.

Office or Division:	UPTC Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Non-UP clients and UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Non-UP clients – Gmail and letter request sent through email For UP clients - UP email		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Tuklas (https://tuklas.up.edu.ph) for the details of the book/thesis and send request by any of the following means: - via the library's email address (library.uptacloban@up.edu.ph) - via the library's Facebook	1. Respond to the client's inquiry. - For non-UP clients, inform them of the fee they need to pay - For UP students, proceed with the scanning of the thesis		1 working day	<i>Library Staff</i>
2. For Non-UP Client: Confirm to proceed with the transaction and pay the research fee (for non-UP clients) Pay the research fee through LinkBiz.portal of Landbank through	2.1 Confirm the transaction receipt and proceed to retrieving the book/thesis from the shelves.	<u>Non-UP clients:</u> ₱50 <u>UP students:</u> None	1 minute	<u>For book:</u> <i>Staff on Duty</i> Circulation Desk <u>For thesis:</u> <i>Staff on Duty</i>



this link: https://www.lbp-eservices.com/egps/portal/Merchants.jsp . Look for the “University of the Philippines Visayas Tacloban College” as the merchant. Choose “Accountability” as the transaction you wish to pay. In the payment details, choose “Library” as the purpose of payment. Send the transaction receipt to the Cash Office's email address, cash.uptacloban@up.edu.ph , and copy furnished the library at library.uptacloban@up.edu.ph .	2.2 Scan the book/thesis and saves it as a PDF file.	None	4 hours	Archives Desk
	2.3 Send the PDF file to the staff-in-charge through email.	None	1 minute	
3. Wait for the notification to view the PDF copy of the thesis online.	3. Check the contents of the PDF file, and upload it in the library's Google Drive. It should be viewable but not downloadable nor printable. Share the link to the client with temporary access for 7 days only.	None	30 minutes	<i>Library Staff</i>
	TOTAL	None	1 working day, 4 hours and 32 minutes	

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



3. Checking-Out (Borrowing) of Books for Home Reading

Borrowing of books for home reading or room use is available to UP employees and students who visit the library. Books may be re-borrowed provided there are no prior reservations. Undergraduate students can borrow 3 circulation books and 2 reserve books. Graduate students, on the other hand, can borrow 8 Circulation books and 2 reserve books.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
U.P. ID		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present U.P. ID.	1.1 Receive the ID and verify the client's identity.	None	1 minute	<i>Staff on Duty Circulation Desk, Reserve Desk, Graduate Studies and Reading Room</i>
	1.2 Scan the ID's barcode in Buklod to verify records.	None	1 minute	
2. Present book with signed book card.	2.1 Receive and check the book with the signed book card.	None	1 minute	
	2.2 Scan the book's barcode in Buklod for check out.	None	1 minute	
	2.3 Stamp the due date in the book's date due slip and book card, then affix initials.	None	1 minute	
3. Receive book, ID and confirm receipt of digital Transaction Receipt.	3. Release book, ID, and send a digital Transaction Receipt to the client's email.	None	1 minute	
	TOTAL	None	6 minutes	



4. Checking-Out (Borrowing) of Books for Photocopying or Room Use

Clients may borrow books for photocopying or room use. This is processed at the Circulation and Reserve Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UP clients and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Non-UP clients - Valid ID UP Students – UP ID or Printed Form 5		To be provided by client		
Exit pass		Circulation and Reserve Desk of the Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search in Tuklas (https://tuklas.up.edu.ph)	1.1 Assist the client as needed.	None	1 minute	Staff on Duty Circulation Desk, Reserve Desk
<ul style="list-style-type: none"> If in open shelves, proceed to get the book; or, 	1.2 For books in open shelves, proceed directly in processing the book to be borrowed.	None	1 minute	
<ul style="list-style-type: none"> If in closed shelves, approach the appropriate Desk for assistance. 	1.3 For books in closed shelves, retrieve the book from the shelves and give the book card to the client to fill in.	None	1 minute	
2. Fill out the book card/Exit pass with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff, together with the Valid ID/UP ID.	2. Receive the ID and book card/Exit pass. Check the entries in the card/Exit pass and affix signature. The ID will be returned once the book is returned.	None	3 minutes	Staff on Duty Graduate Studies and Reading Room



	2.1 Stamp the current date, write "for photocopying" and sign on the book's date due slip.	None	1 minute	
3. Receive the book which should be returned within the day.	3. Release the book.	None	1 minute	
	TOTAL	None	8 minutes	

5. Checking-out (Borrowing) of Periodicals

Clients may borrow periodicals for photocopying or room use only; home borrowing is not permitted. These materials are located at the Serials Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UP client and UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Non-UP clients – Valid ID For UP Students – UP ID or Form-5			To be provided by client	
Exit Pass			Serials Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Serials Desk to inquire if a certain periodical is available.	1.1 Listen and check if the periodical is available on shelf.	None	2 minutes	<i>Staff on Duty Serials Desk or College Librarian</i>
	1.2 Retrieve the periodical from the shelves and present it to the client for verification.	None	1 minute	
	1.3 Once verified, instruct the client to fill out either a Periodical Slip (for	None	1 minute	



	room use) or 2 copies of the Exit Pass (for photocopying).			
2. Fill-out either a Periodical Slip (for room use) or 2 copies of the Exit Pass (for photocopying), and give it to the staff along with a valid ID.	2. Receive the ID, and Pass Slip/Exit Pass, then check the entries and retain a copy. The ID will be given back once the material is returned.	None	3 minutes	
3. Receives the periodical which s/he will return after use within the day.	3. Release the periodical.	None	1 minute	
	TOTAL	None	8 minutes	

6. Checking-out (Borrowing) of Theses

Unpublished undergraduate and graduate theses can be borrowed for room use only. These materials are located at the Archives Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UP Clients and UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Non-UP clients – Valid ID For UP Students – UP ID or Form-5		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check OPAC or the List for Theses, take note of the name of the author, give the name of the author to the staff on duty.	1.1 Retrieve the thesis from the shelves.	None	2 minutes	<i>Staff on Duty Archives Desk</i>
	1.2 Verify the correctness of the thesis.	None	1 minute	



2. Accomplish a book card with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff along with the ID.	2. Receive and retain the duly accomplished book card. The ID will be returned to the client once the thesis is returned.	None	1 minute	
3. Receive the thesis which should be returned after use within the day.	3. Hand over the thesis to the client.	None	1 minute	
TOTAL		None	5 minutes	

7. Checking-in (Returning) of Books Borrowed for Home Reading

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return book at the appropriate desk.	1.1 Receive book for return.	None	1 minute	<i>Staff on Duty</i> Circulation Desk, Reserve Desk
	1.2 Retrieve the book's corresponding book card from the file and place it back in the book pocket.	None	2 minutes	



	1.3 Scan the book's barcode and clear it from the borrower's account in Buklod.	None	1 minute	
2. Confirm receipt of digital Transaction Receipt.	2.1 Send a digital Transaction Receipt to the client's email. End of transaction if not an overdue book.	None	1 minute	
	2.2 If the book is overdue, inform the client of the amount of fines reflected in the Buklod and that he/she may opt to pay this immediately or at a later date; but unless fully paid, he/she will not be able to borrow books for home reading.	None	3 minutes	
If client prefers to pay, 3. Pay at the Circulation Desk	3.1 Receive the payment and issue a Transaction Receipt. End of Transaction.	< ₱20	5 minutes	<i>Staff on Duty Circulation Desk</i>
	3.2 If the amount is ₱20 or more, instruct the client to pay at the Cash Office and then to return to the library afterwards to clear his/her dues.	≥ ₱20	3 minutes	
4. Pay fee at Cash Office located at the AS Grounds.	4. Issue the official receipt (OR).	None	30 minutes	<i>Collecting Officer Cash Office</i>
5. Go back to the library and present the OR.	5.1 Receive and check the OR.	None	1 minute	<i>Staff on Duty Circulation Desk</i>
	5.2 Clear the dues in Buklod, and return OR to the client.	None	1 minute	
6. Confirm receipt of digital Transaction Receipt and receive the OR.	6. Send a digital Transaction Receipt to the client's email.	None	1 minute	



	TOTAL	None	49 minutes	
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Table of Book Fines			
	Regular Circulation	Reserved	General Reference
First Hour		₱1.00	
Succeeding Hours		₱5.00	
Whole Day	₱2.00 (Exclusive of Sundays and Holidays)	₱50.00 (Inclusive of Sundays and Holidays)	₱50.00



8. Checking-in (Returning) of Books Borrowed for Home Reading Through Book Drop Service

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

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



3. Wait for the status of the book in Buklod, or in email.	3. Communicate the status of the returned book to the client.	None	10 minutes	<i>Library Staff</i>
	TOTAL	None	1 working day and 16 minutes	

9. Printing Services

This service allows clients to print documents in black and white, or color, on A4, letter-size or long bond paper. This service is available at the Circulation and Reserve Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UP clients and UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the file for printing to the email address of the staff on duty at the Circulation Desk.	1. Check the email and print the file.	None	1 minute	<i>Staff on Duty Circulation Desk</i>
		Per page: <u>Black & white:</u> Short - ₱1.75, Long – ₱2.00;	2 minutes	



		Colored: Text – ₱3.00 Picture - ₱5.00		
2. Pay fee at the library, or	2.1 If the amount is < ₱20, issue a Transaction Receipt to the client and keep a copy for the library. The staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office. End of Transaction.	< ₱20	3 minutes	
	2.2 If the amount is ≥ ₱20, instruct the client to pay at the Cash Office.	≥ ₱20	1 minute	
3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	<i>Collecting Officer Cash Office</i>
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID.	None	5 minutes	<i>Staff on Duty Circulation Desk</i>
	TOTAL	As assessed	37 minutes	



10. Request for the Use of Other Non-UP Libraries

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For students- Official proof of enrollment (e.g., valid ID, Form-5)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a referral letter and present ID	1.1 Interview the client for specific subjects to research on in other libraries	None	3 minutes	<i>Library Staff</i>
	1.2 Draft the letter using the template.	None	5 minutes	
2. Sign in logbook	2.1 Ask the client to sign in the logbook.	None	1 minute	
	2.2 Forward the letter to the Head Librarian for signature.	None	2 minutes	
	2.3 Sign the letter.	None	1 minute	<i>Head Librarian</i>
3. Claim the referral letter	3. Release the letter to the client.	None	1 minute	<i>Library Staff</i>
	TOTAL	None	13 minutes	



11. Signing of Clearance of Students

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

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



2. Settle accountability.	2. Once settled, clear the client's record of accountability in the library	None		<i>Clearing Officer</i>
	TOTAL	None	1 day or as needed	

12. U.P. ID Validation

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
U.P. ID (non-RFID)		Office of the College Secretary		
Form 5		CRS account (online)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for validation of U.P. ID	1. Receive the request and require the client to fill-in the library's ID Validation form.	None	1 minute	<i>Staff on Duty Circulation Desk</i>
2. Fill-in the list and present U.P. ID and digital Form 5.	2.1 Confirm the client's enrollment in the college and receive U.P. ID.	None	1 minute	
	2.2 Sign at the back of the U.P. ID.	None	1 minute	



3. Receive back the validated U.P. ID.	3. Return validated U.P. ID.	None	1 minute	
TOTAL		None	4 minutes	

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

Non-UP (external) clients may use the library's information resources and facilities on campus subject to the rules and regulations. For group visits, the person providing the referral letter should first contact the UPTC head librarian to schedule a visit and avoid overcrowding.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government Researchers, Non-UP Users Private, UP Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		To be provided by client		
Referral letter from the head/university librarian, or head of office		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral letter and ID.	1. Receive the referral letter and verify the client's identity against the ID.	None	1 minute	<i>Staff on Duty Control Desk</i>
2. Write in the logbook the necessary data (i.e., complete name, name of Institution, date and time in, and signature)	2. Forward the letter and ID to the staff on duty in the Circulation Desk for orientation or assistance.	None	2 minutes	
3. Proceed to the Circulation Desk.	3. Give orientation or assistance, as necessary.	None	5 minutes	<i>Staff on Duty Circulation Desk</i>



4. Inform the staff after using the library resources and facilities.	4.1 Record the time-out in the logbook.	None	1 minute	
	4.2 Issue an assessment slip for Research Fee, when appropriate. End of transaction if no fee.	UP Alumni, Government Researchers: Free - first 5 visits per semester, ₱20/day applies after the first 5 visits Non-UP Private: ₱50/Day	2 minutes	
5. Pay fee at Cash Office located at AS Grounds.	5. Issue the official receipt (OR).		25 minutes	<i>Collecting Officer Cash Office</i>
6. Proceed back to the library, present the OR and claim ID.	6. Check the OR if everything is in order, then return it to the client together with the ID.	None	5 minutes	<i>Staff on Duty Circulation Desk</i>
	TOTAL	As assessed	41 minutes	



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

External clients may use electricity for charging their gadgets while inside the library. Wi-Fi access in the library is free.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Non-UP clients and UP Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			To be provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff of the intent to use the electricity for charging the laptop.	1. Record the Time In.	None	2 minutes	<i>Staff on Duty Circulation Desk</i>
2. Inform the staff once charging is finished	2.1 Record the Time Out.	None	1 minute	
	2.2 Assess fees, issue assessment slip to the client, and instruct the client to proceed to the Cash Office for payment.	₱50/ hour	3 minutes	
3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	<i>Collecting Officer Cash Office</i>
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID.	None	5 minutes	<i>Staff on Duty Circulation Desk</i>
	TOTAL	₱50/ hour	36 minutes	

15. Virtual Reference Service (VRS)

Virtual Reference Service (VRS) is a library service that allows librarians and clients to communicate through online platforms



such as email, chat, or instant messaging.

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



COLLEGE LIBRARY INTERNAL SERVICES



1. Access to Online e-Resources

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

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



2. Document Delivery Service – Accessing Book chapters and Theses Online

Clients can request the scanning of book chapters and thesis online via Document Delivery Service. This is an online library transaction which allows the internal clients to receive an electronic copy of some pages of the book (at most 10% of the total pages of the material). The document will be delivered to the requestor's email address.

Office or Division:	UPTC Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP email address		For UPTC: Office of the System Administrator		
Request Form for Scanning Library Material		@UPTC Library website/Google drive		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check TUKLAS* for the details of the book and send request by any of the following means: - via the library's email address (library.uptacloban@up.edu.ph) using UP account - via the library's Facebook by chatting with YOLA - via Google Form	1.1 Respond to the client's inquiry.	None	1 working day	<i>Library Staff</i>
	1.2 Process the details of the request.	None	15 minutes	<u>For book:</u> <i>Staff on Duty</i> Circulation Desk
	1.3 Forward the request to the staff in charge of book scanning.	None	5 minutes	
	1.4 Retrieve the book from the shelves, scan the requested pages, and save it as a PDF file.	None	4 hours	<u>For thesis:</u> <i>Staff on Duty</i>



	1.5 Send the PDF file to the staff in charge of the library email.	None	5 minutes	Archives Desk
2. Receive the digitized copy of the book requested.	2.1 Check the contents of the PDF file and send it to the UP email of the client.	None	30 minutes	<i>Library Staff</i>
	2.2 Confirm the completion of the request.	None	3 minutes	
	TOTAL	None	1 working day, 4 hours and 58 minutes	

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



3. Checking-Out (Borrowing) of Books for Home Reading

Borrowing of books for home reading or room use is available to UP employees who visit the library. Books may be re-borrowed provided there are no prior reservations. Undergraduate students can borrow 3 circulation books and 2 reserve books. Graduate students, on the other hand, can borrow 8 Circulation books and 2 reserve books.

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



3. Receive borrowed book, ID and confirm receipt of digital Transaction Receipt.	3. Release book, ID, and send a digital Transaction Receipt to the client's email.	None	1 minute	
TOTAL		None	7 minutes	

4. Checking-Out (Borrowing) of Books for Photocopying

Clients may borrow books for photocopying. This may be processed at the Circulation and Reserve Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP ID			To be provided by client	
Exit pass			Circulation and Reserve Desk of the Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search in Tuklas (https://tuklas.up.edu.ph)	1.1 Assist the client as needed.	None	1 minute	<i>Staff on Duty</i> Circulation Desk, Reserve Desk
<ul style="list-style-type: none"> If in open shelves, proceed to get the book; or, 	1.2 For books in open shelves, proceed directly in processing the book to be borrowed.	None	1 minute	
<ul style="list-style-type: none"> If in closed shelves, approach the appropriate Desk for assistance. 	1.3 For books in closed shelves, retrieve the book from the shelves and give the book card to the client to fill in.	None	1 minute	
2. Fill out the book card/Exit pass with the necessary data (i.e.,	2. Receive the ID, and book card/Exit pass. Check the entries	None	3 minutes	<i>Staff on Duty</i> Graduate Studies and Reading Room



complete name, name of institution, date and time) and give it to the staff, together with the Valid ID/UP ID.	in the card/Exit pass, and affix signature.			
	2.1 Stamp the current date, write "for photocopying" and sign on the book's date due slip.	None	1 minute	
3. Receive the book which should be returned within the day.	3. Release the book.	None	1 minute	
	TOTAL	None	8 minutes	

5. Checking-out (Borrowing) of Periodicals

Periodicals are located in the Serials Desks where they can be borrowed for photocopying or room use.

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



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

6. Checking-Out (Borrowing) of Theses

Unpublished undergraduate and graduate theses can be borrowed for reading inside the library (i.e., room use) only. These materials are located at the Archives Desk.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID or copy of appointment documents			To be provided by client	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Check OPAC or the List for Theses, take note of the name of the author, give the name of the author to the staff on duty.	1.1 Retrieve the thesis from the shelves.	None	2 minutes	<i>Staff on Duty Archives Desk</i>
	1.2 Verify the correctness of the thesis.	None	1 minute	
2. Accomplish the book card with the necessary data (i.e., complete name, name of institution, date and time) and give it to the staff together with the ID.	2. Receive and retain the duly accomplished book card and ID. The ID will be given back to the client upon return of the borrowed thesis	None	1 minute	
3. Receive the thesis which should be returned after use within the day.	3. Hand over the thesis to the client.	None	1 minute	
TOTAL		None	5 minutes	

7. Checking-in (Returning) of Books Borrowed for Home Reading

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Book for return			To be provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Return book at the appropriate desk.	1.1 Receive book for return.	None	1 minute	Staff on Duty Circulation Desk, Reserve Desk
	1.2 Retrieve the book's corresponding book card from the file and place it back in the book pocket.	None	2 minutes	
	1.3 Scan the book's barcode and clear it from the borrower's account in Buklod.	None	1 minute	
2. Confirm receipt of digital Transaction Receipt.	2.1 Send a digital Transaction Receipt to the client's email. End of transaction if not an overdue book.	None	1 minute	
	2.2 If the book is overdue, inform the client of the amount of fines reflected in the Buklod and that he/she may opt to pay this immediately or at a later date; but unless fully paid, he/she will not be able to borrow books for home reading.	None	3 minutes	
If client prefers to pay, 3. Pay at the library, or	3.1 If the amount is < ₱20, issue a Transaction Receipt to the client and keep a copy for the library. The staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office.	< ₱20	5 minutes	Staff on Duty Circulation Desk
	3.2 If the amount is ₱20 or more, instruct the client to pay at the Cash Office and then to return to the library afterwards to clear his/her dues.	≥ ₱20	3 minutes	



4. Pay fee at Cash Office located at the AS Grounds.	4. Issue the official receipt (OR).	None	30 minutes	Collecting Officer Cash Office
5. Go back to the library and present the OR.	5.1 Receive and check the OR.	None	1 minute	Staff on Duty Circulation Desk
	5.2 Clear the dues in Buklod and returns OR to the client.	None	1 minute	
6. Confirm receipt of digital Transaction Receipt, and receive the OR.	6. Send a digital Transaction Receipt to the client's email.	None	1 minute	
	TOTAL	None	49 minutes	

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

8. Printing Services

This service allows clients to print documents in black and white, or color, on A4, letter-size or long bond paper. This is available at the Circulation and Reserve Desk.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	UP Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the file for printing to the email address of the staff on duty at the Circulation Desk.	1. Check the email and print the file.	None	1 minute	Staff on Duty Circulation Desk
		Per page: <u>Black & white:</u> Short - ₱1.75, Long – ₱2.00; <u>Colored:</u> Text – ₱3.00 Picture - ₱5.00	2 minutes	
2. Pay fee at the library, or	2.1 If the amount is < ₱20, issue a Transaction Receipt to the client and a copy is kept for the library. The staff will collate the receipts until the collection reaches ₱20 and remit to the Cash Office. End of Transaction.	< ₱20	3 minutes	
	2.2 If the amount is ≥ ₱20, instructs the client to pay at the Cash Office.	≥ ₱20	1 minute	



3. Pay fee at Cash Office located at AS Grounds.	3. Issue the official receipt (OR).	None	25 minutes	Collecting Officer Cash Office
4. Proceed back to the library, present the OR and claim ID.	4. Check the OR if everything is in order, then return it to the client together with the ID.	None	5 minutes	Staff on Duty Circulation Desk
	TOTAL	As assessed	37 minutes	

9. Scanning of Documents or Photocopying of Book Chapters

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

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



3. Receive the scanned book chapter/s or documents.	3. Hand over the scanned book/s or document/s to the client.	None	1 minute	
	TOTAL	None	1 working day and 11 minutes	

10. Bindery Services

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

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



3. Claim the hardbound copy.	3. Confirm the completion of the request and give the hardbound copy to the client.	None	5 minutes	
	TOTAL	None	2 working days and 15 minutes	

11. Issuance of Office Clearance

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

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government			
Who may avail:	UPTC Employees facilitated by Human Resource Development Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Clearance Request Form		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Human Resource Development Officer emails to the head librarian the filled-out Certificate of Clearance Request Form of an employee of the college, and together with the other forms necessary for the processing of clearance.	1.1 Forward the email to the Clearing Officer to check the library records for possible outstanding obligation/ accountability of the employee.	None	5 minutes	<i>Head Librarian</i>
	1.2 Check library records.	None	30 minutes	<i>Clearing Officer</i>



	1.3 If no outstanding obligation/ accountability , fill out College/Office Clearance from Money and Property Accountabilities form, print and affix signature as Clearing Officer.	None	10 minutes	
	1.4 Forward the form to the head librarian for signature.	None	5 minutes	
	1.5 Double check, and once satisfied, affix signature to the form.	None	5 minutes	<i>Head Librarian</i>
	1.6 Scan the form and email it to the Human Resource Development Office. Retain a file copy. End of transaction if with no outstanding obligation/ accountability.	None	5 minutes	<i>Clearing Officer</i>
2. Settle outstanding obligation/accountability.	2. If with outstanding obligation/ accountability , fill-out the Statement of Remaining Obligation that Employee Must Settle form, and email it to the requesting employee with pictures or screenshots of the record. <ul style="list-style-type: none"> • If it is an outstanding balance, advise the client to pay at the Cash Office. 	None	As needed	<i>Head Librarian</i>
3. Pay fee at Cash Office located at the AS Grounds.	3. Issue the official receipt (OR).	None	30 minutes	<i>Collecting Officer Cash Office</i>
4. Go back to the library and present the OR.	4.1 Receive and check the OR.	None	1 minute	



	4.2 Update records in Buklod and Master list of Accountabilities for Faculty and Staff.	None	10 minutes	<i>Clearing Officer</i>
	4.3 Refer to <i>step nos. 1.3 - 1.6</i>	None	25 minutes	
	TOTAL	None	2 hours and 12 minutes or as needed	

12. Virtual Reference Service (VRS)

Virtual Reference Service (VRS) is a library service that allows librarians and clients to communicate through online platforms such as email, chat, or instant messaging.

Office or Division:	UPTC Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the website or social media accounts of the library.	1. Staff acts as YOLA (Your Online Librarian At-your-service), the virtual reference assistant of the UPTC Library chatbot.	None	1 minute	<i>Library Staff or College Librarian</i>
2. Click on the frequently-asked-questions.	2.1 Reply immediately to the FAQs.	None	1 minute	



	2.2 Redirect the client to the different social media platforms or website of the library.	None	1 minute	
3. Ask questions not posted as an FAQ.	3. Reply with the usual chat conversation with the client.	None	1 day	
4. End conversation once satisfied with the replies.	4.1 End the conversation.	None	1 minute	
	4.2 If YOLA is "away" (5:00 PM - 7:59 AM on weekdays, and 24 hours on Saturdays and Sundays), ready-made replies are also available.	None	1 minute	
	TOTAL	None	1 day and 5 minutes	



OFFICE OF STUDENT AFFAIRS (OSA)
EXTERNAL SERVICE



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

To facilitate appeal cases of GIAP grantees

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



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

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

To facilitate student applications for GIAP processing

Office or Division:	Office of Student Affairs – Scholarships and Financial Assistance Unit
Classification:	Simple
Type of Transaction:	G2C



Who may avail:	Citizens must be: <ul style="list-style-type: none"> ● Filipino ● Bonafide UPTC students (newly admitted, enrolled, or continuing) ● Must not be serving more than 30 days suspension upon application. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computers and internet connectivity for SLAS Online application		Online (https://slasonline.up.edu.ph/)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. New applicant submits written request for UP mail registration on SLAS online via email.	1. Receiving staff registers student's UP mail address on SLAS online.	None	1 hour	<i>Scholarship Affairs Officer OSA</i>
2. Old and new applicant logs in at Grants-in-Aid Program website (https://slasonline.up.edu.ph/) using UP mail account.	2. (For Special Cases) Staff updates student's basic information and submits data to database.	None	1 hour	<i>Staff OSA</i>
3. Applicant submits application online and waits for results.	3. A team processes submitted GIAP applications and releases results via website.	None	Subject to System's posted schedules	<i>UP ITDC Team</i>
4. Student applicant checks results via email inquiry or logging on to slasonline website or CRS account.	4. Staff encodes GIAP bracket results in the student's slasonline and CRS account	None	1 hour	<i>Scholarship Affairs Officer OSA Staff OSA</i>
TOTAL		None	3 hours	



3. Application for Recognition of Student Organizations

Processing of applications for recognition of student organizations

Office or Division	OFFICE OF STUDENT AFFAIRS			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2C			
Who may Avail	Internal (Student Organization)			
Checklist of Requirements		Where to Secure		
Completed Student Organization Data Sheet Google Form		OSA-Student Organizations and Activities Section: soa.osa.uptacloban@up.edu.ph		
Completed Student Organization Recognition Application				
Duly accomplished Student Organization Recognition Forms				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student organization signifies its intent to apply for recognition	1. The staff emails the application process to the student organization	None	30 mins	<i>Staff</i> OSA-SOAS
2. The student organization completes all the required forms for Student Organization Recognition.	2. The staff assists the student organization with completing the required forms	None	10 days	None
3. The student organization completes the Student Organization Data Sheet Google Form	3. The staff reviews the response on the form, provides feedback, and forwards to the Student Organization Committee for review and approval	None	1 day	<i>Staff</i> OSA-SOAS
4. The student organization completes the Google Form for the Student Organization Recognition Application	4. The staff review the response, provides feedback, and forwards to the Student Organization Committee for review and approval	None	1 day	<i>Student Organization Committee</i>



5. The student organization receives the Notice of Approval of Recognition	5. The Student Organization Recognition Committee reviews the application and provides the Notice of Approval of Recognition to all recognized student organizations	None	7 days	<i>Student Organization Committee</i>
TOTAL		None	19 days, 30 minutes	

4. Extension Service

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

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



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



5. Facilitating the Release of Entitlements for UP GIAP Grantees

To support financial assistance programs administered by the system (UP System Scholarship).

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Simple to Complex			
Type of Transaction	G2C			
Who may Avail	GIAP beneficiaries			
Checklist of Requirements		Where to Secure		
DV Payroll		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The SFA requires all grantees to submit their Official Copy of Grades (COG) in the preceding semester to determine their eligibility for a stipend.	None	1 day	Scholarship Affairs Officer OSA Staff OSA
1. A grantee submits official COG via email.	1.1 The SFA checks eligibility of grantees to receive monthly stipend.	None	1 day	
2. A new grantee must open an LBP account and send their details, while a continuing grantee should update the status of their LBP account via email.	2.1. The SFA prepares the DV/payroll and attachments and inputs them into the BULSA portal.	None	5 days	



	2.2. The SFA submits the signed DV/Payroll to Accounting Office.	None	1 day	
TOTAL		None	7 working days	

6. Information Service – Guidance Nook

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

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



				<i>Peer Facilitators</i>
	TOTAL	None	3 hours and 5 minutes	

7. Iskolar ng Bayan (INB) Program Application and Evaluation

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

Office or Division:	Office of Student Affairs - Scholarships and Financial Assistance Unit			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Citizens must be: <ul style="list-style-type: none"> Filipino Must have graduated from a Public High School in the Philippines within two (2) years before the beginning of an AY Must belong to the top ten graduating (Grade 12) class students Must be enrolling for the first time in college and has no credited previous college work Must have obtained a rating (UPG) designated by UPTC as the minimum for a student to qualify for the College, in the region where the student filed an INB application 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computers and internet connectivity for DIWA website		Online		
2. A certification that the applicant belongs to the top ten graduation class students.		The public high school where the applicant graduated		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Application				
1. Applicant logs in at diwa.up.edu.ph website using UPCAT application username and password.	1.1. The SFA checks application eligibility, conducts (online/phone/in-person) verification interviews, provide additional instructions, and send a list of any lacking requirement(s) via email.	None	2 days	Scholarship Affairs Officer OSA Staff OSA
2. The applicant submits lacking document(s) via email.	2.1. The SFA acknowledges receipt of complete requirements via email.	None	1 day	Scholarship Affairs Officer OSA Staff OSA
	2.2. The scholarships officer reviews and generates the list of ranked qualified applicants from the portal.	None	2 days	Scholarship Affairs Officer OSA Staff OSA
	TOTAL	None	5 working days	



8. Processing of GCTS PF Application Form

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

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



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



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

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

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



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



	TOTAL	₱600 to ₱2,000*	12 days, 10 hours, and 20 minutes	
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10. Psychological Testing and Evaluation for Private Agencies and Individual Clients

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

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



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



	5.3 GSS interprets and prepares psychological report	None	2 hours	Guidance Counselor OSA
6. Client receives Psychological Test Result	6. GSS gives interpretation of the psychological test result	None	1 hour	
	TOTAL	₱600 – ₱2,000*	10 days, 9 hours, and 20 minutes	

*Depending on the battery of tests

11. Psychological Testing and Evaluation for UPTC Students

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

Office or Division:	Office of Student Affairs			
Classification:	Highly technical application			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written or verbal request from the client		Provided by client		
2. GCTS Form 2		OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits or sends written or verbal request for psychological testing to OSA GCTS.	1. The staff answers the verbal or written request of the client and directs the client to answer the GCTS Form 2.	None	1 day	Guidance Counselor OSA



2. Client fills up GCTS Form 2	2. The staff receives the GCTS Form 2, schedules the Psychological Test, and informs the client.	None	4 hours	
3. Client agrees with the schedule and gives inform consent	3. The staff prepares the testing materials and the venue.	None	1 day	
4. Client takes the psychological tests	4. The staff/examiner conducts and evaluates the psychological tests	None	5 days	
	4.1 staff/examiner administers the psychological testing	None	5 hours	Guidance Counselor OSA
	4.2 Staff/scorer scores and encodes the psychological test result	None	1 hour	Guidance Counselor OSA
	4.3 GSS interprets and prepares psychological report	None	4 hours	Guidance Counselor OSA
5. Client receives Psychological Test Result	5. GSS gives interpretation of the psychological test result	None	1 hour	
6. Client answers online Feedback Form	6. The staff evaluates the feedback form	None	30 min	
	TOTAL	None	7 days, 14 hours and 30 minutes	

**Depending on the battery of tests*



12. Recommendation for Possible Employment

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

Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	G2B			
Who may avail:	Government agencies and private employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Provided by requesting employee, agency or company		
2. Business Permit/SEC Registration/BIR Certificate of Registration or whichever is applicable.		Provided by requesting employee, agency or company		
3. Notice from DOLE or equivalent agency of the availability of position		DOLE or equivalent agency		
4. GCTS Form 2		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter of request, accomplished GCTS Form 2, and pertinent documents.	1. The staff receives and checks the GCTS Form 2 and pertinent documents.	None	1 day	<i>Guidance Counselor OSA</i>
	1.1 Staff forwards the letter of request and documents to the Office of the Dean for Action	None	1 day	
	1.2 Receives Action from the Office of the Dean	None	20 minutes	
	1.3 Checks Guidance Placement Form and Exit Questionnaire (GPFES) Database, student's	None	1 day	



	informed consent, and University Data Privacy Act guidelines			
	1.4 Prepares basic information of the recommended alumni	None	1 hour	
2. Client receives the names of the recommended alumni	2. Staff gives the names of the recommended alumni to the requesting client (e., employer, agency, and company)	None	30 minutes	Guidance Counselor OSA
3. Client submits feedback form	3. Staff gives feedback form	None	30 minutes	
	3.1 Staff evaluates the feedback form	None	30 minutes	
	TOTAL	None	3 days, 1 hour and 50 minutes	

13. Referral

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

Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Referral Form			UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Clients submits Referral Form or written request for a referral	1. The staff receives the referral form or written request for referral.	None	2 days	<i>Guidance Counselor OSA</i>
	1.1. GSS/Staff conducts an intake interview.	None	1 hour	
	1.2 GSS/Staff secures informed consent from the client.	None	30 minutes	
	1.3 GSS/Staff prepares Referral Form (External) and provides client a directory of professionals, and/or outside agencies or institutions based on the assessment results.	None	1 day	
2. When necessary and appropriate, client is invited to a follow-up session/s	2.1 Staff/GCTS invites the client for a follow-up session via email, including in the communication the schedule of the follow-up session.	None	30 minutes	
	2.2 Staff/GCTS secures informed consent and conducts a follow-up session with the client.	None	1.5 hours	
3. Client is given feedback and submits evaluation form	3. Staff gives feedback to the client and requests the client to accomplish evaluation for the services rendered.	None	30 mins.	
	TOTAL	None	3 days, 4 hours	



14. Releasing of Certificate of Good Moral Character to External Clients

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

Office or Division:	OFFICE OF STUDENT AFFAIRS			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	External (Alumni)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Certificate of Good Moral Character		https://docs.google.com/forms/d/e/1FAIpQLSfUih3Sdi-PzgpkqiN1DvIIPraWmbZ2hlzzty5CmcuKlGujdQ/viewform		
Deposit Slip or Proof of Online Payment		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Good Moral Character to soa.osa.uptacloban@up.edu.ph	1. The staff in-charge receives the Request for Good Moral Certification and sends the instructions to the client.	None	10 minutes	<i>Guidance Counselor OSA</i>
2. The client pays for the certification fee and submits the deposit slip or the proof of online payment to soa.osa.uptacloban@up.edu.ph	2.1. Receives the payment and sends the receipt to the client	₱50 per copy	3 hours & 30 minutes	<i>Collecting Officer Cash Office</i>
	2.2. The staff in-charge receives the proof of payment submitted by the client.	None		<i>Guidance Counselor OSA</i>



3. The client accomplishes the Request for Certificate of Good Moral Character Google Form	3. The staff in-charge reviews the inputs on the Google Form for Request for Certificate of Good Moral Character.	None	20 minutes	Guidance Counselor OSA
4. If not yet cleared, the client complies with the requirements from the Guidance. Services Specialist.	4. The staff refers the client to the Guidance Services Specialist	None	2 days	Guidance Counselor OSA
5. If cleared, the client provides the name/s of their chosen signatories.	5. The staff prepares the certificate and forwards it to the unit/division of their chosen signatory.	None	1 day	Guidance Counselor OSA
4. The client claims the Certificate of Good Moral Character	4. The staff in-charge prepares the Certificate of Good Moral Character for release.	None	1 hour	Guidance Counselor OSA
	TOTAL	₱50 per copy	3 days & 5 hours	

15. Releasing Of Certificate of No Pending Case

Issuance of Certificate of No Pending Case for UP Tacloban students applying for leave of absence.

Office or Division:	Office of Student Affairs
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Students/Student Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Exit Interview Clearance from the Guidance Services Specialist	OSA-Guidance Counseling and Testing Services Unit: gcts.osa.uptacloban@up.edu.ph



2. Completed Request for Certificate of No Pending Case Form		OSA-Student Organizations and Activities Section: soa.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of No Pending Case to soa.osa.uptacloban@up.edu.ph	1. The staff receives request and sends the instructions to the client	None	10 mins	Staff OSA
2. The client completes the Request for Certificate of No Pending Case Form	2. The staff reviews the response on the Google Form and refers the client to the Guidance Services Specialist for the Exit Interview schedule	None	1 hour	
3. The client undergoes exit interview	3. The staff coordinates with the Guidance Services Specialist and waits for the clearance notice from the Guidance Services Specialist	None	2 days	Guidance Counselor OSA
4. After the exit interview, the client obtains clearance from the Guidance Services Specialist	4. The staff prepares the certificate	None	1 day	
5. The client claims the certification	5. The staff prepares the certificate for release	None	30 mins.	Guidance Counselor OSA
	TOTAL	None	3 days & 3.5 hours	



16. Releasing of Certificate of Recognition

Processing and issuance of Certificate of Recognition to recognized student organizations at UP Tacloban College

Office or Division	OFFICE OF STUDENT AFFAIRS			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may Avail	Internal (Student Organization)			
Checklist of Requirements		Where to Secure		
Receipt or proof of online payment		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Recognition to soa.osa.uptacloban@up.edu.ph	1. The staff receives the request and sends the payment instructions to the client.	None	10 mins	Staff OSA-SOAS
2. The client pays for the certification fee	2. The staff receives the payment and provides the receipt to the client.	₱50 per copy	1 hour	Collecting Officer Cash Office
3. The client submits the receipt or proof of online payment to soa.osa.uptacloban@up.edu.ph	3. The staff prepares the certificate	None	3 hours	Staff OSA-SOAS
4. The client claims the Certificate of Recognition	4. The staff prepares the certificate for release	None	20 mins	Staff OSA-SOAS
TOTAL		None	4 hours, 30 minutes	



17. Request for Approval of Activity Proposal

Processing of activity proposals submitted by recognized student organizations of the college.

Office or Division	OFFICE OF STUDENT AFFAIRS			
Classification	COMPLEX			
Type of Transaction	G2C			
Who may Avail	Internal (Student Organization)			
Checklist of Requirements			Where to Secure	
1. Completed UPTC Student Organization Activity Proposal Form			OSA-Student Organizations and Activities Section: soa.osa.uptacloban@up.edu.ph	
2. Approved Student Organization Activity Proposal Form				
3. Duly accomplished Activity Proposal and Activity & Facility Permit Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student organization prepares their activity proposal	1. The staff assists the student organization in preparing the activity proposal	None	1 day	Staff OSA-SOAS
2. The student organization completes the UPTC Student Organization Activity Proposal Form and submits their Activity Proposal endorsed by their Faculty Adviser	2. The staff reviews the submission and waits for the organization to submit their SOA Proposal Form	None	4 hours	
3. The student organization submits the SOA Proposal Form	3. The staff reviews all submitted requirements and forwards the proposal to the OSA Coordinator for approval	None	1 day	
4. The student organization receives the approved proposal	4. The staff sends the approved SOA Proposal Form to the student organization	None	2 hours	



<p>5. The student organization submits the hardcopy of the following documents:</p> <ul style="list-style-type: none"> ● Duly accomplished Facility Permit ● Approved SOA Proposal Form ● Approved Proposal <p>Other needed attachments based on the nature of the activity.</p>	<p>5. The staff checks the submitted requirements and forwards the documents to the OSA Coordinator for final approval.</p>	<p>None</p>	<p>2 days</p>	
<p>6. The student organization receives the approved proposal</p>	<p>6. The staff returns the approved proposal to the student organization and provides instructions for facility reservation</p>	<p>None</p>	<p>1 day</p>	
<p>7. The student organization processes the facility reservation and complies with all the requirements</p>	<p>7. The staff coordinates with the facility in-charge and receives the approved Use of Facility Permit of the student organization</p>	<p>None</p>	<p>2 days</p>	<p><i>Facility In-Charge</i></p>
<p>8. The student organization receives the approved Use of Facility Permit</p>	<p>8. The staff returns the approved Use of Facility Permit to the Student Organization</p>	<p>None</p>	<p>2 hours</p>	<p><i>Staff OSA-SOAS</i></p>
TOTAL		<p>None</p>	<p>8 days</p>	



18. Request for Approval of Posting of Publicity Materials

Processing of publicity materials submitted by recognized student organizations at UP Tacloban College.

Office or Division	OFFICE OF STUDENT AFFAIRS			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may Avail	Internal (Student Organization)			
Checklist of Requirements		Where to Secure		
1. Approved Activity Proposal or Approved Letter from Partner Organization		OSA-Student Organizations and Activities Section: soa.osa.uptacloban@up.edu.ph		
2. PDF copies draft publicity materials		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The organization sends the draft publicity material to soa.osa.uptacloban@up.edu.ph for approval.	The staff receives the publication material, reviews the content, and sends the approval notice I to student organization	None	1 day	Staff OSA-SOAS
2. The organization receives the approval notice and posts their publicity material	The staff monitors the posting	None	1 day	Staff OSA-SOAS
TOTAL		None	2 days	



19. UP System (Lingap-Iskolar) Scholarship Application and Evaluation

To assist UPCAT qualifiers from Geographically Isolated and Disadvantaged Areas (GIDA) under the 2024 Program of the democratization of UP admissions

Office or Division	Office of Student Affairs – Scholarships and Financial Assistance Unit			
Classification	Simple to Highly Technical			
Type of Transaction	G2C			
Who may Avail	Citizens must be: <ul style="list-style-type: none"> • UPCAT passers who are from remote, geographically areas in the region • Low family income bracket – P 135,000 and below gross annual family income 			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Completely filled-out online application form 		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application				
	1. The System generates and sends a list of potential beneficiaries at UPTC.	None	Not applicable	
	1.1 The SFA sends the online application form (Google Form) to potential beneficiaries of UPTC.	None	Not applicable	
1. A potential applicant submits the online application form.	1.2 The SFA checks application eligibility, conducts interview (online, by phone, or in person), provides additional instructions, and sends a list of any lacking requirement(s) via email.	None	1 day	



2. The applicant submits lacking documentary requirement(s) via email.	2. The SFA acknowledges receipt of the documents if they are complete.	None	1 day	
	2.1 The scholarship officer reviews and ranks qualified potential beneficiaries based on specific criteria.	None	3 days	
	TOTAL	None	5 working days	
Evaluation				
	1. The UPTC-SSFAC generates the final list of qualified potential beneficiaries of UPTC.	None	2 days	UPTC-SSFAC
	2. UPTC endorses the final list of qualified potential beneficiaries to the System (OSDS).	None	3 days	Coordinator OSA
	TOTAL	None	5 working days	

20. UP System (Presidential) Scholarship Application and Evaluation

Office or Division:	Office of Student Affairs – Scholarships and Financial Assistance Unit
Classification:	Simple to Highly Technical
Type of Transaction:	G2C
Who may avail:	Citizens must be: <ul style="list-style-type: none"> ● a Filipino ● Bonafide UPTC student (enrolled, continuing, except first year) ● Must not be serving more than 30 days suspension upon application.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Applicants:				
1. Completely filled-out application form		OSA		
2. Registration Form5		OCS		
3. Copy of grades/TCG		OCS		
4. Certification of Good Moral Character		OSA - Guidance and Counseling Services Unit		
5. ITR/Certificate of BIR Exemption/Affidavit of Source of Income		Provided by client		
Continuing recipients:				
1. Registration Form5		OCS		
2. Copy of grades/TCG		OCS		
3. Certification of Good Moral Character		OSA - Guidance and Counseling Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Application				
	Scholarship personnel announce the opening of Presidential Scholarship Grant via online posting.	None	1 day	<i>Scholarship Affairs Officer</i> OSA <i>Staff</i> OSA
1. Applicant submits Letter of Intent through email.	1.1 The SFA sends an online application (Google Form) via email.	None	1 day	
2. The potential applicant accomplishes and submits the application form via email.	2. The SFA checks application eligibility, conducts interviews (online, by phone, or in person), provide additional instructions, and send a list of any lacking requirement(s) via email.	None	3 days	
3. The applicant submits lacking document(s) via email.	3. The SFA acknowledges receipt of the documents if they are complete.	None	1 day	



	3.1 The scholarships officer reviews and ranks applicants based on specific criteria.	None	5 days	
	TOTAL	None	11 working days	
Evaluation				
	1. The UPTC-SSFAC generates a ranked list of qualified applicants.	None	3 days	UPTC-SSFAC
	2. UPTC endorses the ranked list of qualified applicants to the System (OSDS).	None	2 days	<i>Coordinator OSA</i>
	TOTAL	None	5 working days	



OFFICE OF STUDENT AFFAIRS (OSA)
INTERNAL SERVICES



1. Counseling and Psychological Support

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

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



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



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

Facilitate student application and screening for private funded scholarships.

Office or Division:	Office of Student Affairs – Student Financial Assistance Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Citizens must be: <ul style="list-style-type: none"> • a Filipino • Bonafide UPTC student (enrolled, continuing) • Must not be serving more than 30 days suspension upon application. 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Scholarship Application Form			OSA	
2. Data Privacy Consent Form			OSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Scholarship announcement of opening of available scholarships via online posting.	None	Not Applicable	<i>Scholarship Affairs Officer</i> OSA <i>Staff</i> OSA
1. Scholarship applicant submits Letter of Intent through email.	1. Personnel checks application eligibility, conducts interview, provides additional instructions, and sends application requirements through email.	None	2 days	
2. Applicant submits scholarship application requirements through email.	2. Staff acknowledges receipt if requirements are complete. If not, ask applicants to submit lacking requirement/s.	None	3 days	



3. Applicant receives acknowledgement receipt of application.	3. Scholarships officer reviews and ranks applicants based on criteria.	None	5 days	
	3.1 Scholarship officer prepares summary report/matrix for presentation, and endorses qualified applicants to donor	None	3 days	
4. Receive Notice of Scholarship Award	4. Request the scholar to submit the following: a. Thank you Letter to the donor; b. Landbank ATM Account Number c. Signed conforme Notice of Scholarship Award.	None	5 days	<i>Scholarship Personnel</i>
	TOTAL	None	18 working days	



3. Donor-funded (Private) Scholarship: Program Creation

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

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



5. Final MOA for signing	5. For signature/approval of President	None	5 working days	<i>UP President</i>
	TOTAL	None	20 working days	

4. Psychological Testing and Evaluation for UPTC Job Applicants

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

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



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



5. Referral (Internal)

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

Office or Division:	Office of Student Affairs			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	UPTC offices and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form or written referral		UPTC OSA GCTS Email gcts.osa.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits Referral Form or written referral	1. The staff receives the referral form and checks on the need services of the referred client.	None	2 days	<i>Guidance Counselor OSA</i>
	1.1 Check on the University Data Privacy Act guidelines.	None	1 day	
	1.2 GSS/Staff reaches out to the referred client and seeks informed consent.	None	3 days	
	1.3 If informed consent is secured, GSS/Staff provides services to the referred client.	None	3 days	
	1.4 Staff/GSS prepares reports	None	1 day	
2. When necessary, client receives appropriate feedback on the action taken of the office subject to the Data Privacy Act, RA 9258, and PGCA Code of Ethics	2. Staff/GCTS provides feedback on the action taken only if necessary and subject to the Data Privacy Act, RA 9258, and PGCA Code of Ethics	None	1 hour	



	TOTAL	None	10 days and 1 hour	
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6. Releasing of Certificate of Advisorship to Faculty Advisers

Processing and issuance of Certificate of Advisorship to faculty advisers of recognized student organizations.

Office or Division	OFFICE OF STUDENT AFFAIRS			
Classification	SIMPLE			
Type of Transaction	G2C			
Who may Avail	Internal (Faculty Adviser of Recognized Student Organizations)			
Checklist of Requirements		Where to Secure		
Receipt or proof of online payment		Cash office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends a Request for Certificate of Advisorship to soa.osa.uptacloban@up.edu.ph	The staff receives the request and sends the instructions to the client.	None	10 mins	<i>Staff</i> OSA-SOAS
2. The client provides the following details: <ul style="list-style-type: none">● Name● Name of Advisee Organization● Academic Year when he/she served as faculty adviser	The staff prepares certificate	None	1 day	
3. The client receives the certificate	The staff prepares the certificate for release	None	5 mins	
TOTAL		None	1 day, 15 minutes	



**OFFICE OF THE SYSTEM ADMINISTRATOR
INTERNAL SERVICES**



1. Application For Maya ID

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

Office or Division:	Systems Administrator's Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UPTC Human Resource & Development Office (HRDO), UPTC Office of the College Secretary and Registrar			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Necessary information of the individuals who are applying for a Maya ID.		Provided by client		
2. Additional requirement as applicable: <ul style="list-style-type: none"> • For replacement of lost IDs, the applicant must submit a notarized affidavit of loss. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the details of the individuals applying for a Maya ID, including, the consent form, ID picture, and personal information.	1.1 Receives and validates the individual information.	None	1 day	Staff Office of the Sys Ad
	1.2 Editing and cleaning of submitted ID pictures and documents.	None	1 day	
	1.3 Submits the ID applications to Maya	None	5 minutes	Sys Ad Office of the Sys Ad
TOTAL		None	1 day & 5 minutes	



2. Offline IT Help Desk and Support Services

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

Office or Division:	Systems Administrator's Office			
Classification:	High Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	UP Tacloban Employees, UPTC Students, UPTC Faculty, UPTC Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Job Order Form		SysAd Office, SAO Office, or a digital copy can be requested via email from sysad.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Job Order Form requesting technical assistance	1.1 Responsible person receives and records the JO Form	None	2 min	Staff Office of the Sys Ad
	1.2 Responsible person acts on the JO request	None	1 day	Sys Ad Office of the Sys Ad
	1.3 Responsible person provides a report (verbal/written, as applicable) to the status or resolution of the request.	None	5 min	Staff or Administrator Office of the Sys Ad
2. Client gives satisfaction rating of the work done on the JO Form.	2. Responsible person files the JO Form with the satisfaction rating.	None	1 min	
TOTAL		None	1 day & 8 minutes	



3. Online IT Help Desk and Support Services

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

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



	status of the request or a resolution of the assistance requested.			
2. Client acknowledges the response	2. SysAd office will close the support ticket request	None	1 min	
Total		None	1 day & 8 minutes	



TEACHING & LEARNING RESOURCE CENTER (TLRC)

EXTERNAL SERVICES



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

An account is created for every student who wants to avail of the free 20-hour computer and internet use per semester. Account activation and creation is done only once per semester. An additional 10 hours of computer and internet use is given for free to students who are doing their thesis or special problem. A fee of P15.00/hour is charged in excess of the privilege. The paying of fees is done at the Cashier’s Office with minimum amount of P20.00. Amount payable can be accumulated and paid at the end of the semester or before enrolling in the next semester.

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPTC Students			
Checklist of Requirements			Where to Secure	
U.P. ID or Form 5			Office of the College Secretary/Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff of intention to avail of the service.	1. Ask from client the required document.	None	1 minute	Staff TLRC
2. Present the required document (U.P. ID or Form 5)	2.1. Receive the document and encode the information to the database.	None	2 minutes	Staff TLRC
	2.2. Inform client of the username and password and other information			
	2.3. Return the required document			
3. Login to any available computer.	3. Assist the client when needed.	₱15.00/ hour in	2 minutes	Staff TLRC



		excess of the privilege		
	TOTAL	₱15.00/hour in excess of the privilege	5 minutes	

2. Clearing of Accountability

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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present proof of payment or promissory letter to the TLRC staff or email to tlrc.uptacloban@up.edu.ph.</p>	<p>1. Receive the proof of payment or promissory letter.</p> <p>If a hard copy of proof of payment is received, the TLRC staff:</p> <ul style="list-style-type: none"> • record the payment details in the logbook and clear the client of the accountability • affix signature at the lower portion of the presented document as proof of clearance of the accountability <p>If the proof of payment is received online, the TLRC staff:</p> <ul style="list-style-type: none"> • record the payment details in the logbook and clear the accountability • confirm receipt and clearance of the accountability by replying to the email <p>If a promissory letter is received, the TLRC staff will check the record of accountabilities.</p> <ul style="list-style-type: none"> • If the accountability is incurred within the semester, the promissory letter is accepted 	<p>None</p>	<p>5 minutes</p>	<p><i>Staff</i> TLRC</p>



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

3. LMS (Adding and Removing A Single User To/From Their Respective Course Sites)

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

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPTC students			
Checklist of Requirements		Where to Secure		
Form 5 with adviser signature and confirmation from the OCS, if the client is a student.		CRS site		
Email request, if the client is a faculty.		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through the LMS Helpdesk or personally visit the TLRC office.	1.1 Receive the request.	None	5 minutes during regular school days	<i>LMS Admin. Assistant TLRC</i>



	<p>1.2 Check the submitted Form 5 to verify the client's enrollment in the indicated course.</p> <p>1.3 Act on the request once the data is verified. Otherwise, he/she informs the client to submit his/her Form 5 that is signed by his/her adviser.</p> <p>1.4 Send an email to the client informing him/her that his/her request has been acted upon</p>		<p>2 hours during peak time/ enrollment period</p>	
TOTAL		None	5 minutes 2 hours	

4. Payment of Fees

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

Office or Division	Teaching and Learning Resource Center	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	UPTC students	
Checklist of Requirements		Where to Secure
Payment Order Form	Teaching and Learning Resource Center	
Official Receipt	Cashier's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assessment of amount payable.	1.1 Check the records and fill out the payment order form. 1.2 Issue payment order form and inform the client to proceed to the Cashier's Office for payment, if the amount payable is ₱20.00 or more. Otherwise, the client is told to wait for the accumulated fees to be greater than ₱20.00.	None	3 minutes	Staff TLRC
2. Claim the payment order form and pay corresponding fee at the Cashier's Office.		Amount payable		
3. Present the official receipt of payment to the TLRC staff or send a soft copy of it through email to tlrc.uptacloban@up.edu.ph	3. Receive the official receipt. If received on-site, the TLRC staff: <ul style="list-style-type: none"> • record the payment details in the logbook to clear the client of the accountability. • affix signature at the lower portion of the official receipt as proof of clearance from the accountability. • return the official receipt to the client. If received online, the TLRC staff:	None	5 minutes	Staff TLRC



	<ul style="list-style-type: none"> confirm receipt by replying to the email. record the payment details in the logbook to clear the client of the accountability. 			
TOTAL		Amount payable	8 minutes	

5. Photocopying and Scanning

Photocopying and scanning services have corresponding fees. Photocopying: P1.00/page; Scanning: P1.00/page. The payment of fees is done at the Cashier’s Office with minimum amount of P20.00. Amount payable can be accumulated and paid at the end of the semester or before enrolling in the next semester. Official documents of faculty and staff are free of charge.

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	UPTC students; UPTC faculty and staff			
Checklist of Requirements			Where to Secure	
Storage media or email address if the request is for scanning of documents			To be provided by the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the TLRC staff the documents and storage media (if scanning).	1.1 Receive the documents and storage media	None	1 minute	<i>Staff TLRC</i>



2. The client waits until photocopying or scanning is complete.	2.1 Proceed with the photocopying or scanning. 2.2 Fill out the payment order form. 2.3 Record the transaction in the logbook.	₱1.00/ page	2 minutes (per 1 page document)	Staff TLRC
3. Claim the document and/or storage media.	3. Release the documents and/or storage media and issue payment order form.	None	1 minute	Staff TLRC
TOTAL		₱1.00/ page	4 minutes	

6. Printing

Printing has a corresponding fee that ranges from P1.00 to P3.00 per page, depending on the color and quality of the documents to be printed. The paying of fees is done at the Cashier’s Office with minimum amount of P20.00. Amount payable can be accumulated and paid at the end of the semester or before enrolling in the next semester. Printing of official documents by UPTC faculty and staff is free of charge.

Combination of in-person and online transaction

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	UPTC students; UPTC faculty and staff			
Checklist of Requirements		Where to Secure		
Email containing the files to be printed and instruction		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Send email request to tlrc.uptacloban@up.edu.ph. The email must contain the instruction and file/s to be printed.</p>	<p>1.1 Print the document found in the email. 1.2 Fills out the payment order form 1.3 Record transaction in the logbook. 1.4 Reply to the email of client to notify when printed document is ready for pick-up.</p>	<p>₱1.00/ page – black and white ₱2.00/ page – colored ₱3.00/ page – colored, heavy</p>	<p>4 minutes (20-page simple document)</p>	<p>Staff TLRC</p>
<p>2. Proceed to TLRC to pick-up the printed document/s.</p>	<p>2. Release the document/s and issue payment order form.</p>	<p>None</p>	<p>1 minute</p>	<p>Staff TLRC</p>
TOTAL		<p>₱1.00-3.00/ page</p>	<p>5 minutes</p>	

7. Registration For the Peer Tutorial

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

Office or Division	Teaching and Learning Resource Center	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may Avail	UPTC students	
Checklist of Requirements		Where to Secure
Registration form (google forms)		Online– provided by the Teaching and Learning Resource Center



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form online	1. If registration is done online, the TLRC staff sends an email to the client to acknowledge receipt of the registration and remind client of the schedule of tutorial session.	None	1 working day (the email will be sent to all registrants at the end of each working day)	Coordinator TLRC Or Staff TLRC
TOTAL		None	1 working day	

8. Signing of Clearance

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

In-person transaction

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPTC alumni			
Checklist of Requirements			Where to Secure	
Clearance form			Office of the College Secretary and Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a filled-out clearance form.	1.1. The TLRC staff receives the clearance form and checks the list of accountabilities.	None	1 working day (the coordinator might be in a	Coordinator TLRC Or



	<p>1.2. If the client has no accountability, the TLRC staff countersigns the clearance form and forward it to the TLRC coordinator for signature.</p> <p>If the client has an accountability, the TLRC staff informs the client to settle the accountability.</p> <p>1.3. The TLRC coordinator signs the clearance.</p>		meeting or is having classes)	Staff TLRC
2. Claim the signed clearance form.	2. The TLRC staff releases the clearance form.	None		Staff TLRC
TOTAL		None	1 working day	

Online transaction

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	UPTC alumni			
Checklist of Requirements		Where to Secure		
Clearance form		Office of the College Secretary and Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a soft copy of clearance form through email to tlrc.uptacloban@up.edu.ph	1.1 The TLRC staff replies to the email to confirm receipt of the clearance form.	None	1 working day (the coordinator might be in a	<i>Coordinator TLRC</i> <i>or</i>



	<p>1.2 The TLRC staff checks the list of accountabilities.</p> <p>If the client has no accountability, the TLRC staff forwards the clearance to the email of the TLRC coordinator.</p> <p>If the client has an accountability, the TLRC staff informs the client to settle the accountability.</p> <p>1.3 The TLRC coordinator signs the clearance and email it back to the TLRC Staff.</p> <p>1.4 The TLRC staff returns signed clearance to the client.</p>		meeting or is having classes)	Staff TLRC
TOTAL		None	1 working day	

In-person transaction

Office or Division	Teaching and Learning Resource Center				
Classification	Simple				
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government				
Who may Avail	UPTC students; UPTC faculty and staff				
Checklist of Requirements		Where to Secure			
Storage media containing the files to be printed and the instruction on a piece of paper		To be provided by the client			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present to the TLRC staff the storage media containing the file/s to be printed and the piece of paper with the instruction.</p>	<p>1.1. Receive the storage media and piece of paper with instruction.</p> <p>1.2. Print the document. (instruct client to return at a certain time if document to be printed is above 20 pages)</p> <p>1.3. Fill out the payment order form.</p> <p>1.4. Record transaction in the logbook.</p>	<p>₱1.00/ page – black and white ₱2.00/ page – colored ₱3.00/ page – colored, heavy</p>	<p>4 minutes (20-page simple document)</p>	<p><i>Staff TLRC</i></p>
<p>2. Pick-up the printed document.</p>	<p>2. Release the document and issue payment order form.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Staff TLRC</i></p>
<p>TOTAL</p>		<p>₱1.00-3.00/ page</p>	<p>5 minutes</p>	



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



1. Borrowing Of Equipment

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

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2B – Government to Government			
Who may Avail	UPTC Faculty, Staff, U.P. Students			
Checklist of Requirements		Where to Secure		
Letter of request		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to borrow an equipment. The letter must contain the specifications and the purpose/use of the equipment.	1.1 Receive the letter of request.	None	1 working day	Coordinator TLRC Staff TLRC
	1.2 Forward the letter request to the TLRC Coordinator for approval.			
	1.3 The coordinator checks and acts on the request.			
	1.4 If approved, the staff prepares the items to be borrowed.			
2. Write the request details in the logbook and affix signature.	2.1 Check the logbook entries.	None	5 minutes	Staff TLRC
	2.2 Release the borrowed items to the client.			
TOTAL		None	1 working day 5 minutes	



2. LMS (Adding Students in Bulk In Their Course Sites)

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

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail	UPTC Faculty			
Checklist of Requirements			Where to Secure	
List of enrolled students			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through email or personally visit the TLRC office.	1.1. Receive the request and checks the client’s information to verify the legitimacy of the request. 1.2. Check the list of students and creates a CSV form that contains the necessary student data. 1.3. Upload the CSV file to the LMS.	None	15 minutes during regular school days 2 hours during peak time/ enrollment period	<i>LMS Admin. Assistant</i> TLRC
TOTAL		None	15 minutes 2 hours	



3. LMS (Resetting of LMS Log-In Credentials)

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

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G – Government to Government			
Who may Avail	UPTC Faculty, Staff, U.P. Students			
Checklist of Requirements			Where to Secure	
Completely filled up information sheet in the LMS Helpdesk site			LMS Helpdesk Site	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through email, the LMS help desk, or personally visit the TLRC office.	1.1 Receive the request.	None	3 minutes	<i>LMS Admin. Assistant TLRC</i>
	1.2 Once client information is verified, the LMS staff resets the log-in credentials of the client.	None	1 minute	
	1.3 Send an email to the client containing the updated log-in credentials.	None	1 minute	
TOTAL		None	5 minutes	



4. Reservation for the Use of Discussion Room

One discussion room with seating capacity of 12 is available for meetings and other similar activities of UPTC offices, faculty, staff and administrators. It is free of charge.

Office or Division	Teaching and Learning Resource Center			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	UPTC faculty and staff			
Checklist of Requirements		Where to Secure		
Message to reserve through email, messenger, SMS or inform in-person		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message to reserve through email, messenger, SMS, or visit the TLRC office.	1.1 Check for the availability of the room. 1.2 Reserve the room if available (encode to the reservation application).	None	2 minutes	Staff TLRC
2. Wait for confirmation	2 Send message/ inform client of: • availability and confirmation of reservation • unavailability	None	2 minutes	Staff or LMS Admin. Assistant TLRC
TOTAL		None	4 minutes	



LEYTE SAMAR HERITAGE CENTER (LSHC) INTERNAL SERVICES



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

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

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



4. Receive the borrowed materials/items	4. Record the state of the requested item(s) and turn over the requested item(s) to the borrower/requestor	None	1 minute	Staff LSHC
TOTAL		None	9 minutes	

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

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

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



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

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



3. Use of the LSHC Main and Mini Gallery (Facilities)

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

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



4. Receive copy of approved Activity Permit	4. Provide copies of the approved permit to the Security office, and the person in-charge of the facility	None	1 minute	Staff LSHC
	TOTAL	None	6 minutes	



GENDER & DEVELOPMENT PROGRAM (GDP)

EXTERNAL SERVICES



1. Consultation

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

Office or Division:	Gender and Development Program			
Classification:	Highly Technical Application			
Type of Transaction:	G2C			
Who may Avail:	Students and employees			
Checklist of Requirements		Where to Secure		
Written or verbal request from the client		GDP Email: gdp.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the GDP office to set an appointment on GAD consultation	1.1 Calendar the consultation date 1.2 Inform GDP Coordinator	None	4 hours	Staff GDP
	1.3 GDP Coordinator gives advice or opinion of GAD matter presented by client during the scheduled consultation	None	2 hours	Coordinator GDP
	1.4 If the office is unable to provide the technical assistance, GDP Coordinator writes a letter of request and coordinates with a specialist/expert on the subject matter of the GAD concern and await for response.	None	16 hours	Coordinator GDP



	1.5 The office follows up on the request letter to the specialist or expert, and upon approval, coordinates a consultation schedule with the client.	None	40 hours	Staff GDP
	1.6 If the GAD specialist/expert initially requested is unavailable, the office shall coordinate with another GAD specialist/expert. (Steps 4 and 5 shall be repeated)	None	56 hours	Coordinator GDP
TOTAL		None	118 hours or approximately 15 working days	
1. If online consultation is preferred, the client may send an email to gdp.uptacloban@up.edu.ph or set an appointment date through the GDP Google appointment form	1.1 Upon receipt of the email, the GDP Coordinator shall respond to query on GAD concern of the client.	None	16 hours	Coordinator GDP
	1.2 If the query cannot be answered by the office, the GDP Coordinator shall consult with an expert/specialist within the University, GAD committees, or offices outside the University.	None	40 hours	Coordinator GDP
	1.3 After consultation with an expert or specialist, the GDP Coordinator shall respond to the client's GAD query.	None	8 hours	Staff GDP



	TOTAL	None	64 hours or approximately 8 working days	
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2. Request for Training, Seminar or Forum

Provide training, seminars, and fora on gender and development (GAD) matters, such as gender sensitivity, gender mainstreaming, and Harmonized Gender and Development Guidelines (HGDG).

Office or Division:	Gender and Development Program			
Classification:	Highly Technical Application			
Type of Transaction:	G2G			
Who may avail:	UP constituents and other institutions			
Checklist of Requirements		Where to Secure		
Letter of request to conduct training/seminar/forum on GAD matter		GDP Email gdp.uptacloban@up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter of request for training/seminar/ forum on GAD matters	1.1 Receive the letter of request and stamp it with the date of receipt. 1.2 Inform the GDP Coordinator	None	4 hours	<i>Staff</i> GDP
	1.3 GDP Coordinator assesses the needs of training/seminar/forum	None	8 hours	<i>Coordinator</i> GDP



	1.4 The office writes a proposal to conduct the training/seminar/forum and submits the proposal to the Dean's Office for approval	None	16 hours	<i>Coordinator</i> GDP
	1.5 If the activity requires budget approval, the Administrative Aide submits the request through Balsa	None	16 hours	<i>Staff</i> GDP
	1.6 The office writes letters of request to resource persons and awaits a reply.	None	16 hours	<i>Staff</i> GDP
	1.7 The office follows up letter request to resource persons, and upon approval, coordinates the schedule of training/seminar/forum	None	40 hours	<i>Staff</i> GDP
	1.8 The office writes letters of request for the use of the College's facilities for the training, seminar, or forum.	None	16 hours	<i>Coordinator</i> GDP
	TOTAL	None	100 hours or approximately 12 working days	



**OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)
EXTERNAL SERVICES**



1. Request for Technical Assistance (Orientation/Training)

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

Office or Division:	Office of Anti-Sexual Harassment (OASH)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		As provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive Request Letter and discuss with client the details of the request.	None	5 minutes	<i>Coordinator</i> OASH
	1.1 Endorse & forward to the Dean's Office for approval.	None	1 minute	
	1.2 Evaluate & approve the request.	None	1 hour	<i>Dean</i> Office of the Dean
2. Receive copy of approved Request Letter	2. Give a copy of the approved Request Letter to the client and another copy to the OASH Coordinator.	None	1 minute	<i>Staff</i> Dean's Office
TOTAL		None	1 hour & 8 minutes	



**OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)
INTERNAL SERVICE**



1. Filing a Sexual Harassment Complaint

This service allows students, employees, and other members of the academic community to formally file a sexual harassment complaint with the Office of Anti-Sexual Harassment for proper documentation, assessment, and action. The Office ensures that complaints are received confidentially, evaluated in accordance with institutional policies and relevant laws, and referred for appropriate investigation and resolution.

Office or Division:	Office of Anti-Sexual Harassment			
Classification:	Highly Technical Application			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UPTC students, faculty & staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Must be affiliated to the college.		---		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Aggrieved party files a complaint/reports an incident of sexual harassment (may be done in written, oral, through text, or other non-written means).	1.1 Staff conducts an intake interview and case documentation.	None	1 day	<i>Staff OASH</i>
	1.2 The OASH coordinator reduces in writing a report that is done orally, through a text message, or through other non-written means.		3 days	<i>Faculty In-charge OASH</i>
2. The aggrieved party signs the documents related to the complaint (case-in-take form for non-written reports)	2.1 The OASH coordinator asks the aggrieved party to sign the report.	None	1 day	<i>Faculty In-charge OASH</i>



	2.2 The staff serves notice to the person complained of.	None	5 days after aggrieved party signs the report	<i>Faculty In-charge OASH</i>
	2.3 The office receives the notarized response of person complained of.	None	5 days	
	2.4 The office forwards the documents to the ASH Council.	None	1 day	
3. The aggrieved party and the complained party wait for the action from the ASH Council.	3.1 The office follows up with the ASH council regularly on the status of the case, until resolution.	None	-	
	TOTAL	None	21 days	



UGNAYAN NG PAHINUNGOD

EXTERNAL SERVICES



1. Request for MOU Partnership with Ugnayan ng Pahinungod Tacloban for Program/Activity Implementation

Offices may request Pahinungod Tacloban for MOU partnership for program/ activity Implementation.

Office or Division	Ugnayan ng Pahinungod			
Classification	Highly Technical Application			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	All interested units (e.g. Ugnayan ng Pahinungod Offices in Constituent Universities, Other Units in UP, Other Universities, Public Schools, Government Agencies, Local Government Units, Non-Government Organizations, etc.)			
Checklist of Requirements			Where to Secure	
Formal letter request addressed to the Office Coordinator with corresponding MOU/partnership details			Provided by client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party writes a formal request to Pahinungod Tacloban with a general description of the nature of the partnership, the rationale, the expected contribution of both parties, resources involved, and other pertinent details.	1.1 Receive the request and proposal.	None	1 day	<i>Junior Extension Associate Pahinungod</i>
	1.2 The Coordinator, and the project staff, evaluates the feasibility of the proposed partnership based on whether the project is part of the Office’s mandate; on whether this will	None	1 day	<i>Coordinator and Junior Extension Associate Pahinungod</i>



	contribute to UP Tacloban’s goals; on whether funds and other resources are available; on whether it may be accommodated in the office’s timetable; among other important considerations:			
	1.3 Pahinungod staff sets meetings with appropriate/ concerning parties (experts in the field, researchers who have done similar work, etc.)	None	3 days	<i>Junior Extension Associate Pahinungod</i>
	1.4 Pahinungod staff conducts diligent research on the proposed partnership (library work, online research, interviews, etc.)	None	3 days	<i>Junior Extension Associate Pahinungod</i>
2. Once approved, the proposing party meets with Pahinungod Tacloban (virtually or in-person) to discuss the proposal in detail.	2.1 The Coordinator meets with the proponents of the partnership to further clarify details about the request. If the MOU/partnership agreements have been finalized and mutually agreed upon by both parties, Pahinungod Tacloban submits the documents to the College legal officer for review and endorsement.	None	10 days	<i>Coordinator Pahinungod and Junior Extension Associate Pahinungod</i>
	2.2 Pahinungod Tacloban communicates the decision to the proponent.	None	1 day	<i>Coordinator and Junior Extension Associate</i>



				Pahinungod
	TOTAL	None	19 days	

2. Request For Collaboration with Ugnayan Ng Pahinungod Tacloban For Extension Program/Activity Implementation

Offices may request Pahinungod Tacloban for activity collaboration for extension program/ activity implementation.

Office or Division	Ugnayan ng Pahinungod			
Classification	Highly Technical Application			
Type of Transaction	G2C/G2B/G2G			
Who may Avail	All interested units (e.g. Ugnayan ng Pahinungod Offices in Constituent Universities, Other Units in UP, Other Universities, Public Schools, Government Agencies, Local Government Units, Non-Government Organizations, etc.)			
Checklist of Requirements		Where to Secure		
Letter request addressed to the Office Coordinator with corresponding program or project details		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party writes a formal request to Pahinungod Tacloban with a general description of the nature of the program/activity, the rationale, the expected contribution of both parties, the costs and resources	1.1. Receives the request and proposal.	None	1 day	<i>Junior Extension Associate Pahinungod</i>



involved, and other pertinent details.				
	1.2. The Coordinator, together with the project staff, evaluates the feasibility of the proposed program/activity based on whether it is part of the Office's mandate; on whether this will contribute to UP Tacloban's goals; on whether funds and other resources are available; on whether it may be accommodated in the Office's timetable; among other important considerations:		1 day	<i>Coordinator and Junior Extension Associate Pahinungod</i>
	1.3. Pahinungod staff sets meetings with appropriate/ concerning parties (experts in the field, researchers who have done similar work, etc.)	None	3 days	<i>Junior Extension Associate Pahinungod</i>
	1.4. Pahinungod staff conducts diligent research on the proposed program/activity (library work, online research, interviews, etc.)		3 days	
2. Once approved, the proposing party meets with Pahinungod Tacloban (virtually or in-person) to discuss the proposal in detail.	2.1. The Coordinator meets with the proponents of the program/activity to further clarify details about the request.	None	5 days	<i>Coordinator Pahinungod and Junior Extension Associate</i>
	2.2. Pahinungod Tacloban	None	1 day	



	communicates the decision to the proponent.			Pahinungod
		TOTAL	None	14 days



UGNAYAN NG PAHINUNGOD

INTERNAL SERVICES



1. Request Pahinungòd Documents

UP offices may request documents (e.g., memos, letters, modules, copies of program proposals, certificates, etc.) from Pahinungod Tacloban.

Office or Division	Ugnayan ng Pahinungod			
Classification	Simple			
Type of Transaction	G2G			
Who may Avail	Ugnayan ng Pahinungód Offices in Constituent Universities; other UP offices			
Checklist of Requirements		Where to Secure		
Formal request letter addressed to the Office Coordinator				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends a letter request to Pahinungod Tacloban.	1.1. Receive the request letter and facilitate the processing of the requested document.	None	1 day	<i>Junior Extension Associate Pahinungod</i>
	1.2. Forward the document to the client as requested.	None	1 day	
	1.3. If the requested document will come from another unit, communicate to the client as to the source office and the expected time of document receipt.	None	4 days	
	1.4. Send the requested document to the client.	None	1 day	
	TOTAL	None	7 days	



BUDGET OFFICE
INTERNAL SERVICE



1. Budget Clearance through the Budget Utilization and Liquidation System Analysis (BULSA) Portal

Internal clients submit requests for funding through the BULSA portal and for final approval of the Dean

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Faculty, Staff, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Depends on the specific nature of the request		Respective office/unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request by creating a Budget Clearance Request in BULSA				
2. Client uploads the required supporting documents in BULSA	2.1. Evaluate the request and checks the availability of funds; checks all uploaded attachments	None	2 hours	<i>Budget Analyst</i> Budget Office
	2.1. Approve the Budget Clearance in BULSA and forwards to the Dean	None	30 minutes	<i>Budget Officer</i> Budget Office
	3. The Dean approves budget request	None	2 hours	<i>Dean</i> Office of the Dean
	TOTAL	None	4 hours & 30 minutes	



CAMPUS DEVELOPMENT & MAINTENANCE OFFICE (CDMO) INTERNAL SERVICES



1. Job Order/Work Order Request

New services (electrical/mechanical, plumbing, masonry, metalworks, carpentry painting) and personnel assistance

Office or Division	Campus Development and Maintenance Office			
Classification	Complex			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may Avail	All UP units and Students			
Checklist of Requirements		Where to Secure		
Job Order/Work Order Request Form		Campus Development & Maintenance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Job Order/Work Order Requests and identify the services needed <i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	1.1 Receives and records the Job Order/Work Order request then submits to the CDMO Head for work assignment	None	5 minutes	<i>Admin Staff CDMO</i>
	1.2 Evaluate the nature of work to be done, determine the required personnel assignment, check for availability of materials, and recommend for approval.	None	2 hours	<i>Campus Maintenance and General Foreman CDMO</i>
	1.3 Review the relevance of the request and the related evaluation conducted and approved as recommended.	None	10 minutes	<i>Head CDMO</i>
	1.4 Forward the approved Job Order/Work Order Request to the assigned personnel.	None	5 minutes	<i>Technical Staff CDMO</i>



	1.5 issuance of the required supplies and materials	None	20 minutes	Warehouseman CDMO
	1.6 Work execution, Supervision, and Inspection	None	3 days	Campus Maintenance and General Foreman & Technical Staff CDMO
2. Acknowledges the completed requests and provide feedback	2. Acknowledge work completion	None	5 minutes	Client
TOTAL		None	3 days, 2 hours and 45 minutes	

2. Job Order/Work Order Request (Plan and Drawings Preparation)

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

Office or Division	Campus Development and Maintenance Office			
Classification	Highly Technical Application			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may Avail	All UP units and Students			
Checklist of Requirements		Where to Secure		
Job Order Request Form		Campus Development & Maintenance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Job Order/Work Order Requests and identify the services needed	1.1. Receives and records the Job Order/Work Order request then submits to the CDMO Head	None	5 minutes	Admin Staff CDMO



<i>(Provide all the data needed in the request form such as; Contact No., Date needed and location)</i>	for work assignment			
	1.2 Evaluates the nature of work to be done, conduct meeting, and issue work assignment	None	30 minutes	Head CDMO
	1.3 Assigned personnel receives Job Order/Work Order Request for material estimate	None	10 minutes	Technical Staff CDMO
	1.4 Personnel assigned conducts site inspection	None	4 hours	Technical Staff CDMO
	1.5 Prepares plan and workings drawings	None	19 days	Planning (Draftsman) CDMO
	1.6 Submit the completed plans, drawings, program of work, and other required documents for approval	None	15 minutes	Admin Staff CDMO
TOTAL		None	19 days and 5 hours	

3. Drinking Water Services (Office, Student Activity and College Events)

Request for delivery of drinking water

Office or Division	Campus Development and Maintenance Office
Classification	Simple
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen
Who may Avail	All UP units and Students
Checklist of Requirements	
Where to Secure	
Drinking Water Order Slip	Campus Development & Maintenance Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Drinking Water Order Slip <i>(Provide all the data needed in the request form such as; No. of jugs, date needed and location)</i>	1.1 Receives and records the Drinking Water Order Slip then submits to the CDMO Head for approval	None	3 minutes	<i>Admin Staff</i> CDMO
	1.2 Evaluates the appropriateness of the request and approves	None	1 minute	<i>Head</i> CDMO
2.Receives the approved Drinking Water Order Slip	2. Release the approved Drinking Water Order Slip to the requisitioner	None	1 minute	<i>Admin Staff</i> CDMO
TOTAL		None	5 minutes	

4. Materials Issuance Slip

Issuance of the required materials for development projects, maintenance services, and events undertaken by the college per plan and specifications, scheduled maintenance works, and college events.

Office or Division	Campus Development and Maintenance Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government; G2C – Government to Citizen			
Who may Avail	All UP units			
Checklist of Requirements			Where to Secure	
Materials Issuance Slip			Campus Development & Maintenance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.Fill up the Material Issuance Slip <i>(Provide all the data needed in the request form such as; name of project/activities/events, the list of materials, No. of units/pieces, date needed and work location)</i></p>	<p>1.1 Receives, evaluate, check for availability of materials, and records the Material Issuance Slip then submits to the Campus Maintenance and General Foreman for evaluation and recommendation for approval</p>	<p>None</p>	<p>8 minutes</p>	<p><i>Admin Staff CDMO</i></p>
	<p>1.2 Check the appropriateness of the materials requested per approved plan and specifications, material estimates, and Work Order then recommend for approval</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Campus Maintenance and General Foreman CDMO</i></p>
	<p>1.3 Evaluate the regularity of the request per attached documents and approved for release</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Head CDMO</i></p>
<p>2.Acknowledges receipt of materials</p>	<p>2. Release the materials as per approved Material Issuance Slip and have them acknowledged by the requisitioner</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Warehouseman CDMO</i></p>
TOTAL		<p>None</p>	<p>20 minutes</p>	



CASH OFFICE
EXTERNAL SERVICE



1. Issuance of Certification for Lost Copy of Official Receipt

The Certification for Lost Official Receipt is validated by the Unit Head and is issued to requesting external and internal clients who either misplaced or lost their original copies of the Official Receipt.

Office or Division	Cash Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students			
Checklist of Requirements		Where to Secure		
Letter/Email Request Proof of payment (Deposit slip/Online fund transfer confirmation)		Depository Bank/Online Bank App		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails the letter request.	1. Collecting Officer checks the Report of Collection based on the data given by the client and informs the client to pay the corresponding fee.	₱50.00	1 day	<i>Collecting Officer Cash Office</i>
2. Client sends the proof of payment via email.	2.1. Collecting Officer validates the payment and forwards the same documents to the Unit Head for review. 2.2. Unit Head evaluates the payment, and forwards the documents back to the Collecting Officer. 2.3. Collecting Officer encodes the name of the requesting party to the template of the certification form. 2.4 Collecting Officer issues the corresponding Official Receipt,	None	2 days	<i>Unit Head Cash Office Collecting Officer Cash Office</i>



	scans it and emails a copy to the client, along with the signed Certification.			
	TOTAL	₱50.00	3 days	



HEALTH SERVICES UNIT (HSU)

EXTERNAL (ALSO INTERNAL) SERVICES



1. Blood Pressure Measurement

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC students, employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Health Services		HSU		
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present filled-out request form and ID.	1.1 Check completeness of request form.	None	1 minute	<i>Nurse</i> HSU
	1.2 Schedule blood pressure measurement/monitoring.	None	2 minutes	
2. Proceed to HSU (if a dependent, accompanied by UPTC employee) as scheduled.	2. Look for patient's medical record (if none, provide form to fill up data).	None	3 minutes	
3. Rest for 15 minutes before the procedure. Proceed to blood pressure taking.	3. Take blood pressure and inform client of result.	None	18 minutes	
4. Sign in the log-book.	4. Record result in the medical form and file.	None	2 minutes	<i>Nurse</i> HSU
	TOTAL	None	26 minutes	



2. Dental Consultation and/or Procedure

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC students, employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Health Services		HSU		
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present filled-out request form and ID.	1.1 Check completeness of request form.	None	1 minute	
	1.2 Schedule client for dental consultation.	None	2 minutes	
2. Proceed to HSU (if a dependent, accompanied by UPTC employee) as scheduled.	2.1. Look for patient's dental record (if none, provide form to fill-up data).	None	3 minutes	<i>Nurse HSU</i>
	2.2. Take vital signs.	None	3 minutes	<i>Nurse HSU</i>
	2.3. Endorse to the school dentist for consultation and further dental treatment.	None	3 minutes	
3. Proceed to see the dentist.	3. Conduct dental examination/ procedure.	None	60 minutes	<i>Dentist</i>
	3.1. Give payment slip to client.	None	2 minutes	



4. Sign in the logbook.	4. Record findings in dental form and file.	None	3 minutes	
5. Proceed to Cashier for payment.		For procedure: Oral prophylaxis – ₱60 Extraction and other minor procedure – ₱100 Filling – ₱60	5 minutes	<i>Collecting Officer Cash Office</i>
6. Show receipt to dentist.	6. Note OR number in logbook.	None	3 minutes	<i>Dentist</i>
	TOTAL	<i>Depends on procedures performed</i>	1 hour and 25 minutes	



3. Medical Consultation

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC students, employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Health Services		HSU		
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present filled-out request form and ID.	1.1 Check completeness of request form.	None	1 minute	<i>Nurse HSU</i>
	1.2 Schedule client for medical consultation.	None	2 minutes	
2. Proceed to HSU (if a dependent, accompanied by UPTC employee) as scheduled.	2.1. Look for patient's medical record (if none, provide form to fill-up data)	None	3 minutes	
	2.2. Take vital signs. Assess and prioritize patient's immediate medical concern	None	5 minutes	
	2.3. Endorse to the school physician for consultation and further medical treatment	None	2 minutes	
3. Proceed to see the physician	3. Take medical history and conduct physical examination; inform client of findings	None	20 minutes	



4. Sign in the logbook	4. Record findings in medical form and file	None	3 minutes	Nurse HSU
TOTAL		None	36 minutes	

4. Medicine Prescription and Dispensing

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC students, employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Health Services		HSU		
Old prescription		Provided by client (from previous physician or medical facility)		
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HSU (if a dependent, accompanied by UPTC employee). Present filled-out request form, ID & old prescription	1.1. Review old prescription	None	2 minutes	Nurse HSU
	1.2. Endorse to the school physician for prescription renewal	None	1 minute	
2. Proceed to see the physician	2. Review prescription and prescribe medication/s.	None	5 minutes	College Physician
3. Receive medicines	3. Dispense prescribed	None	5 minutes	Nurse



	medications if available			HSU
4. Sign in the logbook	4. Record transaction in medical form and file	None	2 minutes	
	TOTAL	None	15 minutes	

5. Nebulization

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	UPTC students, employees and their dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Health Services		HSU		
UPTC Student ID or UPTC employee ID (dependents of UPTC employees should be accompanied by the employee)		To be provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to HSU (if a dependent, accompanied by UPTC employee). Present filled-out request form and ID.	1.1. Look for patient’s medical record (if none, provide form to fill up data)	None	3 minutes	<i>Nurse HSU</i>
	1.2. Conduct medical checkup and issue physician’s order	None	10 minutes	<i>College Physician</i>
2. Submit self for nebulization	2. Perform nebulization	None	45 minutes	<i>Nurse HSU</i>



3. Submit self for reassessment	3. Conduct reassessment of patient status after nebulization.	None	3 minutes	College Physician
3. Sign in the logbook	3. Record results in medical form and file	None	2 minutes	Nurse HSU
	TOTAL	None	1 hour & 3 minutes	

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

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

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming first year & transferee students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PEHA Form and Dental Form		Link provided through Enrollment Guide Document sent to the student. Health Services Unit		
Diagnostic Test Results		Provided by client (from hospital or any outside medical laboratory facility)		
Booking appointment		Link sent through email by Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Book an online consultation appointment through online scheduling service.	1.1 Check schedule of students for the online medical examination.	None	3 minutes	<i>Ms. Diane Ruth Daanton Nurse</i>
	1.2 Send zoom link to the student via email.	None	2 minutes	
2. Send scanned copy of filled-out PEHA form and diagnostic tests results to the official email address of the HSU at least 1 day before scheduled appointment.	2. Check completeness of requirements	None	3 minutes	
3. Attend virtual consultation by connecting through the zoom link given.	3. Conduct teleconsult; inform client of findings	None	20 minutes	<i>College Physician</i>
	3.1 Record findings in medical form and file	None	4 minutes	<i>Ms. Diane Ruth Daanton Nurse</i>
4. Receive provisional Fit-to-Enroll Slip.	4. Issue provisional Fit-to-Enroll Slip	None	3 minutes	<i>College Physician</i>
5. Undergo face-to-face physical examination and dental examination upon arrival at the campus or as scheduled by the Health Services Unit.	5. Schedule for face-to-face physical examination and dental examination.	None	-	<i>Ms. Diane Ruth Daanton Nurse</i>
	TOTAL	None	35 minutes	



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

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

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



3. Proceed to Doctor's Consultation Area for medical and physical examination	3. Conduct medical and physical examination. Records assessment on the PEHA form and Fit-to-enroll Slip.	None	10 minutes	<i>College Physician</i>
4. Proceed to dental clinic and fill out Dental Form.	4.1. Provide Dental Form to be filled out by the student.	None	3 minutes	<i>Dentist</i>
	4.2 Perform dental examination and records assessment on the Dental record and Fit-to-enroll Slip.	None	10 minutes	
5. Proceed back to HSU for the final disposition on Fit-to-enroll Slip.	5. Give final disposition and issues signed Fit-to enroll Slip.	None	2 minutes	<i>College Physician</i>
6. Sign in the logbook	6. Record result in medical form and file	None	1 minute	<i>Nurse HSU</i>
	TOTAL	None	37 minutes	



8. Request for Medical Certificate

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

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



4. Receive Medical Certificate	4. Issue Medical Certificate	None	1 minute	Nurse HSU
5. Sign in the log-book	5. Record transaction in medical form and file	None	2 minutes	
TOTAL		None	23 minutes	

9. Wound Dressing

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

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



HUMAN RESOURCE & DEVELOPMENT OFFICE (HRDO)

INTERNAL SERVICES



1. Request for Documents Through Personnel Unified System Outlook (PUSO)

Using the Personnel Unified System Outlook (PUSO) system, internal clients can submit a request for certain documents to the Human Resource & Development Office

Office or Division:	Human Resource & Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty members and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PUSO user account		System Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to PUSO and create new document request.	1.1 HRDO staff marks the request in PUSO as “in process” and proceeds to prepare the hardcopy of the requested document.	None	1 day	<i>Staff</i> HRDO
	1.2 HRDO unit head checks document and signs	None	1 day	<i>Unit Head</i> HRDO
	1.3 Once the document is ready, the HRDO staff informs the client to proceed to the HRDO office to claim the document	None	5 minutes	<i>Staff</i> HRDO
2. Client receives requested document.	2. HRDO staff releases the document	None	5 minutes	



	TOTAL	None	2 days & 10 minutes	
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2. Application for Leave (Vacation, Sick, CSC/CNA Special, Monetization, Terminal, Faculty Sick Leave)

The HRDO facilitates the preparation, submission and filing of leave applications.

Office or Division:	Human Resource & Development Office (HRDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty members and administrative staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client emails/calls/visits the Office to secure/request for the Application for Leave Form.	1.1. HRDO staff accommodates the request and immediately hands in/emails the specific form requested and advice the client to properly fill-up the form.	None	2 minutes	<i>Staff HRDO</i>
2. Client fills up and submits the form	2.1 HRDO staff checks the form if it is properly filled-out.	None	5 minutes	
	2.2 Certifies leave balances of client	None	25 minutes	<i>Unit Head HRDO</i>
	2.3 Submits application for leave to immediate supervisor/Dean for approval.	None	5 minutes	<i>Staff HRDO</i>



	2.4 HRDO files the approved application for leave of clients.	None	1 day after approval	<i>Staff</i> HRDO
	TOTAL	None	1 day & 37 min.	



SECURITY SERVICES OFFICE

EXTERNAL SERVICES



1. Request for Review of CCTV Footage

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

Office or Division	Security Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	General Public			
Checklist of Requirements			Where to Secure	
CCTV Access Request Form			Security Service Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out CCTV Access Request Form and submit the same to SSO.	1.1 Receive duly filled out CCTV Access Request Form.	None	1 minute	<i>Security Officer or UP Special Policeman SSO</i>
	1.2 Forward the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	
	1.3 Sign duly filled out CCTV Access Request Form and forward the same to the Dean for approval.	None	2 minutes	<i>ADA OADA</i>
	1.4 Sign the CARF.	None	2 minutes	<i>Dean Office of the Dean</i>
	1.5 Review and save the video file/footage.	None	3 hours	<i>Security Officer or UP Special Policeman SSO</i>
	1.6 Contact the requestor for the review of the CCTV footage/file.	None	2 hours	



2. Sign the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Sign the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	None	1 minute	
TOTAL		None	5 hours and 7 minutes	

2. Request for Review and Copy of CCTV Footage

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

Office or Division	Security Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	General Public			
Checklist of Requirements		Where to Secure		
CCTV Access Request Form		Security Service Office		
Reference letter (Court Order)		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out CCTV Access Request Form and submit the same to SSO.	1.1 Receive duly filled out CCTV Access Request Form.	None	1 minute	<i>Security Officer or UP Special Policeman SSO</i>
	1.2 Forward the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	
	1.3 Sign duly filled out CCTV Access Request Form and	None	2 minutes	<i>ADA OADA</i>



	forward the same to the Dean for approval.			
	1.4 Sign the CARF.	None	2 minutes	<i>Dean Office of the Dean</i>
	1.5 Review and save the video file/footage.	None	3 hours	<i>Security Officer or UP Special Policeman SSO</i>
	1.6. Contact the requestor and assists the review and give the copy of the CCTV file/footage.	None	2 hours	
2. Sign the acknowledgement part of the CARF after reviewing and receiving the copy of the CCTV footage/file.	2. Sign the acknowledgement part of the CARF after assisting the review and giving the copy of the CCTV footage/file.	None	1 minute	
TOTAL		None	5 hours and 7 minutes	



SECURITY SERVICES OFFICE (SSO)
INTERNAL SERVICES



1. Request for Review of CCTV Footage

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

Office or Division	Security Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Faculty, REPS, Staff			
Checklist of Requirements			Where to Secure	
CCTV Access Request Form			Security Service Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out CCTV Access Request Form and submit the same to SSO.	1.1 Receive duly filled out CCTV Access Request Form.	None	1 minute	<i>Security Officer or UP Special Policeman SSO.</i>
	1.2 Forward the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	
	1.3 Sign duly filled out CCTV Access Request Form and forward the same to the Dean for approval.	None	2 minutes	<i>ADA OADA</i>
	1.4. Review and save the video file/footage.	None	3 hours	<i>Security Officer or UP Special Policeman SSO</i>
	1.5. Contact the requestor for the review of the CCTV footage/file.	None	2 hours	



2. Sign the acknowledgement part of the CARF after reviewing the CCTV footage/file.	2. Sign the acknowledgement part of the CARF after assisting the review of the CCTV footage/file.	None	1 minute	
TOTAL		None	5 hours and 5 minutes	

2. Request for Review and Copy of CCTV Footage

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

Office or Division	Security Services Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Faculty, REPS, Staff			
Checklist of Requirements		Where to Secure		
CCTV Access Request Form		Security Service Office		
Reference letter (Court Order)		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completely fill out CCTV Access Request Form and submit the same to SSO.	1.1 Receive duly filled out CCTV Access Request Form.	None	1 minute	<i>Security Officer or UP Special Policeman SSO</i>
	1.2 Forward the form to the Office of the Associate Dean for Administration for recommendatory approval.	None	1 minute	
	1.3 Sign duly filled out CCTV Access Request Form and forward the same to the Dean for approval.	None	2 minutes	<i>ADA OADA</i>



	1.4 Sign the CARF.	None	2 minutes	Dean Office of the Dean
	1.5 Review and save the video file/footage.	None	3 hours	Security Officer or UP Special Policeman SSO
	1.6 Contact the requestor, assist the review and give the copy of the CCTV file/footage.	None	2 hours	
2. Sign the acknowledgement part of the CARF after reviewing and receiving the copy of the CCTV footage/file	2. Sign the acknowledgement part of the CARF after assisting the review/giving the copy of the CCTV footage.	None	1 minute	
TOTAL		None	5 hours and 7 minutes	



3. Use of Venue/Facilities

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

Office or Division	SECURITY SERVICES OFFICE			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Students, Faculty, Staff			
Checklist of Requirements		Where to Secure		
Copy of Approved Activity and Use of Facility Permit		Provided by client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Copy of Activity and Use of Facility Permit	1.1 Receive approved Activity and Use of Facility Permit and records the same on the logbook.	None	1 minute	Security Officer or UP Special Policeman SSO
	1.2 Forward the permit to the guard on duty.	None	5 minutes	Guard on duty
	1.3 Check and verify the schedule of the approved activity and use of facility and grants the end-user on the use of venue(s)/facility (ies)	None	1 minute	Guard on duty
	1.4 Inspect the venue(s)/facility(ies) after the use of the clients and put it back to its secured condition.	None	5 minutes	Guard on duty
TOTAL		None	12 minutes	



SUPPLY & PROPERTY MANAGEMENT OFFICE (SPMO)

INTERNAL SERVICE



1. Procurement Services

PROCUREMENT is defined by RA 12009 and its IRR acquisition of goods, infrastructure projects, and consulting services by a procuring entity from suppliers, contractors, or consultants through contractual arrangements, whether funded by public funds or otherwise authorized by law.

Office or Division:	Supply and Property Management Office			
Classification:	Complex Transaction			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Faculty, Staff, Students, Other Offices, External Clients and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		Processed by end user/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Request via the Budget Utilization, Liquidation and System Analytics (BULSA) system	1. Budget Officer performs budget clearing in BULSA and the Dean approves PR also in BULSA	None	4 hours	<i>Budget Officer</i> Budget Office <i>Dean</i> Dean's Office
	2. Determine Mode of Procurement	None	2 minutes	BAC
	3. Prepares RFQ for Shopping and Bid Docs for Public Bidding	None	10 minutes	<i>Staff</i> SPMO
	4. Canvass/Bid	None	20 days	<i>Canvasser</i> SPMO
	5. Prepares Abstract of Quotation/Bid (After evaluation of TWG with assistance of End-user)	None	10 minutes	<i>Staff</i> SPMO
	6. Prepares Contracts/PO with Obligation Request Status (ORS form)	None	10 minutes	<i>BAC Secretariat</i> SPMO



	7. Submits the documents to Budget Office for Obligation	None	3 minutes	<i>Budget Officer</i> Budget Office
	8. Forward to Accounting and Dean's Office for their Signature	None	10 minutes	<i>Accountant</i> Accounting Office <i>Dean</i> Dean's Office
	8. Serve the PO to supplier	None	3 hours	Supplier
	9. Waiting for Delivery	None	7 days	
	10. SPSO prepares Inspection and Acceptance Report Form	None	3 minutes	<i>Supply Officer</i> SPMO
	11. Inspects completeness & acceptability of items delivered	None	30 mins.	
	12. Signs Inspection & Acceptance Report by Inspection Officer assigned and Supply Officer	None		
2. Accepts item delivered and signs the PAR/ICS/IS	13. Prepares Property Acknowledgment Receipt (PAR)/Inventory Custodian Slip (ICS)/ Issuance Slip	None	5 minutes	<i>Staff (Inventory)</i> SPMO
	14. Complete documents & prepares DV for payment.	None	5 minutes	<i>Supply Officer</i> SPMO
	15. Process DV through UIS	None	5 minutes	
	16. Submit all the documents to Accounting Office	None	2 minutes	
	TOTAL	None	27 days, 4 hours & 18 minutes	



VI. Feedback and Complaints

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



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



VII. List of Offices

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



Office of Anti-Sexual Harassment (OASH)	AS Campus, Magsaysay Blvd., Tacloban City		Ms. April Grace U. Lazarito
Teaching & Learning Resource Center (TLRC)	DM Campus, Magsaysay Blvd., Tacloban City		
Pahinungod	DM Campus, Magsaysay Blvd., Tacloban City		Asst. Prof. Nelfa M. Glova
Office of Student Affairs (OSA)	Executive House Building		Assoc. Prof. Jasmine A. Malinao
College Library	Library Building		Ms. Florabel M. Fumar-Bañares
Accounting Office	AS Campus, Magsaysay Blvd., Tacloban City		Ms. Karen L. Reyes
Budget Office			Ms. Rosanna S. Burre
Campus Development & Maintenance Office (CDMO)			Mr. Telesforo S. Sales
Cash Office			Ms. Catherine C. Moreno
Health Services Unit (HSU)	Executive House Building		
Human Resource & Development Office (HRDO)	AS Campus, Magsaysay Blvd., Tacloban City	(053) 832-2932	Ms. Maria Edna Sevilla
Security Services Office (SSO)	AS Campus, Magsaysay Blvd., Tacloban City		Mr. Mario A. Martinez
Supply & Property Management Office (SPMO)			Mr. Delfin P. Aledro Jr.
Office of the System Administrator	AS Campus, Magsaysay Blvd., Tacloban City		Mr. Allan N. Amistoso
Ladies' Dormitory	Ladies' Dormitory	(053) 832-2706	Asst. Prof. Nelfa M. Glova
Men's Dormitory	Men's Dormitory		Mr. JB Lusegro