



CITIZEN'S CHARTER HANDBOOK
(2019 2nd Edition)



I. Mandate

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

The University shall:

- Lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- Serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- Serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- Lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- Protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- Provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.
- Serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- Provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of meetings and fora for students, faculty, research, extension, and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.



II. Vision

A lead university in pioneering research, creative design, ICT-driven innovation, responsible governance, and community service in Central Visayas and the global society.

III. Mission

UP Cebu promotes scientific, socio-economic, cultural, and environmental progress in Central Visayas, in the nation and the world through creative instruction, research, intellectual productivity, and public service. The university:

- Offers accessible quality graduate, undergraduate, and continuing education that will produce innovative, critical, nationalist, ethical, gender-sensitive and socially responsible graduates who demonstrate high levels of academic pursuit;
- Conducts pioneering research, and develops novel and creative technologies through transdisciplinary collaboration;
- Applies products of knowledge generation, dissemination, and intellectual productivity to improve social welfare; and
- Ensures administrative efficiency in the delivery of excellent, responsible service in support of learning, research, intellectual productivity, and public service.

IV. Service Pledge

We, the University of the Philippines Cebu (UPC) officials, faculty, REPS, and administrative employees, commit to extend to our clientele and stakeholders the quality service anchored on the following values and principles:

1. Prompt and expeditious service

We ensure that the needs of our stakeholders, who include the students, professionals, and the community, are addressed with efficiency, quality, and promptness. We deliver teaching, research, and extension work within the expected duration, and expedite services to maximize output and respond to other immediate needs and other equally important obligations.

2. Commitment

We are committed to deliver academic services to our stakeholders with a high sense of quality, especially in the fields of computer science, education, fine arts, industrial design, management, communication, mathematics, natural sciences, and social sciences. We strive to be the regional center for cultural, social, and human development, and to deliver programs that improve our stakeholders' quality of living.

3. Just and Fair



We endeavor to practice equitable and ethical decision making, upholding basic human and civil rights for the greater good, in the delivery of our academic services and scholarly learning activities, in the conduct of research and dissemination of research outputs, and in serving and working with our communities and partners in the alleviation of the quality of life.

4. Transparency

We abide by the principle of transparency, carrying out the basic regulatory and mandated requirements, respecting the standards of check and balance, ensuring a balance between maintaining confidentiality whenever needed, and upholding openness where accountabilities are concerned for the greater good and advantage of the university and the country.

5. Efficiency

We strive for ensuring that all our delivery of academic services, research and dissemination and community extension and all other academic support services are done within the expected and sound utilization of resources and equipment. We endeavor and observe zero waste and redundancy in pursuing the best possible alternative and innovative methods in optimizing delivery of all services.



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OFFICE OF THE CHANCELLOR (OC)

EXTERNAL SERVICES

1. Approval of request for collaboration / coordination / representations with other government agencies

Process on request for collaboration with other government agencies

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter/request			Concerned requesting agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting agency sends a letter to the Chancellor.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. Reviews the request and assigns a point person/representative to attend/comment or endorse		5 Days	<i>Chancellor</i> Office of the Chancellor
	3. The Chancellor acts on the request.			
2. Receives signed copy	4. Releases the signed copy		1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



2. Approval on request for attendance to CHED SUC evaluations

Process on attending to CHED SUC evaluations

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External clients from CHED			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Request		concerned requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CHED sends a notice of meeting/appointment / invitation to UP Cebu.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor reviews and acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy		1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



3. Approval of requests for collaborations, partnerships (with contracts, TOR, MOA/MOUs)

Process on requesting approval for collaborations, partnerships (with contracts, TOR, MOA/MOUs)

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Administrators of concerned agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from other agencies			concerned requesting agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned agency writes a letter to the Chancellor with attached contract/TOR/MOA/MOU.	1.Receives the request	None	1 Day	Office Staff Office of the Chancellor
	2.The Chancellor, forwards and requests Legal Office for clearance and endorsement of VCA/VCAA/OIL Coordinator. 3. The Chancellor reviews and acts on the request.		18 Days	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	

Note: The signed and notarized agreements for academic cooperation are sent to UP System for Board of Regents for confirmation (with necessary attachments: legal clearance, activity implementation plan and certification of no special budgetary requirements).



4. Approval on request to use campus facilities - rental of venue (other agencies)

Process on requesting an approval to use campus facilities- rental of venue for other agencies

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request and Request form			CMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a letter addressed to the Chancellor duly endorsed by the VCA, along with an accomplished CMO reservation forms on availability of facility, with Accounting Office's assessment.	1. Receives the request and reviews the completeness of the documents with endorsement	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	



5. Approval of request from Contractors for: Construction of Buildings, Variation Order, Approval of BOQ, Site Instruction (SI), Time Extension, Material Submittal Sample

Process on requesting approval for Construction of Buildings, Variation Order, Approval of BOQ, Site Instruction, (SI), Time Extension and Material Submittal Sample from Contractors

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request with OCA's review and endorsement			OCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Contractor writes a letter and gets endorsement from the Office of the Campus Architect (OCA) and the VCA. OCA or the OVCA endorses it to the Chancellor's Office.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor reviews, and if needed, calls upon a meeting with OCA, BAC and End-user 3. The Chancellor acts on the request.		18 Days	<i>Chancellor</i> Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



6. Approval of request from contractors - Payment of Progress Billings

Process of request for payment on progress billings

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter and Progress Billing Form			OCA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Contractor submits the billing to Office of the Campus Architect (OCA) for their action, OCA then endorses the request to the OVCA.	1. Receives the request	None	1 Day	<i>Office Staff Office of the Chancellor</i>
2. The OVCA endorses it to the Chancellor's Office.	2. The Chancellor reviews, and if needed, consults OCA and Accounting, on the computation of billing; punch lists, liquidated damages, etc.		18 Days	<i>Chancellor Office of the Chancellor</i>
3. Receives signed copy	3. The Chancellor acts on the request. 4. Releases signed copy	None	1 Day	<i>Office Staff Office of the Chancellor</i>
TOTAL		None	20 Days	



7. Submission and Compliance of Reports/Replies to OMB, COA, CHED and other Agencies

Process of submitting compliance of reports/replies to OMB, COA, CHED and other agencies

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Administrators of concerned agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memo from COA/other Agencies			concerned requesting agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OMB/COA/ CHED and other agencies send a memo/letter for report compliance.	1. Receives the request, and upon Chancellor's preliminary action, routes to concerned office for compliance 2. Concerned Office prepares the required report, and VCA endorses the report to the Chancellor	None	The deadline varies per agency (24 Hours/ 3 Days/ 7Days to 3 Months).	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor reviews and approves for its release to concerned agency.			<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	4. Releases the signed copy	None		<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Months	



INTERNAL SERVICES

1. Approval of Requests of the Colleges for Authority to Hire, Appointment of new faculty, Renewal of Appointment, Tenure, Waiver of Tenure Rule

Process of requesting for authority to hire, appointment of new faculty, renewal of appointment, tenure, waiver of tenure rule

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		HRDO, Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO as the Secretariat of the APFC, forwards the request complete with attachments to the Office of the Chancellor.	1. Receives and reviews the summary of actions, endorsements, and supporting documents	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		18 Days	Chancellor Office of the Chancellor
2. Receives the documents	3. Releases the signed copy		1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	



2. Endorsement of Requests for Fellowships, FRASDP and Study Leave (new and renewal), Sabbatical Leave, Sick Leave of not less than 5 months or 1 semester, Foreign Travels

Process of requesting approval for fellowship, FRASDP, study leave, sabbatical, sick leave of not less than 5 months or 1 semester, foreign travels

Office or Division:		Office of the Chancellor		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO as the Secretariat of the APFC, forwards the request to the Office, with proper endorsements.	1. Receives and reviews the request	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		13 Days	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy		1 Day	Office Staff Office of the Chancellor
TOTAL		None	15 Days	



3. Endorsement of request to avail UP System Research Dissemination Grant, International Publication Award, etc.

Process of requesting for endorsement of RDG, IPA for action of the Chancellor

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA or the applicant/proponent submits the request to the Office with proper endorsements thru channels.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



4. Approval of Requests to Avail of Faculty Development Fund (FDF)

Process of requesting to avail of the FDF

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		CVSC, OVPA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA submits the proponent's request to the Office, with its action of endorsement or non-endorsement.	1. Receives and reviews the request	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	



5. Approval of Submitted API Proposals

Process of submitting Academic Program Improvement proposals

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty of the different programs of the Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposals from different colleges		College/OVCAA		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/ Department / Programs/Offices prepares the proposal using prescribed forms Sends to OVCAA for endorsement and collation.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor calls for a meeting with the VCAA and Deans to review and prioritize the proposals and finalize for submission 3. The Chancellor approves the submission and release of the proposals, subject to revisions based on comments during the meeting for prioritization.			13 Days <i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	15 Days	



6. Approval of Requests for Realignment of Approved Line Item Budget for API Activities

Process of requesting realignment of approved LIB for API activities

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Colleges, Departments, Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA endorses the request to the Office.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



7. Approval of Budget Proposals (project-based or annual budget plans)

Process of requesting budget proposals (project-based or annual budget plans)

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Colleges, Departments, Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Budget Office/Respective offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The college/s and other concerned offices submit the budget proposal for approval of the Chancellor.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor, in consultation with the Budget Office, acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



8. Actions of Students' Appeal for re-admissions and other actions on students' status academic status/standing

Process of requesting for student's appeal for re-admissions and other actions on student's status academic status/standing

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student seeks endorsements, recommendations, notations through channels, then submits the request to the Office of the Chancellor.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



9. Endorsement of Requests for Alternative Class Learning Experience (ACLE)

Process of requesting for Alternative Class Learning Experience (ACLE)

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA or the concerned student/s submits the request to the Office of the Chancellor.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



10. Approval of requests for extension of enrollment

Process of requesting for endorsement of extension of enrollment

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA or the concerned student/s submits the request to the Office.	1. Receives and reviews the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



11. Action on Application for Student Loan Board (SLB) during enrollment

Process of SLB loan application during enrollment

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter endorsed by OSA Director SLB Application Form Photocopy of ID of the Borrower/Student with co-maker		Accounting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student /borrower submits to the Office a letter justifying the reason for SLB application (80 to 99% of the tuition to be loaned), together with duly-filled out SLB form with attached photocopy of borrower's and co-maker's ID.	1. Receives, reviews the request and checks completeness of the form and attachments	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



12. Endorsement of requests for permission to hold student organizations activities

Submission of request for permission to hold student organizations activities

Office or Division:		Office of the Chancellor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA or the concerned organization submits the request to the Office.	1. Receives and reviews the request with attachments	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



13. Approval of Applications for *MOVE UP/COOPERATE*

Process of requesting approval of applications for MOVE UP/COOPERATE

Office or Division:		Office of the Chancellor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		OVPAA, OIL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents already endorsed by OIL Coordinator and the VCAA.	1. Receives and reviews applications with attachments	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



14. Approval of application to avail of the Basic Extension Fund (BEF)

Process of sending application for the Basic Extension Fund (BEF)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty of the different Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter and contract/grant		OCEP/Ugnayan ng Pahinungod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA or the proponent submits the request with proper endorsements and the BEF contract.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



15. Approval of candidates for employment

Process of reviewing and approving the results of the candidates for employment

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Administrators of concerned office/college			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
letter/request, justification for hiring			requesting office or thru HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO/OVCA forwards to the Office of the Chancellor the Endorsement of the CUHRMPSB, screening results and candidates' documents duly signed by the VCA as the Chair of the CUHRMPSB.	1. Receives the documents 2. Reviews the endorsement of the CUHRMPSB and its attachments	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor, before making a final decision, conducts personal interviews to the top3 candidates. Thereafter, the Chancellor signs on the documents.	None	18 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



16. Approval of Application for privilege to study at reduced fees

Process of requesting approval for application to study at reduced fees

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Forms		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee writes a letter with attached grades. 2. Gets endorsements through channels.	1. Receives the documents and checks its completeness	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



17. Approval of Application for Limited Practice of Profession (LPP)

Process of requesting approval of application for Limited Practice of Profession

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Forms		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee writes a letter and gets endorsements through channels.	1. Receives the documents and checks its completeness	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor approves / signs on the form.		1 Day	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
	TOTAL	None	3 Days	



18. Approval of Enhanced Hospitalization Programme (eHOPE) for the Faculty, REPS and Administrative Staff

Process of requesting approval for eHOPE benefit program

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Forms		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee fills out the eHOPE form with corresponding attachments. 2. Gets endorsements through channels.	1. Receives the documents and checks its completeness	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor approves / signs on the form.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



19. Approval of notice of appointments, an oath of office (administrative and academic)

Process of requesting for notice of appointments, an oath of office (administrative and academic)

Office or Division:	Office of the Chancellor			
Classification:	Simple to Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Administrators of concerned office/college			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Appointment		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRDO prepares the necessary forms, NOA, Basic Papers, etc. of the personnel to be appointed, and routes for signature through channels (VCA signs/countersigns). All signed copies will be sent back to the HRDO upon signed approval.	1. Receives the forms and reviews the attachments	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	

NOA (in HR) - Notice of Appointment



20. Approval of requests for ALCs, RLCs, SLCs, CWLCs, RDGs and Staff/REPS Development

Process on requesting approval for ALCs, RLCs, SLCs, CWLCs, RDGs and Staff/REPS Development

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request and endorsements		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The College/OVCAA routes the request to secure proper endorsements, through channels, for ALCs/ RLCs/ SLC's and CWLCs more than 3 units.	1. Receives the request 2. Reviews the endorsements and attachments (action of the CUAcPFC/CUHRMPSB/REPS Committee	None	1 Day	Office Staff Office of the Chancellor
	3. The Chancellor acts on the request.		18 Days	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	

ALC-Administrative Load Credit, RLC -Research Load Credit, SLC -Study Load Credit, CWLC- Creative Work Load Credit
RDG - Research Dissemination Grant



21. Approval of Forms 67A, 67B, 67C, and Disbursement Voucher for the payment of overload honoraria of faculty

Process for filing Forms 67A, 67B, 67C, and Disbursement Voucher for the payment of overload honoraria of faculty

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Template forms (67A, 67B,67C)		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCAA endorses to the Office of the Chancellor for approval of the release of payment of overload honoraria.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. Reviews, if needed, consults the VCAA for assistance on the final review of the forms, computations of overload honoraria		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
	3. The Chancellor acts on the endorsement.			
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



22. Approval of Request for Application for Leave (more than 10 days leave)

Process for requesting Application for Leave (more than 10 days leave)

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter and Application for Leave			Application forms are available at HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes application form and routes for endorsement through channels.	1. Receives the request 2. Reviews the request and checks the endorsing committee's action, for leave application of at least 30 days, should be sent to CUHRMPSB/ CUAcPFC for deliberation and endorsement	None	1Day	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor acts on the endorsement.		18 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	

CUHRMPSB - Constituent Unit Human Resource Merit Promotion and Selection Board



23. Approval of Authority to Travel Abroad (Official)

Process for requesting authority to travel abroad (official)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty and Non-teaching Staff or Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request and HRDO Form 9		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty / staff / student writes a letter. 2. Gets endorsement through channels.	1. Receives the request 2. Checks the completeness of the request, reviews, and endorses for the Chancellor's action	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor approves on the UIS-printed travel authority.		1 Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



24. Approval of Authority to Travel Abroad (Personal)

Process of requesting for authority to travel abroad (personal)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Faculty and Non-teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request with leave form			HRDO	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty/staff writes a letter. 2. Gets endorsement through channels (Dean/VCs/Office Head)	1. Receives the request 2. Reviews and endorses for the action of the Chancellor	None	1 Day	Office Staff Office of the Chancellor
	3. The Chancellor approves the travel request.		1 Day	Chancellor Office of the Chancellor
3. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	



25. Approval of Pull out Slip (pull out of equipment)

Process of requesting action of the Chancellor for Pull out Slip (pull out of equipment)

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Forms		SPMO/respective office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee fills out the pull out slip form.	1. Receives and reviews the document	None	1 Day	Office Staff Office of the Chancellor
2. Gets endorsement through channels	2. The Chancellor acts on the request.		1 Day	Chancellor Office of the Chancellor
3. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	



26. Approval of Equipment Grant

Process of requesting approval for equipment grant

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
General Forms			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned employee writes a request to the Chancellor, with endorsements through channels.	1. Receives the document/ request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
2. Once approved, the employee coordinates with the SPMO for the retrieval/procurement of equipment grant.	2. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the Chancellor
3. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



27. Approval of Payroll, Disbursement Vouchers and Signing of Checks

Process of requesting approval for payroll, disbursement vouchers and signing of checks

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Forms		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting Office prepares monthly payroll with corresponding OBR and DV. 2. Cash Office prepares the Check.	1. Receives the documents and checks its completeness/ correctness of figures	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor approves / signs on payroll / DV/ checks.		1Day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. Receives signed copy	3. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	3 Days	



28. Approval of PPMP (Project Procurement and Management Plan)

Process of approving PPMP for submission to UP System

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Entity, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All procurement forms		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The OVCA forwards the PPMP consolidated and prepared by the SPMO for approval of the Chancellor.	1. Receives the documents	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor acts on the request.		2 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. 2. SPMO receives the signed copy for submission to UP System.	3. Releases the signed documents.	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	4 Days	



29. Approval of PR, PO, RMP, BAC Res., DV of all procurements over 100K ABC

Process of requesting approval for PR, PO, RMP, BAC Res., DV of all procurements over 100K ABC

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Entity, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All procurement forms		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End users submit PRs and corresponding forms to SPMO, then the SPMO performs the procurement process up to the issuance of a notice of award.	1. Receives the documents	None	1 Day	Office Staff Office of the Chancellor
	2. Reviews the documents and the completeness of its attachments, correctness of entries			
	3. The Chancellor acts on the request.		1 Day	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	

PR-Purchase Request, PO- Purchase Order, RMP -Recommendation for Mode of Procurement, BAC Res-Bids and Awards Committee Resolution



30. Approval of project contracts, agreements, TBI lease agreements, etc.

Process of request for approval on project contracts, agreements, TBI lease agreements, etc.

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Entity, non-UP contractuels, TBI locators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All procurement forms		Legal/HRDO/TTBDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End users / Office concerned facilitates the submission of contracts/agreements for signature of the Chancellor, upon completion of legal clearance (if needed) and required signatures with attachments (ID, LIB, etc.)	1. Receives the documents 2. Reviews the documents and the completeness of its attachments	None	1 Days	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor acts on the request.		5 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



31. Approval and Awarding of Contracts (public bidding, infrastructure contracts not exceeding P30M)

Process of awarding contracts (public bidding, infrastructure contracts not exceeding P30M)

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2B, G2G			
Who may avail:	Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts and attachments		SPMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPMO thru the BAC performs the procurement process until Notice of Award, then submits the draft contract with approved Legal Clearance to the Chancellor.	1. Receives the documents 2. Reviews the documents and the completeness of its attachments, correctness of entries	None	1 Day	Office Staff Office of the Chancellor
	3. The Chancellor reviews and approves the contract.		18 Days	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	



32. Endorsement to Office of the President all public bidding contracts of P30M and above

Process of endorsing to Office of the President, all public bidding contracts of P30M and above

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2G, G2C			
Who may avail:	Winning bidders/contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts and attachments		SPMO and Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPMO thru the BAC and the Legal Office prepares, reviews, and submits to the Office of the Chancellor pertinent contracts with attachments for submission to the Office of the President.	1. Receives the documents	None	1 Day	Office Staff Office of the Chancellor
	2. Reviews the documents and the completeness of its attachments, legal clearance			
	3. The Chancellor reviews and endorses all documents to the UP System.		18 Days	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	



33. Approval of the filing of court and quasi-judicial pleadings

Process of filing of court and quasi-judicial pleadings

Office or Division:	Office of the Chancellor			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	(For cases filed against UP Cebu)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Affidavits and attachments			Legal Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Legal Office prepares the pleadings.	1. Receives the legal documents	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. The Chancellor reviews the pleadings, with complete attachments prepared by the Legal Office.		18 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
	3. The Chancellor endorses, signs the pleadings, and the Legal Office staff is sent to file it to court.			
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



34. Actions on complaints against faculty and staff

Process of resolving complaints against faculty and staff

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receipt of the complaint, the Chancellor calls upon a fact-finding committee to endorse their report/findings to the Office of the Chancellor within 30days from receipt of the notice.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. Reviews and studies the report, whereby needed, requests the assistance of the Legal Office /creates a disciplinary tribunal.		18 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
	3. The Chancellor acts on the request.			
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



35. Action of disciplinary complaints of personnel/students

Process of resolving disciplinary complaints of personnel/students

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The fact-finding committee, the Administrative Disciplinary Tribunal or the Student Disciplinary Tribunal endorses their report and recommendations to the Chancellor.	1. Receives the request	None	1 Day	<i>Office Staff</i> Office of the Chancellor
	2. Reviews the endorsements, if needed, requests the assistance of the Legal Office		18 Days	<i>Chancellor</i> Office of the <i>Chancellor</i>
	3. The Chancellor acts on the request.			
2. Receives signed copy	4. Releases the signed copy	None	1 Day	<i>Office Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



36. Submission of periodic administrative reports to UP System

Process of sending periodic administrative reports to UP System

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Administrators of concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-forma/template provided by UP		provided by concerned requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Office prepares the required report 2. VCA endorses	1. Receives the document/report	None	1 Day	Office Staff Office of the Chancellor
	2. Reviews the correctness and completeness of the data and its attachments			
	3. The Chancellor reviews and endorses all documents to be submitted to the UP System.		5 Days	Chancellor Office of the Chancellor
3. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	7 Days	



37. Action on Disposal of items

Process on disposal of items

Office or Division:	Office of the Chancellor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Administrators of concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pro-forma/template provided by UP		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of the report of the Disposal Committee (members are: SPMO, representatives from different colleges), with a proper recommendation through channels, it is then forwarded to the Office of the Chancellor.	1. Receives the document/report	None	1 Day	Office Staff Office of the Chancellor
	2. Reviews the correctness and completeness of the data and its attachments			
	3. The Chancellor reviews and acts on the request.		5 Days	Chancellor Office of the Chancellor
2. Receives signed copy	4. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
	TOTAL	None	7 Days	



38. Approval on request to use of equipment, facilities, and vehicles (with waived fees/discounted rate)*

Process of requesting use of equipment, facilities, and vehicles with waived fees/discounted rate

Office or Division:	Office of the Chancellor			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen			
Who may avail:	Faculty, REPS, Administrative Staff, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request and Reservation form/Trip Ticket			CMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a letter, and the completely filled up forms, with assessment from Accounting Office, duly endorsed through channels.	1.Receives the request and reviews the completeness of the documents with endorsements	**None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 Day	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	3 Days	

- Rental of venue/facilities/equipment/vehicles will be elevated to the Office of the Chancellor if there is a request to waive fees/discounted rate, otherwise, the approving office is the Office of the Vice Chancellor for Administration, based on approved FPOC rates.

** No fees are imposed on curricular and administrative activities of UP Cebu constituents, including approved calendar of activities of duly accredited student organizations. Extra-curricular and other income-generating activities are however charged with fees per FPOC (Fiscal Policy and Operations Committee) guidelines.



39. Approval for increase of FPOC rates, other fees

Process of requesting for approval of increase in current FPOC rates and other fees

Office or Division:	Office of the Chancellor			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	UP Cebu administrators; FPOC members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter and Proposal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent submits its proposal for increase of fees to the Office, upon the endorsement of all members of the FPOC, which is chaired by the Vice Chancellor for Administration.	1. Receives the request and reviews the completeness of the documents	None	1 Day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		18 Days	Chancellor Office of the Chancellor
2. Receives signed copy	3. Releases the signed copy	None	1 Day	Office Staff Office of the Chancellor
TOTAL		None	20 Days	

- Requests for approval of increase in FPOC rates and other fees not covered under the current delineation of authority of the Chancellor shall be endorsed to the Board of Regents.



TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE (TTBDO)

EXTERNAL SERVICES

1. Assessment of invention of product

In order how to protect the intellectual property of a product or invention, as well as determining how the product can move forward, it is important to perform an assessment. This allows the client to make a decision as to what next step to take for the product.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed Disclosure Form Official Receipt		UP Cebu STIITCH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed disclosure form.	1. Reviews request form and generate billing statement.	PHP5,000.00 (Basic Assessment: Potential IP, Potential Markets, Marketing Strategy)	7 – 20 Working Days	<i>Staff</i> TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt	PHP10,000.00 (Advanced Assessment:		<i>Staff</i> Cashier's Office
3. Shows official receipt.	3.1 Makes photocopy of official receipt. 3.2 Sets date for client to return and pick-up assessment.	Potential IP, Potential Markets, Marketing Strategy, Commercialization Options, Risk Assessment)		<i>Staff</i> TTBD0
TOTAL		Basic Assessment – PHP5,000.00 Advanced Assessment –	7 – 20 Working Days	



	PHP10,000.00		
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2. Basic patentability search for product or invention

This is a general patentability search and gives an overview of what similar products are available in the market.

Office or Division:	Office of the Chancellor – TTBD			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and sets date for client to return and pick-up search results.	None	7 Working Days	<i>ITSO Staff</i> TTBD
TOTAL		None	7 Working Days	



3. Advanced patentability search for product or invention

This is a more detail patentability search and is no longer limited to providing an overview of what is available in the market. It also presents the possible competition of the product and what improvements to make in order not to infringe.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form Official receipt		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and generates billing statement.	PHP10,000.00	20 Working Days	ITSO Staff TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt			Staff Cashier's Office
3. Shows official receipt.	3.1 Makes photocopy of official receipt. 3.2 Sets date for client to return and pick-up assessment.			ITSO Staff TTBD0
TOTAL		PHP10,000.00	20 Working Days	



4. Claims Drafting

This involves drafting the actual claims so that the intellectual property protection can be officially filed.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form Official receipt		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and generates billing statement.	Utility Model – PHP10,000.00 Patent – PHP20,000.00	20 Working Days	ITSO Staff TTBD0
2. Pays to Cashier’s Office	2. Cashier’s Office issues official receipt			Staff Cashier’s Office
3. Shows official receipt.	3.1 Makes photocopy of official receipt. 3.2 Sets date for client to return and pick-up and review claims drafter.			ITSO Staff TTBD0
TOTAL		Utility Model – PHP10,000.00 Patent – PHP20,000.00	20 Working Days	



5. Filing for IP Protection

Clients have the option to file on their own. However, the office can do the same for a fee. The advantage is that this results in UP Cebu ITSO becoming their official representative and thus be able to help them more efficiently.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IP Documents Official receipt		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits IP documents.	1. Reviews submitted documents and request form and generates billing statement for admin fee.	Trademark - PHP1,000.00 Copyright - PHP1,000.00	3 Working Days	<i>ITSO Staff</i> TTBDO
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt	Industrial Design - PHP2,000.00		<i>Staff</i> Cashier's Office
3. Shows official receipt.	3.1 Makes photocopy of official receipt. 3.2 Sets date for client to return and pick-up filling documents as well as payment to IPO PHIL..	Utility Model - PHP3,000.00 Patent – PHP3,000.00		<i>ITSO Staff</i> TTBDO
TOTAL		Trademark - PHP1,000.00 Copyright - PHP1,000.00 Industrial Design - PHP2,000.00 Utility Model - PHP3,000.00 Patent – PHP3,000.00	3 Working Days	



6. Application to be part of Incubation Program

In order to be able to join the Incubation Program, potential startups need to be able to show, among others, the viability of their product or services and their plans. This is to make sure that those who join the program are indeed deserving.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents Official receipt		UP Cebu inIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents.	1. Reviews submitted documents.	None	7 Working Days	<i>Program Manager</i> TTBD0
2. Receives decision of UP Cebu inIT management.	2. Informs client of decision.			
TOTAL		None	7 Working Days	



7. Memorandum of Agreement

Once a startup is approved to be part of the program, they need to sign a Memorandum of Agreement dictating the terms of their being part of said program.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Required Documents Official receipt		UP Cebu inIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client receives their copy of the MOA.	1. Releases copy of MOA to locator.	None	7 Working Days	Admin Staff TTBD0
2. Client submits signed copy.	2.1 Receives signed copy and forward to Office of the Chancellor. 2.2 Receives signed copy from OC.			
3. Receives copy of MOA.	3. Releases copy of completed MOA.			
TOTAL		None	7 Working Days	



8. Use of Facilities

In addition to hosting different startups, UP Cebu inIT also manages several facilities that can be used for a fee for events like seminars and trainings.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form Official receipt		UP Cebu inIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request and request form.	1. Receives request form and generates billing statement.	Events Space @ Negosyo Center (P200/hr)	3 Working Days	<i>Admin Staff</i> TTBDO
2. Pays to Cashier's Office.	2. Issues official receipt.	Meeting Room @ Negosyo Center (P100/hr)		<i>Staff</i> Cashier's Office
3. Submits copy of official receipt.	3. Releases official reservation.	Training Room @ TBI (P200/hr)		<i>Admin Staff</i> TTBDO
TOTAL		Events Space @ Negosyo Center (P200/hr) Meeting Room @ Negosyo Center (P100/hr) Training Room @ TBI (P200/hr)	3 Working Days	



9. Access to Co-Working Space

UP Cebu inIT manages a technology business incubator (TBI) facility for startups. However, startups begin somewhere, and the co-working space gives them an avenue for a more formal setting instead of working at home.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed documents Official receipt		UP Cebu inIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request and required documents.	1.1 Reviews documents.	PHP30.00 per hour	3 Working Days	<i>Admin Staff</i> TTBD0
2. Pays to Cashier's Office.	1.2 Generates billing statement. 2. Issues official receipt.			<i>Staff</i> Cashier's Office
3. Submits copy of official receipt.	3. Releases official access to facility.			<i>Admin Staff</i> TTBD0
TOTAL		PHP30.00 per hour	3 Working Days	



INTERNAL SERVICES

1. Assessment of invention of product

In order how to protect the intellectual property of a product or invention, as well as determining how the product can move forward, it is important to perform an assessment. This allows the client to decide as to what next step to take for the product.

Office or Division:	Office of the Chancellor – TTBDO			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed disclosure form		UP Cebu STIITCH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits disclosure form.	1.1 Reviews disclosure form.	None	7 – 20 Working Days	STIITCH Staff TTBDO
	1.2 Conducts Outlook Assessment			
2. Receives results of review.	2. Releases technology brief.			
TOTAL		None	7 – 20 Working Days	



2. Patentability search for product or invention

This patentability search gives the client an overview of what is available in the market while also giving the possible competition of the product and what improvements to make in order not to infringe.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed disclosure form		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits assessment from STIITCH.	1. Receives assessment and perform patentability search.	None	20 Working Days	ITSO Staff TTBDO
2. Receives search results	2. Releases search results			
TOTAL		None	20 Working Days	



3. Claims Drafting

This involves drafting the actual claims so that the intellectual property protection can be officially filed.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Student, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and sets date for release of claims draft.	None	20 Working Days	<i>ITSO Staff</i> TTBD0
TOTAL		None	20 Working Days	



4. Filing for IP Protection

UP Cebu constituents are automatically represented by the UP Cebu ITSO should they make the decision to file for IP protection with the university.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Student, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IP Documents Official receipt		UP Cebu ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits IP documents.	1.1 Reviews submitted documents. 1.2 Discusses with client on decision to move forward or not.	None	3 Working Days	<i>ITSO Staff</i> TTBD0
TOTAL		None	3 Working Days	



5. Use of Facilities

UP Cebu constituents can use the TBI facilities at a discount.

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Students, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official letter request.		UP Cebu inIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client letter request.	1. Receives request form and check schedule.	Events Space at Negosyo Center - PHP100.00/hr	20 Minutes	Admin Staff TTBD0
	2. Issues official reservation.	Meeting Room at Negosyo Center - PHP50.00/hr		
		Training Room at TBI - PHP100.00/hr		
TOTAL		Events Space at Negosyo Center - PHP100.00/hr	20 Minutes	
		Meeting Room at Negosyo Center - PHP50.00/hr		
		Training Room at TBI - PHP100.00/hr		



LEGAL OFFICE

INTERNAL SERVICES

1. Service of pleadings and other required legal documents to judicial, quasi-judicial and administrative agencies

Submission of required pleadings/documents to other government agencies

Office of Division	Legal Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen			
Who may avail	All UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed pleadings and/or documents to be sent or furnished to the appropriate/required government agency			From the availing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed pleading/document to the legal office.	1. Receives pleading/document; 1.1. Checks for completeness of attachments and signatures	None	5 Minutes	<i>Legal Assistant I</i> Legal Office
	2. Submits the pleading/document to the appropriate/required government agency;		2 Days	
	3. Compiles the received copy in the legal office file.		10 Minutes	
TOTAL		None	2 Days and 15 Minutes	



2. Facilitation of the Notarization of UP Cebu documents

Submission of contracts and other legal documents to a Notary Public together with the parties executing the contract/document for notarization

Office of Division	Legal Office			
Classification	Complex			
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen			
Who may avail	Office of the Chancellor and UP Cebu Offices where the signatory belongs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) valid government issued ID as competent evidence of identity		From the appropriate government agency (e.g. SSS, LTO, PRC, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed documents to be notarized to the legal office;	1. Receives document for legal clearance; 1.1. Checks for completeness of attachments and signatures	Depending on the type of document to be notarized. Please see <u>IBP Schedule of Fees</u>	5 Minutes	<i>Legal Assistant / Legal Office</i>
2. Personal appearances of the signatories before the notary public.	2. Submits document to the notary public together with the signatories;		5 Days	
	3. Returns notarized document to the signatories and keeps one copy for the legal office file.		1 Day	
TOTAL			6 Days and 5 Minutes	



3. Issuance of pro-forma affidavits and legal documents

Giving out of pre-drafted legal forms to the clients to be filled out

Office of Division	Legal Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen			
Who may avail	All UP Cebu Offices and UP Cebu students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Legal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal requests at the Legal Office.	1. Issuances of the pro-forma affidavit or legal document to the client/office concerned.	None	15 Minutes	<i>Legal Assistant I</i> Legal Office
TOTAL		None	15 Minutes	



4. Legal Consultation

Giving verbal legal advice to the client

Office of Division	Legal Office			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All UP Cebu constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Legal Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appointment in the Legal Office.	1. Verbally addresses queries/issues requiring application of law or university rules.	None	1 Hour	<i>Legal Officer</i> Legal Office
TOTAL		None	1 Hour	



5. Render Legal Opinion

Giving a written legal advice/opinion to the client

Office of Division	Legal Office			
Classification	Complex			
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen			
Who may avail	All UP Cebu constituents and UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Documents/affidavits supporting the claim of the client or the office concerned.			From the Office concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal appointment and consultation in the Legal Office;	1. Renders verbal legal opinion/advise after consultation;	None	1 Hour	Legal Officer Legal Office
2. Submits all supporting documents to the Legal Officer.	2. Assesses and studies the legal problem;		3 Days	
	3. Issues written legal opinion.		3 Days	
TOTAL		None	6 Days and 1 Hour	



6. Contract Review

Review and assessment of UP Cebu contracts if it is in accordance with Philippine laws and UP rules

Office of Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	All UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy or scanned copy of the contract to be reviewed.			From the Office concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits contract to be reviewed to the Legal Office;	1. Receives the Contract to be reviewed;	None	5 Minutes	<i>Legal Assistant I</i> Legal Office
	1.1. Checks for completeness of attachments and signatures		15 Days	<i>Legal Officer</i> Legal Office
	2. Assesses the contract on whether or not it is in accordance with Philippine laws and university rules;		1 Day	<i>Legal Officer</i> Legal Office
	3. Issues a legal clearance;		1 Day	<i>Legal Assistant I</i> Legal Office
	4. Forwards the contract and the legal clearance to the Vice Chancellor concerned for approval.			
TOTAL		None	17 Days and 5 Minutes	



7. Draft pleadings, contracts, and other legal documents

Write pleadings, contracts and other legal documents for the university and other clients

Office of Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	All UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pertinent records and supporting documents in support of the case/claim; 2. Annexes in the form of letters, pictures, issuances, and all other documentary evidence.			From the Office concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits records, documents, and annexes to the Legal Office;	1. Receives records, documents and annexes for review and analysis;	None	5 Minutes	<i>Legal Assistant I</i> Legal Office
	2. Synthesizes legal issues and arguments;		10 Days	<i>Legal Officer</i> Legal Office
	3. Drafts pleading/contract/document		7 Days	<i>Legal Officer</i> Legal Office
	4. Submits final output to the client/court/government agency concerned.		1 Day	<i>Legal Assistant I</i> Legal Office
TOTAL		None	18 Days and 5 Minutes	



8. Represent UP Cebu in judicial, quasi-judicial and administrative bodies/government agencies

Enter an appearance in court or any quasi-judicial or administrative government agency on behalf of the university

Office of Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	All UP Cebu Offices and the judicial/quasi-judicial/administrative bodies concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case record/file		From the Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written or verbal request by any UP Cebu Office to attend a court session or administrative hearing or any other setting wherein appearance of the UP Cebu counsel is required; or the service of an order/ subpoena/ notice from the concerned judicial/ quasi-judicial/ administrative bodies.	1. Reads and synthesizes the case records;	P2,500 per appearance or attendance in court hearings pursuant to the Office of the Solicitor General Deputation dated Sept. 10, 2019	3 Days	Legal Officer Legal Office
	2. Interviews witnesses;		5 Days	
	3. Makes a case analysis;		3 Days	
	4. Prepares arguments;		3 Days	
	5. Appears as counsel for UP Cebu in the judicial/quasi-judicial/administrative body concerned.		1 Day	
TOTAL		P2,500	15 Days	



9. Fact-finding/conduct of investigations/grievance

Oversee and conduct fact-finding/investigations and grievance procedures

Office of Division	Legal Office			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Office of the Chancellor and other requesting UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complaint; 2. Documentary evidence or oral testimonies.			From the Office concerned	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written or verbal request by the Office of the Chancellor or other UP Cebu Office to conduct a fact finding/investigation.	1. Sends Notices;	None	1 Day	Legal Assistant I Legal Office
	2. Assesses/reviews document;		5 Days	<i>Legal Officer</i> Legal Office
	3. Conducts hearings/investigations;		7 Days	
	4. Prepares or drafts the decision/recommendation based on the documentary evidence and oral testimonies;		6 Days	
	5. Issues Decision/Recommendation.		1 Day	
TOTAL		None	20 Days	



PUBLIC INFORMATION OFFICE (PIO)

EXTERNAL SERVICES

1. Create content for UP website and social media platforms

Ensure the effective, efficient, and timely dissemination of information about the University to the general public through various media platforms (i.e. print, radio, website, and social media platforms) and manage webometrics performance of the University's website.

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All external and internal parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request of desired posting sent to UP Cebu PIO email (pio.upcebu@up.edu.ph) or to 2F TIC Bldg. Flip Facility			Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request to PIO email or PIO office	1. Reviews letter and decides on approval action.	None	1 Day	<i>PIO Staff</i> Public Information Office
2. Waits for approval/ endorsement of PIO	2. Approves/disapproves the requested posting and feedbacks to client of decision		3 Days	<i>PIO Head</i> Public Information Office
TOTAL		None	4 Days	



2. Answering queries regarding the University and services offered by the University

Provide answers to queries regarding the University and services offered by the University. Questions are coursed through PIO email, Official UP Cebu Facebook Page, and Office UP Cebu Twitter Account

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All external and internal parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Public Information Office Email (pio.upcebu@up.edu.ph) UP Cebu Official Facebook Page UP Cebu Official Twitter	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contacts the PIO through social media sites, email, or telephone	1. Provides answers of the inquiry posed or directs inquiry of the general public towards the concerned office.	None	7 Days	<i>PIO Staff</i> Public Information Office
	TOTAL	None	7 Days	



3. Approval/ Disapproval of posters posted on UP Cebu grounds and UP Cebu Official Social Media Sites
 Conduct content management (includes reviewing and monitoring of ethical and propriety standards of materials)

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All external and internal parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Desired pubmat to be posted endorsed by OSA			Office of Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses pubmat by the Office of Student Affairs		None	1 Day	Office of Student Affairs
2. Sends letter request and pubmat to PIO email or PIO office for review	1. Reviews letter and decides on approval action.		1 Day	<i>PIO Staff</i> Public Information Office
3. Waits for approval/ endorsement of PIO	2. Approves/disapproves the requested posting and feedbacks to client of decision		3 Days	<i>PIO Head</i> Public Information Office
3.1 Retrieves pubmat from PIO and avails of assistance from Campus Maintenance Office for posting on designated areas			1 Day	Campus Maintenance Office
	TOTAL	None	6 Days	



4. Provide documentation for different events

Communicate and clarify administration policies; manage communication and respond to queries and concerns among constituents and various stakeholders, including student, union, government agencies, informal settlers, etc.; and manage communication and liaison with UP alumni

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All colleges, external event partners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter indicating the purpose of the event to UP Cebu PIO email (pio.upcebu@up.edu.ph) or to 2F TIC Bldg. Flip Facility 2. Request for documentation of the event			Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intent to have documentation for the event	1. Coordinates with different offices of events occurring within or outside the University and provides the necessary documentation	None	1 Day	<i>PIO Staff</i> Public Information Office
	TOTAL	None	1 Day	



5. Organization of events

Participate in pre-event, event proper, and post-event activities, assure the observance of protocols in events attended by the University officials, government officials, and leaders of institutions

Office or Division:	Public Information Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All colleges, external event partners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Letter indicating the purpose of the event to UP Cebu PIO email (pio.upcebu@up.edu.ph) or to 2F TIC Bldg. Flip Facility Approved budget 			Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent for the event concerned and requests assistance of event preparation.	1. Organizes events for internal and external stakeholders of the University while coordinating with host office	None	10 Days	<i>PIO Staff</i> Public Information Office
	2. Verifies budget with concerned office hosting the event		3 Days	<i>Staff</i> Budget Office
	3. Reserves event venue with Campus Maintenance Office		1 Day	<i>Staff</i> Campus Maintenance Office
	4. Coordinates with ITC for necessary equipment		2 Days	<i>Staff</i> Information Technology Center
	5. Coordinates with Campus Maintenance Office for preparation of venue		5 Days	<i>Staff</i> Campus Maintenance Office
2. Shows up for the event proper	6. Conducts technical test with ITC prior to event		1 Day	<i>Staff</i> Information Technology Center



TOTAL	None	22 Days	
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6. Layout designs or graphics

As the office serves as the communication arm of the University for its external stakeholders and takes charge of the public relations program of the University, it coordinates and liaises with various media organizations and personalities and provides information about important events and accomplishments of the University through published material.

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All colleges, external event partners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter indicating purpose of the event to UP Cebu PIO email (pio.upcebu@up.edu.ph) or to 2F TIC Bldg. Flip Facility 2. Request for published material and where to publish said material			Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intent to have a printed and/or web graphic as advertisement of events or recognition of accomplishments	1. Creates graphics for web and/or print media for public information or UP events	None	7 Days	<i>PIO Staff</i> Public Information Office
TOTAL		None	7 Days	



INTERNAL SERVICES

1. Provides UP System with updates/media/reports about UP Cebu

Communicate with UP System on UP Cebu updates through reports and media and vice versa for activities and events concerning UP and UP Cebu public image.

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All colleges, external event partners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email to UP Cebu PIO (pio.upcebu@up.edu.ph)			Public Information Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. UP System sends email to UP Cebu PIO for information about updates/ media/ report about UP Cebu current and future projects	1. Provides UP System with the desired output	None	7 Days	<i>PIO Staff</i> Public Information Office
	TOTAL	None	7 Days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box at the Office of the Chancellor (OC)</p> <p>Contact info: +63 (32) 232 8187 loc 313 pio.upcebu@up.edu.ph</p>
How feedbacks are processed	<p>One of the OC staff opens the drop box and compiles and records all feedback submitted.</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Complaints may also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups: +63 (32) 232 8187 loc 120 pio.upcebu@up.edu.ph</p>
How complaints are processed	<p>One of the OC staff opens the drop box and compiles and records all feedback submitted, including complaints.</p> <p>If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



BUDGET OFFICE

INTERNAL SERVICES

1. Processing of Letter Request for Funding

Letter requests for funding projects, official travels, fellowships, and other activities related to the improvement of the different programs, colleges, offices, and the university as a whole will have to pass through the Budget Office for earmarking and certification of availability of funds.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government of Government			
Who may avail:	University constituents/colleges/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter/Proposal with necessary attachments (1 copy each)			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Letter/Proposal with the necessary attachments to the Budget Office	1.1 Receives and checks the completeness of documents and updates the Document Tracking System (DTS) for incoming documents 1.2 Reviews the documents, signs the letter/proposal, and recommends appropriate funding source 1.3 Updates the Document Tracking System (Outgoing); delivers the signed letter to the next concerned unit	None	7 Days	<i>Administrative Assistant</i> Budget Office <i>Budget Head</i> Budget Office <i>Administrative Assistant</i> Budget Office
TOTAL		None	7 Days	



2. Processing of Basic Paper (BP)

Necessary papers for faculty, REPS, and administrative personnel (Basic Papers) will be processed for budget clearance.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government of Government			
Who may avail:	University constituents/colleges/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Paper (2 copies)		HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Basic Paper to the Budget Office	1.1 Receives the Basic Paper and update the Document Tracking System (DTS) for incoming documents 1.2 Reviews and evaluates the document before processing and recording 1.3 Reviews and signs the Basic Paper 1.4 Updates the Document Tracking System (Outgoing), and deliver the signed Basic Paper to the next signatory	None	7 Days	<i>Administrative Assistant</i> Budget Office <i>Administrative Assistant</i> Budget Office <i>Budget Head</i> Budget Office <i>Administrative Assistant</i> Budget Office
	TOTAL	None	7 Days	



3. Processing of Purchase Request (PR)

The Budget Office receives purchase requests for evaluation and recommendation of the appropriate fund source.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government of Government			
Who may avail:	University constituents/colleges/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request / Job Order Request / Request Form (3 copies)			Requesting unit/office / HRDO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Purchase Request / Job Order Request / Request Form to the Budget Office	1.1 Receives and checks the completeness of documents, and updates the Document Tracking System (DTS) for incoming documents 1.2 Encodes the document in the master list, reviews, evaluates and recommends appropriate fund source 1.3 Reviews and signs the document 1.4 Updates the Document Tracking System (DTS) for outgoing documents and delivers the signed documents to the UPC Accounting Office	None	7 Days	<i>Administrative Assistant</i> Budget Office <i>Administrative Assistant</i> Budget Office <i>Budget Head</i> Budget Office <i>Administrative Assistant</i> Budget Office
	TOTAL	None	7 Days	



4. Processing of Obligation Request (ObR) & Budget Utilization Request (BUR)

Obligation requests (OBR) and Budget Utilization Request documents need to be certified by the budget office as to the existence of available appropriation and the availability of budget earmarked or utilized for the indicated purpose.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government of Government			
Who may avail:	University constituents/colleges/offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OBR or BUR Request Form PO or Receipts or Disbursement Voucher		Requesting unit/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the documents for ObR and BUR to the Budget Office	1.1 Receives and checks the completeness of documents; Updates Document Tracking System (DTS) for incoming documents 1.2 Reviews and evaluates fund source, projects, programs, and activities 1.3 Checks and encodes the signed documents in the master list (UIS, oracle software) 1.4 Updates the Document Tracking System (DTS) for outgoing documents and delivers the documents to the next concerned unit	None	7 Days	<i>Administrative Assistant</i> Budget Office <i>Budget Head</i> Budget Office <i>Administrative Assistant</i> Budget Office <i>Administrative Assistant</i> Budget Office
	TOTAL	None	7 Days	



5. Processing/ Generating of Reports

The Budget Office processes and generates reports and sends it to the requesting office/unit.

Office or Division:	Budget Office			
Classification:	Complex			
Type of Transaction:	G2G – Government of Government			
Who may avail:	University constituents/colleges/offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request through email or other forms of communication			Requesting unit/office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request to Budget office	1.1 Receives request from various units/colleges/ offices and encodes the document in the master list 1.2 Reviews, evaluates and generates the requested data output 1.3 Reviews, evaluates, and signs the generated report 1.4 Submits/emails the evaluated and signed report to the requesting unit	None	20 Days	<i>Administrative Assistant</i> Budget Office <i>Administrative Assistant</i> Budget Office <i>Budget Head</i> Budget Office <i>Administrative Assistant</i> Budget Office
	TOTAL	None	7 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor, or directly emailed to the office at oc.upcebu@up.edu.ph
How feedbacks are processed	The Budget Office receives feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">1. Reevaluation of process2. Corrective action3. Organizational improvement
How to file a complaint	Complaints may be submitted using the feedback form at the Office of the Chancellor or directly emailed to the office at oc.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	The Budget Office receives the complaint and directs the processing to the proper authority. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: <ol style="list-style-type: none">1. Complaint processing2. Complaint investigation3. Corrective action4. Complaint resolution5. Organizational improvement
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



UP CEBU UGNAYAN NG PAHINUNGÓD OFFICE

EXTERNAL SERVICES

1. Gurong Pahinungód Program

A selected qualified Gurong Pahinungód is deployed to Public Elementary and High School within Cebu Province to serve as a full-time public teacher for one (1) school year developing and implementing improvement projects at the school and community while maintaining exemplary behavior and demeanor expected from an *Iskolar ng Bayan*.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Public Elementary and/or Highschool Principal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment Form (1 copy) 2. Evaluation Form (1 copy) 3. Agreement Form (2 copies)			Ugnayan ng Pahinungód Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent	1. Accepts letter of intent and check for completeness	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Reviews the letter endorsed by the Pahinungód Staff	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
	1.2 Visits the school for ocular inspection, assessment, and evaluation	None	2 Days	<i>Program Coordinator</i> Pahinungód Office
	1.3 Recommends and writes endorsement letter to Pahinungód Director	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
2. Waits for the approval/disapproval of the	2. Writes a letter and/or emails the Office of the Chancellor for	None	1 Day	<i>Director</i> Pahinungód Office



request	notification, if approved			
3. Receives notice of approval/ disapproval	3. Drafts letter addressed to the requesting school regarding notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff</i> Pahinungód Office
	3.1 Sends letter or email the letter to the School Principal	None	3 Hours	<i>Pahinungód Staff</i> Pahinungód Office
4. Reviews terms of the policy	4. Prepares contract agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature	None	15 Days	<i>Pahinungód Staff</i> Pahinungód Office
	4.1 Coordinates with DepEd regarding the Gurong Pahinungód on-site duties and responsibilities and provides a copy of the agreement	None	2 Days	<i>Program Coordinator</i> Pahinungód Office
	4.2 Coordinates with LGU to confirm and guarantee the security of the Gurong Pahinungód during their stay in the school / community, identifies host family where the Gurong Pahinungód will stay and to provides a copy of the agreement	None	15 Days	<i>Program Coordinator</i> Pahinungód Office
5. Waits for the deployment of Gurong	5. Assigns and deploys Gurong Pahinungód volunteer.	None	2 Days	<i>Director</i> Pahinungód Office



Pahinungód	5.1 Conducts monitoring of the Gurong Pahinungod volunteer through visit at least four (4) times a year and communicates with the parents of Gurong Pahinungód volunteer for updates	None	120 Days	<p><i>Program Coordinator Pahinungód Office and Volunteer Welfare and Nurturance Team (VWNT) UP Cebu</i></p> <p><i>VWNT is usually a Faculty and Staff Volunteers from DepEd and UP Cebu consist of 1 DepEd rep, Pahinungód Director, Gurong Pahinungód Coordinator, and at least 1 faculty whose expertise is related to the subject matter handled by the GP.</i></p>
6. Submits progress report per quarter for evaluation and documentation purposes	6. Coordinates and collects quarterly progress report from the school where the Gurong Pahinungód volunteer is deployed	None	120 Days	<p><i>Program Coordinator Pahinungód Office and Volunteer Welfare and Nurturance Team (VWNT) UP Cebu</i></p>
	6.1 Prepares and submits documentation report to System Pahinungód	None	5 Days	<p><i>Program Coordinator Pahinungód Office and Director Pahinungód Office</i></p>
	TOTAL	None	285 Days, 6 Hours	



2. Disaster Risk Reduction Management (DRRM) Buhay Pahinungód Program

A Disaster Risk Reduction Management (DRRM) Buhay Pahinungód training and orientation is offered to any Local Government Unit within Cebu Province to raise awareness and to help build a resilient community.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Barangay Captain within Cebu and Cebu Province			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Survey Form on DRRM Training Needs (1 copy)		Ugnayan ng Pahinungód Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for DRRM training	1. Accepts letter request and checks for completeness	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Reviews the request, assesses, and evaluates the status of the Barangay who requested for a DRRM Buhay Pahinungód training	None	2 Days	<i>Program Coordinator</i> Pahinungód Office
	1.2 Writes or emails endorsement letter to Pahinungód Director	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
2. Waits for the approval/ disapproval of the request	2. Reviews the endorsement for approval/ disapproval of the training request	None	1 Day	<i>Director</i> Pahinungód Office
3. Receives notice of approval/ disapproval.	3. Drafts letter addressed to the requesting barangay re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff</i> Pahinungód Office and <i>Director</i> Pahinungód Office
	3.1 Sends letter or emails the letter to the Barangay Captain	None	3 Hours	<i>Pahinungód Staff</i> Pahinungód Office



4. Reviews terms of policies and agreements.	4. Prepares contract of agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature	None	15 Days	<i>Pahinungód Staff</i> Pahinungód Office
4.1 Invites participants and prepares venue for the training.	4.1 Coordinates with Barangay Captain for the list of participants, identifies the venue, and provides a copy of the contract of agreement	None	3 Days	<i>Program Coordinator</i> Pahinungód Office
	4.2 Identifies resource speaker(s) from UP Cebu regular staff or faculty to handle the training	None	5 Days	<i>Program Coordinator</i> Pahinungód Office
	4.3 Schedules date preferred by the speaker and informs the requesting barangay of the tentative date for them to confirm their availability on the chosen date	None	3 Days	<i>Program Coordinator</i> Pahinungód Office
	4.4 Facilitates logistics, food, transportation, honorarium of the resource speaker(s), registration for the training proper, and evaluation forms.	None	10 Days	<i>Pahinungód Staff</i> Pahinungód Office
TOTAL		None	45 Days, 5 Hours	



3. Teachers Development Training Program

A Teachers Development Training Program is offered to any public Elementary, High school, and College within Cebu Province that aims to develop public school and higher education teacher's competencies in content, research, and pedagogy.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Public Elementary/Highschool Principal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment Form (1 copy) 2. Evaluation Form (1 copy) 3. Agreement Form (2 copies)			Ugnayan ng Pahinungód Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for Teachers Development Training	1. Accepts letter request and checks for completeness	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Reviews the letter, assesses, and evaluates the status of the school	None	2 Days	<i>Program Coordinator</i> Pahinungód Office
	1.2 Writes or emails endorsement letter to Pahinungód Director	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
2. Waits for the approval/ disapproval of the request	2. Reviews the endorsement and approves /disapproves the training request.	None	1 Day	<i>Director</i> Pahinungód Office
3. Receives notice of approval	3. Drafts letter addressed to the requesting school re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff</i> Pahinungód Office and <i>Director</i> Pahinungód Office



	3.1 Sends letter or emails the letter to the School Principal	None	3 Hours	<i>Pahinungód Staff Pahinungód Office</i>
4. Reviews terms of policies and contract of agreement	4. Prepares contract of agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature.	None	15 Days	<i>Pahinungód Staff Pahinungód Office</i>
4.1 Invites the teachers to attend and prepare the venue for the training	4.2 Coordinates with the Principal regarding the list of participants, identifies the training venue, and provides a copy of the contract of agreement	None	3 Days	<i>Program Coordinator Pahinungód Office</i>
	4.3 Looks for UP Cebu Faculty who will conduct the training	None	5 Days	<i>Program Coordinator Pahinungód Office</i>
	4.4 Schedules date preferred by the speaker and informs the requesting school to confirm their availability on the chosen date	None	3 Days	<i>Program Coordinator Pahinungód Office</i>
	4.5 Facilitates logistics, food, transportation, honorarium for the speaker(s), registration during the training proper and evaluation forms.	None	10 Days	<i>Pahinungód Staff Pahinungód Office</i>
TOTAL		None	42 Days, 5 Hours	



4. Tutorial Service Program

A Tutorial Service Program is offered to any public elementary or high school within Cebu Province to reinforce the lessons taught in some basic academic subjects such as Mathematics, English, Science, & Computer. Tutorial program focus on the students who needs intervention because of their low performance in a particular class.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	Public Elementary/Highschool Principal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Assessment Form (1 copy) 2. Evaluation Form (1 copy) 3. Parent's Consent Form (2 copies)			Ugnayan ng Pahinungód Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to avail the Tutorial Service Program	1. Accepts letter request and checks the completeness	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Reviews the letter, assesses and evaluates the status of the school such as the number of student population and the need for tutorial service	None	3 Days	<i>Program Coordinator</i> Pahinungód Office
	1.2 Writes or emails endorsement letter to Pahinungód Director	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
2. Waits for the approval/ disapproval	2. Reviews the endorsement and approves/ disapproves the Tutorial Service Program request.	None	1 Day	<i>Director</i> Pahinungód Office
3. Receives notice of approval/ disapproval	3. Drafts letter addressed to the requesting school re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff</i> Pahinungód Office and <i>Director</i> Pahinungód Office



	3.1 Sends letter or emails the letter to the School Principal	None	3 Hours	<i>Pahinungód Staff Pahinungód Office</i>
4. Reviews terms of policies and contract of agreement	4. Prepares contract of agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature	None	15 Days	<i>Pahinungód Staff Pahinungód Office</i>
4.1 Notifies the students who will join the tutorial program to have their parents sign the parent's consent form	4.1 Coordinates with the Principal regarding the parent's consent form and provide a copy of the contract of agreement	None	3 Days	<i>Program Coordinator Pahinungód Office</i>
4.2 Submits list of students who will avail of the Tutorial Program.	4.2 Gets the list of students who will avail the tutorial service program	None	2 Days	<i>Program Coordinator Pahinungód Office</i>
4.3 Prepares classroom to be used during the entire tutorial sessions	4.3 Identifies classroom to be utilized during the tutorial session	None	2 Days	<i>Program Coordinator Pahinungód Office</i>
	4.4 Schedules date preferred by the student volunteer tutors and informs the requesting school of the tentative schedule to confirm their availability on the chosen date	None	3 Days	<i>Director Pahinungód Office</i>
	4.5 Drafts letter addressed to DepEd Supervisor asking permission to conduct Tutorial to the requesting school and submits to Office of the Chancellor for signature.	None	5 Days	<i>Pahinungód Staff Pahinungód Office and Director Pahinungód Office</i>
	4.6 Sends or emails letter to the DepEd Supervisor	None	3 Days	<i>Program Coordinator Pahinungód Office</i>



	4.7 Facilitates logistics, food, registration during the tutorial sessions and evaluation forms	None	10 Days	<i>Program Coordinator Pahinungód Office</i>
	TOTAL	None	47 Days, 8 Hours	



INTERNAL SERVICES

1. Processing of Gurong Pahinungód Volunteer Application

The Ugnayan ng Pahinungód Office wish to recruit, screen, and select qualified Gurong Pahinungód who can teach full-time in public school from the UP Cebu Alumni.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Cebu Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Volunteer Application Form (1 copy) Volunteer Agreement Form (2 copies) Certification in Professional Education (CPE) enrolment forms (1 copy) Gurong Pahinungód Handbook (1 copy) 			Ugnayan ng Pahinungód Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Accomplishes and submits the following documents: <ul style="list-style-type: none"> Volunteer Application Form Volunteer Agreement Form Transcript of Records or True Copy Grades (must not have a grade of 5.0 in more than 2 courses) Certificate of Good Moral Character 	<ol style="list-style-type: none"> Accepts and reviews duly accomplished Gurong Pahinungód application and agreement form and checks the completeness 	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
	<ol style="list-style-type: none"> <ol style="list-style-type: none"> Conducts initial interview and writes letter of endorsement to Pahinungód Director 	None	1 Day	<i>Program Coordinator</i> Pahinungód Office
<ol style="list-style-type: none"> Waits for approval/ disapproval of application 	<ol style="list-style-type: none"> Reviews the endorsement for approval/ disapproval 	None	1 Day	<i>Director</i> Pahinungód Office



3. Receives notice of approval/ disapproval	3. Drafts letter addressed to the requesting school re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff Pahinungód Office and Director Pahinungód Office</i>
	3.1 Sends letter or email the letter to the School Principal	None	3 Hours	<i>Pahinungód Staff Pahinungód Office</i>
4. Signs Memorandum of Agreement with UP Cebu (include the length of service and commitments of parties involved)	4. Prepares memorandum of agreement and submits draft agreement to the Legal Office and Office of the Chancellor for approval and signature	None	15 Days	<i>Pahinungód Staff Pahinungód Office</i>
	4.1 Provides a copy of the memorandum of agreement to the Gurong Pahinungód for reference	None	1 Day	<i>Program Coordinator Pahinungód Office</i>
5. Accomplishes Certification in Professional Education (CPE) form and enrolls in nine (9) units of Education	5. Schedules and coordinates trainings for the Gurong Pahinungód volunteer to undergo	None	30 Days	<i>Program Coordinator Pahinungód Office</i>
TOTAL		None	51 Days, 4 Hours	



2. Processing of Tutorial Service Program Volunteer Application

The Ugnayan ng Pahinungód Office wish to recruit, screen, and select qualified Tutorial Service Program tutor volunteer from UP Cebu undergraduate students who are willing to impart their knowledge and share their time to students that needs reinforcement to the lessons taught in some basic academic subjects.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Cebu Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Volunteer Application Form (1 copy) 2. Volunteer Agreement Form (2 copies)		Ugnayan ng Pahinungód Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes and submits the following documents: - Volunteer Application Form - Volunteer Agreement Form	1. Accepts and reviews duly accomplished volunteer and agreement form and checks the completeness	None	1 Hour	<i>Program Coordinator</i> Pahinungód Office
	1.1 Conducts initial interview and writes letter or emails the Pahinungód Director for update	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
2. Receives notice of acceptance	2. Emails or messages through FB messenger the interested student re notice of acceptance	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
3. Undergoes Volunteer Orientation	3. Schedules and coordinates orientation for the volunteer to undergo	None	5 Days	<i>Program Coordinator</i> Pahinungód Office
	3.1 Facilitates logistics	None	10 Days	<i>Pahinungód Staff</i> Pahinungód Office
4. Undergoes Volunteer Camp	4. Schedules and coordinates with Office of the Student Affairs for the volunteer camp	None	5 Days	<i>Program Coordinator</i> Pahinungód Office



	4.1 Facilitates logistics	None	10 Days	<i>Pahinungód Staff</i> Pahinungód Office
	TOTAL	None	30 Days, 3 Hours	



3. Processing of Teachers Development Training Program Application

The Ugnayan ng Pahinungód accepts request from the UP Cebu faculty to conduct Teachers Development Training to any public elementary, high school, and college within Cebu Province and provide specific budget for the training with counterpart from the host school.

Office of Division	UP Cebu Ugnayan ng Pahinungód			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Cebu Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Plan 2. Budget Plan		Ugnayan ng Pahinungód Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message through email or FB messenger or personal visit Pahinungód Office to discuss collaboration for a Teachers Development Training	1. Accepts and reads the message through email or FB messenger or accepts the hardcopy file of the activity plan upon personal visit of the UP Cebu faculty	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
1.1 Submits activity plan with corresponding budget.	1.1 Reviews the activity plan and proposed budget submitted by the UP Cebu faculty against the Pahinungód LIB and endorses to the Director.	None	1 Day	<i>Program Coordinator</i> Pahinungód Office
2. Waits for the approval/ disapproval	2. Reviews the activity plan and approves/ disapproves the request	None	1 Day	<i>Director</i> Pahinungód Office
2. Receives notice of approval.	3. Emails or messages through FB messenger the UP Cebu Faculty about the notice of approval/ disapproval.	None	2 Days	<i>Program Coordinator</i> Pahinungód Office



<p>3. Notifies school Principal to organize the teachers who will participate the training and prepares the venue</p>	<p>4. Coordinates with UP Cebu Faculty and schedules date preferred by the faculty</p> <p>4.1 Informs the requesting school of the tentative schedule to confirm their availability on the chosen date</p> <p>4.2 Facilitates the logistic, food, transportation, per diem, certificates, registration, and evaluation forms for the training.</p>	None	1 Day	<p><i>Program Coordinator</i> Pahinungód Office</p>
		None	1 Day	<p><i>Program Coordinator</i> Pahinungód Office</p>
		None	10 Days	<p><i>Pahinungód Staff</i> Pahinungod Office</p>
TOTAL		None	15 Days, 1 Hour	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedbacks/complaints with our office using the feedback form at the Ugnayan ng Pahinungód Office or directly email the office at pahinungod.upc@up.edu.ph .
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none"> 1. Reevaluation of process 2. Corrective action 3. Organizational improvement
How to file a complaint	You may file feedback/complaints with our office feedback form at the Ugnayan ng Pahinungód Office or directly email the office at pahinungod.upc@up.edu.ph attaching the signed formal complaint.
How complaints are processed	The office receives the complaint and directs the processing to proper authority. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: <ol style="list-style-type: none"> a. Complaint processing b. Complaint investigation c. Corrective action d. Complaint resolution e. Organizational improvement
Contact Information of Pahinungód/Oblation Corps	The number is at: (032) 232 8187 (loc 212) Email at: pahinungod.upc@up.edu.ph



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS (OVCAA)

EXTERNAL SERVICES

1. Endorsement of requests for collaborations, and partnerships

Endorsement of requests for collaborations, partnerships (with contracts, MOAs/MOUs).

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Contracting Parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter		Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents to Legal Office	1. Receives documents	None	1 Day	<i>Office Staff</i> Legal Office
	2. Reviews the MOA/MOU/ contracts		10 Working Days	<i>Legal Counsel</i> Legal Office
	3. Reviews and endorse		2 Working Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	4. Submits to OC for action of the Chancellor		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	14 Working Days	



2. Dialogue or consultation (individual/group) with the VCAA

Requests for dialogue or consultation (individual/group) with the VCAA

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty, Students, Others		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Phone call/email or walk in	1. Sets schedule	None	1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.2 Dialogue		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
TOTAL		None	2 Working Days	



INTERNAL SERVICES

1. Endorsement of requests of the colleges related to faculty hiring/renewal and tenure

Endorsement of requests of the colleges for authority to hire, appointment of new faculty, renewal of appointment, tenure, waiver of tenure rule

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Colleges		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the Dean, HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests and required documents to Human Resource and Development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1. Receives and reviews documents	None	7 Working Days	Office Staff Human Resource and Development Office APFC Secretary APF Committee
	2. Deliberates and acts on the requests		1 Day	APFC Secretary APF Committee
	2.1 Prepares minutes/ summary of actions of the APFC and submit to OVCAA		4 Working Days	APFC Secretary APF Committee
	2.2 Prepares endorsements and supporting documents and submits to OVCAA		4 Working Days	APFC Secretary APF Committee
	3. Receives and reviews the summary of actions, endorsements, and supporting documents		3 Working Days	Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs



	4. Submits documents to OC for approval/ second endorsement		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



2. Endorsement of leaves and travels

Endorsement of requests for fellowships and study leave (new and renewal), sabbatical leave, sick leave of not less than 5 months or 1 semester, foreign travels.

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the Dean, HRDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests and related documents to Human Resource and development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1. Receives and reviews documents	None	7 Working Days	Office Staff Human Resource and Development Office
	2. Deliberates and acts on the requests		1 Day	APFC Secretary APF Committee
	3. Prepares minutes/ summary of actions of the APFC and submits to OVCAA		4 Working Days	APFC Secretary APF Committee
	3.1 Prepares first endorsements and supporting documents and submits to OVCAA		4 Working Days	APFC Secretary APF Committee
	4. Receives and reviews the summary of actions, the first endorsements and supporting documents		3 Working Days	Office Staff Office of the Vice Chancellor for Academic Affairs
				Vice Chancellor for Academic Affairs



				Office of the Vice Chancellor for Academic Affairs
	5. Submits documents to OC for approval/ second endorsement		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
	TOTAL	None	20 Working Days	



3. Endorsement for payment/release of UP Cebu Research Grants, Faculty Grants

Endorsement of requests and preparation of disbursement vouchers and other related documents necessary for payment/release of UP Cebu Research Grants, Faculty Grants

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		CVSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Central Visayas Studies Center (CVSC)	1. Receives documents	None	1 Day	Office Staff Central Visayas Studies Center
	2. Reviews requests and prepares certifications		2 Working Days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	3. Prepares contracts and forwards to OVCAA for endorsement		3 Working Days	Office Staff Central Visayas Studies Center Office Staff Legal Office Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	4. Requests for the release of Faculty Grant to be submitted to OVCAA for		2 Working Days	Office Staff Central Visayas Studies Center



	processing of DV, etc.			<p><i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p>
	5. Endorses/signs certifications, DVs, etc.		1 Day	<p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p>
	6. Forwards to Budget Office for payment of grants		1 Day	<p><i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Office Staff / Budget Officer</i> Budget Office</p>
	TOTAL	None	10 Working Days	



4. Endorsement of requests related to Grants and International Publication Awards

Endorsement of requests to avail UP System Research Dissemination Grant, International Publication Award, etc.

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		CVSC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Central Visayas Studies Center (CVSC)	1. Receives documents	None	1 Day	<i>Office Staff</i> Central Visayas Studies Center
	2. Reviews and endorses requests and submit to OVCAA		3 Working Days	<i>Office Staff</i> Central Visayas Studies Center <i>Director</i> Central Visayas Studies Center
	3. Receives, reviews, and endorses requests and forwards to OC for endorsement		3 Working Days	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	7 Working Days	



5. Endorsement of requests for Basic Education Fund (BEF) and Second Endorsements

Endorsement of requests to avail Basic Education Fund (BEF) and preparation of Second Endorsements

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		OCEP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Office of the Continuing Education and Pahinungod (OCEP)	1. Receives documents	None	1 Day	<i>Office Staff</i> Office of the Continuing Education and Pahinungod
	2. Reviews and endorses requests and submits to OVCAA		2 Working Days	<i>Office Staff and Coordinator</i> Office of the Continuing Education and Pahinungod
	3. Receives, reviews, prepares, and signs second endorsements		3 Working Days	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	4. Submits documents to OC for approval		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	7 Working Days	



6. Endorsement for Faculty Development Fund (FDF)

Endorsement of requests to avail Faculty Development Fund (FDF)

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Dean	1. Receives document	None	1 Day	<i>College Staff</i> College
	2. Reviews and endorses the request and submits to OVCAA with clearance from Budget Office		3 Working Days	<i>College Staff</i> College <i>Dean</i> College <i>Budget Officer/Staff</i> Budget Office
	3. Receives and endorses the request and forwards to OC for approval		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i>



				Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
	TOTAL	None	5 Working Days	



7. Endorsement for overload honoraria

Endorsement of payment for overload honoraria

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Colleges		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Forms 67, 67A, 67B/67S, Faculty Loading to Office of the Vice Chancellor for Academic Affairs (OVCAA) and to Office of the University Registrar (OUR)	1. Receives Forms 67 & Faculty Loading for office file	None	1 Day	<i>College Staff</i> College <i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
	2. Receives, reviews, Forms 67A & 67B/67C		13 Working Days	<i>College Staff</i> College <i>Office Staff</i> Office of the University Registrar <i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
	3. Signs the documents		2 Working Days	<i>University Registrar</i> Office of the University Registrar <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	4. Submits documents to OC for signature/approval		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for



				<p>Academic Affairs</p> <p><i>Office Staff</i> Office of the Chancellor</p> <p><i>Chancellor</i> Office of the Chancellor</p>
	5. Receives signed documents from OC		1 Day	<p><i>Office Staff</i> Office of the Chancellor</p> <p><i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs</p>
	6. Prepares, signs OBR, and submits to Accounting Office		2 Working Days	<p><i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Office Staff</i> Accounting Office</p>
TOTAL		None	20 Working Days	



8. Endorsement for realignment of Line Item Budget for API activities

Endorsement of requests for realignment of approved Line Item Budget for API activities

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Colleges, Departments, Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Budget Office	1. Receives and reviews documents from Budget Office	None	1 Day	Office Staff Budget Office
	2. Endorses		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs
	3. Submits documents to OC for approval		1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
				Office Staff Office of the Vice Chancellor for Academic Affairs
				Office Staff Office of the Chancellor
				Chancellor Office of the Chancellor
TOTAL		None	3 Working Days	



9. Approval for readmission due to LOA, PDQ, Delinquent Status, and extension of Waiver of MRR

Approval on behalf of the Chancellor, the students' requests for readmission due to LOA, PDQ, Delinquent Status, and requests for extension of Waiver of MRR

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Office of the College Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to Office of the University Registrar (OUR)	1. Receives and reviews documents	None	5 Working Days	Office Staff Office of the University Registrar
	2. Deliberates and acts on the requests		7 Working Days	Committee Secretary Admissions Committee
	3. Submits results to OVCAA		2 Working Days	Office Staff Office of the University Registrar
	4. Prepares Notices of Action (NOAs)		2 Working Days	Office Staff Office of the Vice Chancellor for Academic Affairs
	5. Reviews and signs NOAs		2 Working Days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	6. Releases NOA to students		2 Working Days	Office Staff Office of the Vice Chancellor for



Academic Affairs

				Academic Affairs
	TOTAL	None	20 Working Days	

10. Endorsement for Alternative Class Learning Experience (ACLE)

Endorsement of requests for Alternative Class Learning Experience (ACLE)

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests	1. Reviews and receives request Letter	None	1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs
	2. Acts on the request		1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	3. Submits to OC for action of the Chancellor		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs Office Staff Office of the Chancellor Chancellor Office of the Chancellor
TOTAL		None	3 Working Days	



11. Endorsement for extension of enrollment

Endorsement of requests for extension of enrollment

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests	1. Reviews and receives request letter	None	1 Day	<i>Office Staff</i> Office of the University Registrar
	2. Reviews and acts on the request		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>University Registrar</i> Office of the University Registrar
	3. Submits to OC for action of the Chancellor		1 Day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



12. Endorsement of student organizations activities

Endorsement of requests for permission to hold student organizations activities

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requests to the Office of Student Affairs (OSA)	1. Reviews and receives request letter	None	1 Day	<i>Office Staff</i> Office of Student Affairs <i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
	2. Reviews and acts on the request		1 Day	<i>Director</i> Office of Student Affairs <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	3. Submits to OC for the action of the Chancellor		1 day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff</i> Office of the Chancellor <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



13. Submission of data/reports

Submission of requests for data/reports

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UP System, UP Cebu		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends email/ Communication, Memorandum	1. Receives and reviews request for data/ information from other offices	None	2 Working Days	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
	2. Gathers and consolidates data		11 Working Days	<i>Office Staff</i> Other Offices
	3. Checks the accuracy of data		5 Working Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	4. Submits data/reports to requesting office		2 Working Days	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
TOTAL		None	20 Working Days	



OFFICE OF INTERNATIONAL LINKAGES (OIL)

INTERNAL SERVICES

1. Facilitation of requests for MOA's of MOU's

Facilitation of requests for Memorandum of Agreements (MOA) or Memorandum of Understanding (MOU)

Office of Division		OIL		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government/International Partners		
Who may avail		Contracting Parties		
Description		OIL assists the faculty member in UP and potential partner abroad in drafting MOA/MOU between the two parties.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MOA/MOU		Legal Office and Vice Chancellor for Academic Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits MOA/MOU to VCAA	1. OIL Coordinator or any faculty member receives the MOA/MOU from potential international partners and submits it to the VCAA.	None	1 Hour	<i>OIL Coordinator</i> Office of International Linkages The Faculty in-Charge who initiates the MOA/MOU <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
			10 Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
2. Follows up if all the points in the MOA/MOU are agreed to by both parties	2. VCAA reviews and endorses the MOA/MOU		1 Hour	<i>Legal Officer</i> Legal Office
	3. VCAA submits it to Legal Office.		1 Day	Chancellor
3. Gets the MOA/MOU for	4. After the Legal Officer,			



signatures	evaluates the MOA/MOU, the VCAA receives it and endorses to the OC for action of the Chancellor			Office of the Chancellor <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>OIL Coordinator</i> Office of International Linkages The Faculty in-Charge who initiates the MOA/MOU
TOTAL		None	11 Days and 2 Hours	



2. Facilitation of applications for Mobility for International Exchange Student Programs

Facilitation of applications for Mobility for International Exchange Student Programs: Vigor and Excellence – University of the Philippines (MOVE UP), Continuous Operational and Outcomes-Based Partnership for Excellence in Research and Academic Training Enhancement (COOPERATE)

Office of Division	OIL			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government/International Partners			
Who may avail	Students and Faculty			
Description	<p>MOVE UP provides financial support to enable UP undergraduate students to take courses, undertake sandwich thesis work, or attend a degree-related training in an International Higher Education Institutions, especially those where UP has exchange agreements.</p> <p>COOPERATE is a financial support for graduate students at early thesis or dissertation or proposal stage, needing to undertake research/creative work at a foreign university. UP research adviser may undertake a short-term visit to foreign potential research/creative work co-adviser/group; for continuing research/creative work collaboration and publication/productivity.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The filled-out application form		UP Office of International Linkages System Director UP Cebu Office of International Linkages Coordinator		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished application form endorsed by the Program Adviser/Dean	1. OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	<i>OIL Coordinator</i> Office of International Linkages The Program Adviser/Dean
2. Follows up/revises the application, if needed.	2. VCAA reviews and endorses the application to the Office of the Chancellor for action		5 Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>OIL Coordinator</i>



				Office of International Linkages
	3. The Office of the Chancellor endorses the application		2 Days	<i>Chancellor</i> Office of the Chancellor
	4. The OIL Coordinator sends the endorsed application to OIL System at UP Diliman, Quezon City.		4 Hours	<i>OIL Coordinator</i> Office of International Linkages The Applicant
3. Receives the result	5. The UP OIL System MOVE UP/COOPERATE Committee evaluates the application and emails the results to the applicant cc: OIL Coordinator, VCAA, OC.		22 Days	<i>The OIL System Committee</i> Office of the International Linkages System
TOTAL		None	32 Days and 4 Hours	



3. Facilitation of applications for Travel Grant for Graduate Students

Facilitation of applications for Travel Grant for Graduate Students, World Experts Lecture Series (WELS), and Hosting of International Conferences, Meetings, Workshops

Office of Division	OIL			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government/International Partners			
Who may avail	Faculty			
Description	<p>WELS is a support for air travel, accommodations and per diem for one week, arrangements for the convocations, publicity of the event, social functions for invited eminent world leaders in academe, government, and industry to give special lectures in UP.</p> <p>Hosting of International Conferences, Meetings, Workshops” provides financial support to enable UP constituent units to host international conference in line with the University’s vision and mission.</p> <p>Research/Creative Work Presentation in International Conferences (Travel Grant) is a support for researchers and graduate students for paper presentation at international conferences; co-funding of Constituent Unit (CU) or other agencies preferred.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The filled-out application form		UP Office of International Linkages System Director UP Cebu Office of International Linkages Coordinator		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished application form endorsed by the Program Adviser/Dean	1. OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	<i>OIL Coordinator</i> Office of International Linkages The Program Adviser/Dean
2. Follows up/revises the application, if needed.	2. VCAA reviews and endorses the application to the Office of the Chancellor for action	None	5 Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



	3. The Office of the Chancellor endorses the application	None	2 Days	<i>Chancellor</i> Office of the Chancellor
	4. The OIL Coordinator sends the endorsed application to OIL System at UP Diliman, Quezon City.	None	2 Hours	<i>OIL Coordinator</i> Office of International Linkages The Applicant
3. Receives the result	5. The UP System OIL Committee evaluates the application and emails the results to the applicant cc: OIL Coordinator, VCAA, OC.	None	10 Days	<i>The OIL System Committee</i> Office of the International Linkages System <i>OIL Coordinator</i> Office of International Linkages <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
TOTAL		None	22 Days and 2 Hours	



OFFICE OF THE UNIVERSITY REGISTRAR (OUR)

EXTERNAL SERVICES

1. CHED Billing Report

The Office of the University Registrar prepares reports for submission to CHED (Commission on Higher Education) in compliance with RA 10931, Universal Access to Quality Tertiary Education Act, and its IRR.

Office or Division:	Office of the University Registrar
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Commission on Higher Education (CHED)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First Tranche	
FORM 2 Billing Summary (2 copies)	Office of the University Registrar
FORM 2 Billing Details (2 copies)	Office of the University Registrar
FORM 2A Billing Details (2 copies)	Office of the University Registrar
FORM 2B Billing Details (2 copies)	Office of the University Registrar
COR Data Elements Report (1 soft copy)	Office of the University Registrar
Certification of the UR and Chancellor re: Billing Details (2 copies)	Office of the University Registrar
Certification of the UR re: COR Data Elements (2 copies)	Office of the University Registrar
Certification of the UR re: Form 5 True and Correct (2 copies)	Office of the University Registrar
Form 5 EORs of all students, <i>in pdf</i>	Office of the University Registrar
Second Tranche	
FORM 2 Billing Summary (2 copies)	Office of the University Registrar
FORM 2B Billing Details re: Admission (Medical Fees) (2 copies)	Office of the University Registrar
Certification of the Chancellor re: Admission (Medical Fees) (2 copies)	Office of the University Registrar
Medical Certificates of all students, <i>in pdf</i>	Office of the University Registrar
FORM 2A Billing Details re: Development Fees (2 copies)	Office of the University Registrar
FORM 2A-1 Billing Details re: Development Fees (1 soft copy)	Office of the University Registrar



FORM 2A-2 Billing Details re: Development Fees (1 soft copy)		Office of the University Registrar		
Certification of the Chancellor re: Development Fees (2 copies)		Office of the University Registrar		
Experiential Learning Activity (ELA) Forms and Class Lists, <i>in pdf</i>		Office of the University Registrar		
FORM 2B Billing Details re: Talent Determination Test Fees (2 copies)		Office of the University Registrar		
Certification of the Chancellor re: Talent Determination Test Fees (2 copies)		Office of the University Registrar		
Talent Determination Test Application Forms, <i>in pdf</i>		Office of the University Registrar		
FORM 2B Billing Details re: Transfer Application Fees (2 copies)		Office of the University Registrar		
Certification of the Chancellor re: Transfer Application Fees (2 copies)		Office of the University Registrar		
Application for Transfer Forms, <i>in pdf</i>		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for CHED Billing Reports, through the UP System.	1. Prepares, checks, verifies and submits the CHED Billing Report for the collection of tuition and other school fees, covered by RA 10931.	None	20 Working Days	<i>OUR Staff</i> Office of the University Registrar Office of the College Secretary of respective college Accounting Office
	TOTAL	None	20 Working Days	



2. Admission – New First Year, Undergraduate

The Office of the University Registrar processes all requests for admission into the University.

Office or Division:	Office of the University Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming first year undergraduate students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<i>If UPCAT Qualifier,</i> UPCAT Admissions Notice, containing ID and PIN;	UP Office of Admissions
<i>If UPCAT Appellant,</i> UP Cebu OUR email confirming admission (1 printout);	UP Cebu Office of the University Registrar
<i>If Certificate of Fine Arts high school graduate,</i> Certification of Admission to the Fine Arts Program;	College of Communication, Art, and Design
<i>If Iskolar ng Bayan grantee,</i> Admission Notice from the Office of Student Affairs;	Office of Student Affairs
<i>If Transferee from other schools,</i> Approved Application for Transfer (Form 3.1) (1 original);	UP Cebu Office of the University Registrar
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)	UP Cebu Health Services Unit
Passport picture with name and signature at the back (1 recent, colored, original photo)	Varied sources
Official Secondary Permanent Records or Form 137 from Grade 7 to 12 bearing the date of graduation, signature of the principal, with school seal, and the remark "Copy for UP Cebu" (1 original)	High School of student
High School Report Card or Form 138 bearing the signature of the principal and the remark "Graduated and eligible for admission to college" (1 original)	High School of student
Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)	High School of the student
Philippine Statistics Authority (PSA) Birth Certificate (in case name	Philippine Statistics Authority



cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)				
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
<i>If voluntarily opting out from the Free Higher Education privilege,</i> Accomplished Voluntary Opt-out Form (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. Get one's University Admission Slip.	1. Receives the required documents and check for completeness. 1.1 Issues University Admission Slip.		3 Working Days	<i>Window 1 & 2</i> Office of the University Registrar
2. Checks the accuracy and completeness of one's personal data and information in the Student Academic Information System (SAIS).	2. Takes note of accuracy of information in SAIS.			<i>Window 3</i> Office of the University Registrar
3. Have one's photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.			<i>Window 3</i> Office of the University Registrar
4. Have one's courses enlisted. Get your UP Form 5A.	4. Enlists courses for the student. 4.1 Issues UP Form 5A.			Office of the College Secretary of respective college
5. Accomplishes Student Information Sheet.	5. Receives the accomplished form.			Office of Student Affairs
6. Have one's scholarship/s, privilege/s, and/or grant/s	6. Tags student's scholarship/s, privilege/s, and/or grant/s in			Office of Student Affairs



tagged in SAIS.	SAIS. 6.1 Indicates re-assessment of fees in Form 5A.			
<p>7. <i>For students who are not eligible for Free Higher Education or voluntarily opting out from this privilege</i> pays tuition and other school fees. Gets official Form 5 eOR.</p> <p><i>For students who are eligible for Free Higher Education,</i> goes directly to the next step.</p>	<p>7. Accepts payment of tuition based on Form 5A.</p> <p>7.1 Issues Official Form 5 eOR (electronic Official Receipt).</p>	<p>₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory and computer laboratory fees</p> <p>None</p>		Cash Office
8. Have one's enrollment validated.	8. Tags student as "Officially Enrolled" and stamps "Registered" in the official Form 5 eOR.			Office of the College Secretary of respective college
	TOTAL	<p>₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory fees</p>	3 Working Days	



3. Admission – New First Year, Graduate

The Office of the University Registrar processes all requests for admission into the University.

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming first year graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admissions Slip from the Graduate Program (1 original)		Respective College (CCAD, CS, CSS, SoM)		
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)		UP Cebu Health Services Unit		
Passport picture with name and signature at the back (1 recent, colored, original photo)		Various sources		
Certificate of Transfer Credentials or Honorable Dismissal (1 original)		Previous school of student		
Transcript of Records from last school attended with school seal and the remark: "Copy for UP Cebu" (1 original)		Previous school of student		
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)		Philippine Statistics Authority		
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required	1. Receives the required		3 Working	Window 1



documents. Gets one's University Admission Slip.	documents and check for completeness. 1.1 Issues University Admission Slip.		Days	Office of the University Registrar
2. Checks the accuracy and completeness of one's personal data and information in the Student Academic Information System (SAIS).	2. Takes note of accuracy of information in SAIS.			<i>Window 3</i> Office of the University Registrar
3. Have one's photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.			<i>Window 3</i> Office of the University Registrar
4. Have one's courses enlisted. Gets UP Form 5A.	4. Enlists courses for the student. 4.1 Issues UP Form 5A.			Office of the College Secretary of respective college
5. Accomplishes Student Information Sheet.	5. Receives the accomplished form.			Office of Student Affairs
6. Have one's scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tags student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicates re-assessment of fees in Form 5A.			Office of Student Affairs
7. Pays tuition and other school fees. Gets official Form 5 eOR.	7. Accepts payment of tuition based on Form 5A. 7.1 Issues Official Form 5 eOR (electronic Official Receipt).	<u>MSCS</u> ₱1,200/unit + ₱1,301.50; <u>MSES</u> ₱600/unit + ₱1,301.50; <u>M.Ed.</u> ₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50		Cash Office
8. Have one's enrollment	8. Tags student as "Officially			Office of the College Secretary



validated.	Enrolled” and stamps “Registered” in the official Form 5 eOR.			of respective college
	TOTAL	<u>MSCS</u> ₱1,200/unit + ₱1,301.50; <u>MSES</u> ₱600/unit + ₱1,301.50; <u>M.Ed.</u> ₱600/unit + ₱1,201.50; <u>MBA</u> ₱1,200/unit + ₱1,201.50	3 Working Days	

* MSCS – Master of Science in Computer Science
 MSES – Master of Science in Environmental Studies;
 M.Ed. – Master of Education
 MBA – Master of Business Administration



4. Admission – Transferee

The Office of the University Registrar processes all requests for admission into the University.

Office or Division:	Office of the University Registrar	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Incoming transfer students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For All Transfer Applicants, Local and Foreign		
FORM 3.1 Application for Transfer from Other School(s)/ Other UP Unit(s)	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/	
Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original)	UP Cebu Health Services Unit	
Passport picture with name and signature at the back (1 recent, colored, original photo)	Varied sources	
Certificate of Transfer Credentials or Honorable Dismissal (1 original), <i>to be processed and submitted only after acceptance into a program</i>	Previous school of student	
Transcript of Records from last school attended (1 original)	Previous school of student	
Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)	High School of the student	
Philippine Statistics Authority (PSA) Birth Certificate (in case name cannot be read on the certificate, attach a copy issued by the Local Civil Registrar; if there is a difference between the name used in the report card and in the birth certificate, the name on the latter will be used). <i>Notarized Affidavit of two disinterested persons in case of discrepancy of name.</i> (1 original and 1 photocopy)	Philippine Statistics Authority	
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)	Philippine Statistics Authority	



Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
<i>If applying for the Fine Arts Program,</i> Talent Test result (1 original)		UP Cebu College of Communication, Art, and Design – Fine Arts Program		
For Foreign Transfer Applicants only				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		7 Working Days	<i>Window 1</i> Office of the University Registrar
2. <i>For students who are not eligible for Free Higher Education,</i> pays a non-refundable application fee.	2. Accepts payment. 2.1 Issues official receipt.	₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i> USD20, <i>for non-resident foreign applicants</i>		Cash Office
3. Returns to the OUR for the processing of your application.	3. Receives the application and processes the request. 3.1 Evaluates the GWA and units earned of the applicant. 3.2 Forwards the application to the concerned college for deliberation and approval.			<i>Window 1</i> Office of the University Registrar
4. Accomplishes other requirements set by the college such as interview, talent test, written or oral examination.	4. Accepts the application and deliberates based on set criteria. 4.1 Dean approves or disapproves. 4.2 Returns the application form to the OUR.			College (CCAD, CS, CSS, SoM)



5. Gets one's Notice of Acceptance (NOA) or Non-Acceptance.	5. Issues the Notice of Acceptance (NOA) or Non-Acceptance to the applicant.			<i>Window 1</i> Office of the University Registrar
6. Proceeds with the Admission process (as with New First Years).				
	TOTAL	<i>₱100, for Filipinos ₱250, for resident foreign applicants USD20, for non-resident foreign applicants</i>	7 Working Days	



5. Cross-Registration and Special Students, Incoming

Cross-registrants are students who enroll in UP Cebu for a specific period of time but are primarily enrolled in another UP Constituent University or in another institution of higher learning. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334]

Exchange students are also classified as cross-registrants.

A special student is one who is not earning formal academic credit for his/her work. [UP Code Art. 337c]

Office or Division:	Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Incoming Cross-registrants and Special Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Cross-registrants from within UP		
FORM Request to Cross-Register, with home unit approval	Home UP unit	
Official copy of grades from the previous semester (1 original)	Home UP unit	
Completed University Clearance (1 original or 1 photocopy)	Home UP unit	
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser’s certification re: remaining deficiencies for graduating students (1 original)	Applicant	
For Cross-registrants from outside UP or Special Students		
FORM 3.5A Application for Cross-Registrants or Special Students	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/	
Passport picture with name and signature at the back (1 recent, colored original photo)	Varied sources	
Permit to cross-enroll (1 original)	Dean or authorized official of home College or University	
Medical certificate that student is fit to enroll, bearing the signature of the school’s physician (1 original)	UP Cebu Health Services Unit	
Official copy of grades from each college attended signed by the Registrar or an authorized representative; or Official Transcript of Records with remarks “for evaluation purposes only” (1	Home school of student	



original)				
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Additional Requirements for Filipino Special Students only				
Philippine Statistics Authority (PSA) Birth Certificate (1 photocopy)		Philippine Statistics Authority		
PSA Marriage Certificate, <i>for married female applicants only</i> (1 photocopy)		Philippine Statistics Authority		
Additional Requirements for Foreign Cross-Registrants or Special Students only				
Biopage of valid passport (1 copy)		Applicant		
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Special Study Permit (1 copy), <i>upon acceptance into a program</i>		Bureau of Immigration		
Certification from a reputable bank in the applicant's country about their capability to finance the travel, educational, personal, and other expenses that may be incurred in relation to their studies in the Philippines; or Statement of Funding Support (2 copies).		Bank in the applicant's country		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		3 Working Days	Window 1 Office of the University Registrar
2. Pays a non-refundable application fee. <i>Exchange students with MOA (Memorandum of Agreement) with UP are exempted from payment of the application fee.</i>	2. Accepts payment. 2.1 Issues official receipt.	<u>Within UP</u> ₱40, <i>paid at the home unit</i> <u>Outside UP</u> ₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i> US\$20, <i>for non-resident foreign applicants</i>		Cash Office



<p>3. Returns to the OUR for the processing of your application.</p>	<p>3. Receives the application and process the request. 3.1 Evaluates the application. 3.2 University Registrar endorses the application. 3.3 Forwards the application to the concerned college for deliberation and approval. 3.3 Dean of Host College approves.</p>			<p><i>Window 1</i> Office of the University Registrar <i>University Registrar</i> Office of the University Registrar Dean of host college</p>
<p>4. Get one's Application for Cross-Registrants or Special Students.</p>	<p>4. Issues the Application for Cross-Registrants or Special Students to the applicant.</p>			<p><i>Window 1</i> Office of the University Registrar</p>
<p>5. Proceeds with the Registration process.</p>		<p>Educational Development Fund (EDF) for <u>Foreign Students</u> <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term</p>		
	<p>TOTAL</p>	<p><u>Within UP</u> ₱40, <i>paid at the home unit</i> <u>Outside UP</u> ₱100, <i>for Filipinos</i> ₱250, <i>for resident foreign applicants</i> US\$20, <i>for non-resident foreign applicants</i> Educational Development Fund (EDF) for <u>Foreign</u></p>	<p>3 Working Days</p>	



		Students <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term		
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6. Cross-Registration, Outgoing

Cross-registrants are students who enroll in another UP Constituent University or in another institution of higher learning for a specific period of time but are primarily enrolled in UP Cebu. Such enrolment is subject to the approval of the Deans of the home and the accepting units/colleges. [UP Code Art. 333–334]

Exchange students are also classified as cross-registrants.

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outgoing cross-registrants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FORM Request to Cross-Register		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Official copy of grades from the previous semester (1 original)		Home college		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser’s certification re: remaining deficiencies for graduating students (1 original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Request to Cross-Register Form, in two copies.			3 Working Days	
2. Requests for validation of subjects to cross-register from your Program Adviser.	1. Validates subjects of student to be cross-registered.			Program Adviser
3. Submits the duly signed form for action of the Dean and the University Registrar. <i>For cross-registration outside</i>	2. Dean of the College approves the request. 3.1 University Registrar signs the request. 3.2 OUR staff tags student in			Dean of the College <i>University Registrar Office of the University Registrar Window 3</i>



<p><i>the UP System, submit the form for action of the Vice Chancellor for Academic Affairs (VCAA).</i></p>	<p>SAIS. 3.3 <i>For cross-registration outside the UP System, Vice Chancellor for Academic Affairs (VCAA) approves.</i></p>			<p>Office of the University Registrar <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p>
<p>4. Upon approval, pays the registration fee. Gets one's official receipt. <i>Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.</i></p>	<p>3. Accepts payment. 4.1 Issues official receipt.</p>	<p>₱40</p>		<p>Cash Office</p>
<p>5. Submits duly paid form to the host unit for their approval. <i>One copy for the host unit and one copy to be returned to the home unit.</i></p>	<p>4. Receives cross-registration form and approves the request.</p>			<p>Host Unit</p>
<p>6. Returns the host unit-approved form to the OUR, together with your Form 5, at the end of the term.</p>	<p>5. Receives the form, together with the Form 5.</p>			<p><i>Window 1</i> Office of the University Registrar</p>
TOTAL		<p>₱40</p>	<p>3 Working Days</p>	



7. Issuance of UP ID, Student

The Office of the University Registrar issues the Identification Card for all types of students and prints the Identification Card for other members of the academic community.

Office or Division:	Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For re-issuance <i>First ID is issued upon admission.</i>				
UP FORM 5 (1 original)		UP Cebu Office of the College Secretary		
Affidavit of Loss, duly notarized (1 original), <i>if applicable</i>		Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the ID Fee. Get official receipt.	1. Accepts payment. 1.1 Issues official receipt.	₱130	7 Working Days	Cash Office
2. Presents UP Form 5, affidavit of loss (if applicable), and official receipt (OR) prior to ID picture-taking.	2. Checks the required documents.			<i>Window 3</i> Office of the University Registrar
3. Have photo and signature taken for the School ID.	3. Takes photo and signature of student for the School ID.			<i>Window 3</i> Office of the University Registrar
4. Claims School ID, when available.	4. Releases School ID to student.			<i>Window 3</i> Office of the University Registrar
TOTAL		₱130	7 Working Days	



8. Issuance of UP ID, for Faculty, REPS, Staff

The Office of the University Registrar issues the Identification Card for all types of students and prints the Identification Card for other members of the academic community.

Office or Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty, REPS, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HRDO Permit (1 original)		Human Resources Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets a permit from HRDO.	1. Gives permit to employee.		3 Working Days	HRDO
2. Pays the ID Fee. Get the official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱130		Cash Office
3. Presents your HDRO Permit and official receipt (OR) prior to ID picture-taking.	3. Checks the required documents.			Window 3 Office of the University Registrar
4. Have your photo and signature taken for the Employee ID.	4. Takes photo and signature of employee for the ID.			Window 3 Office of the University Registrar
5. Claims Employee ID, when available.	5. Releases ID to employee.			Window 3 Office of the University Registrar
TOTAL		₱130	3 Working Days	



9. University Clearance for Students

A University Clearance is required from students for processing requests related to their exit from the University.

Office or Division:	Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FORM 13A University Clearance (3 copies)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
School ID (original) or Affidavit of Loss, <i>in case of loss</i> (1 original)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the University Clearance, in three copies.	1.	None	20 Working Days	
2. Secures signatures as required, in order.	2. Signs the clearance.			Concerned offices
3. Submits the duly signed (until #12) university clearance to OUR and surrenders ID or an affidavit of loss for lost ID, for action of the University Registrar.	3. Receives the required documents and checks for completeness. 3.1 University Registrar signs the University Clearance of the student.			Window 2 Office of the University Registrar University Registrar Office of the University Registrar
4. Receives copy of your University Clearance duly signed by the University Registrar.	4. Gives a copy of the University Clearance to the student. Keeps the other copies.			Window 2 Office of the University Registrar
TOTAL		None	20 Working Days	



10. Request for Official Transcript of Records (OTR)

The Transcript of Records is an inventory of the courses taken and grades earned of a student throughout their stay in the University of the Philippines Cebu, including transferred credits from other schools.

The Transcript of Records is official (with school seal and signature of the University Registrar) and may be issued as requested, regardless of frequency and number of copies.

Office or Division:	Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UPC OTR Request Slip		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
2x2 picture with name and signature at the back (1 recent, colored, original photo)		Varied sources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the request slip, in one copy.	1.		20 Working Days	
2. Pays the fee. Gets the official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱50/page with Admin Cost of ₱20 and ₱10/envelope/set		Cash Office
3. Submits the official receipt (OR) together with the original copies of University clearance and 1 pc. 2x2 photo.	3. Receives the required documents and checks for completeness. 3.1 Processes the transcript of records of the student. 3.2 Checks and verifies the accuracy and completeness of			<i>Window 2</i> Office of the University Registrar <i>Student Records Evaluator</i> Office of the University Registrar <i>University Registrar</i> Office of the University Registrar



	the OTR. 3.3 University Registrar signs the OTR.			
4. Claims Official Transcript of Records, when available.	4. Releases OTR to student or alumnus.			<i>Window 2</i> Office of the University Registrar
TOTAL		₱50/page with Admin Cost of ₱20 and ₱10/envelope/set	20 Working Days	



11. Request for Certifications

The Office of the University Registrar issues various types of Certifications. These include Certification of:

- Enrollment
- Units Earned
- Notice of Acceptance
- Candidacy for Graduation/Academic Completion
- Graduation/Graduation with Honors
- Permit to Transfer
- Transfer Credentials (formerly referred to as “Honorable Dismissal”)
- English as medium of instruction
- Others

Office or Division:	Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the request slip, in one copy.	1.		7 Working Days	
2. Pays the fee. Gets official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱50/page; ₱60 for Certificate of Graduation		Cash Office
3. Submits the official receipt (OR) together with the duly accomplished request slip.	3. Receives the request. 3.1 Processes the requested certification. 3.2 University Registrar signs the certification.			<i>Window 2</i> Office of the University Registrar <i>University Registrar</i> Office of the University Registrar
4. Claims requested certification,	4. Releases certification to			<i>Window 2</i>



when available.	student or alumnus.			Office of the University Registrar
	TOTAL	₱50/page; ₱60 for Certificate of Graduation	7 Working Days	



12. Issuance of Diploma

The Diploma is a legal document that certifies the completion of a degree program. The President, the Secretary of the University, the Chancellor, and the Dean sign the Diploma.

The ORIGINAL DIPLOMA is issued only once. However, an English translation of the diploma or a certified true copy of the original, signed by the University Registrar, on behalf of the original signatories, may be requested.

Office or Division:	Office of the University Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed University Clearance (1 original)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Valid ID (1)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents a copy of one's University clearance and one valid ID.	1. Checks the required documents.	None	20 Working Days	<i>Window 2</i> Office of the University Registrar
2. Receives your diploma.	2. Releases diploma.			<i>Window 2</i> Office of the University Registrar
TOTAL		None	20 Working Days	



13. Verification and Authentication of Student Records

The Office of the University Registrar processes verification of students who attended, and graduates of University of the Philippines Cebu, and/or of documents submitted by students, whether for employment or for further studies, purportedly issued by our University.

Office or Division:	Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Authorization letter signed by the student whose records are being verified, <i>if applicable</i>		Student		
Valid ID (1)		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the filled-up request slip via email or through the office.	1. Receives the request. 1.1 Indicates amount to be paid.		7 Working Days	Window 2 or 3 Office of the University Registrar
2. Pays the fee. Gets official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱50 for CAV* ₱40/page for authentication ₱100/student for verification		Cash Office
3. Submits the official receipt (OR) together with the duly accomplished request slip.	3. Processes the request. 3.1 University Registrar signs the certification.			Window 2 or 3 Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested verification and/ or	4. Releases verification and/or authentication.			Window 2 Office of the University Registrar



authentication, when available.				
	TOTAL	₱50 for CAV* ₱40/page for authentication ₱100/student for verification	7 Working Days	

*CAV – Certification, Authentication, and Verification



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Contact info: +63 (32) 232 8187 loc 120 our.upcebu@up.edu.ph</p>
How feedbacks are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices for their response. The answer of the office is then relayed to the client.</p>
How to file a complaint	<p>Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.</p> <p>Complaints may also be filed via email. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups: +63 (32) 232 8187 loc 120 our.upcebu@up.edu.ph</p>
How complaints are processed	<p>One of the OUR staff opens the drop box and compiles and records all feedback submitted, including complaints.</p> <p>If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.</p>
Contact Information of OUR, UP Cebu	<p>Office of the University Registrar: +63 (32) 232 8187 loc 120 our.upcebu@up.edu.ph</p> <p>University of the Philippines Cebu: +63 (32) 232 8187</p>



oc.upcebu@up.edu.ph

OFFICE OF STUDENT AFFAIRS (OSA)

EXTERNAL SERVICES

1. Testing (External)

Request an appointment for a psychological test.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C/G2B – Government of Citizen/Business			
Who may avail	Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request and OR photocopy Testing Material and Answer Sheet		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request and notice of testing appointment.	1. Accepts letter and reviews notice of testing appointment.		30 Minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
2. Pays testing fee.	2. Accepts official receipt.	IQ Test: ₱200 Aptitude: ₱200 Personality / Supervisory Index: ₱300	30 Minutes	<i>Cashier</i> Cash Office
3. Takes the test.	3. Administers psychological test.		4 Hours	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
	4. Makes psychological profile.		Clerical: 5 Days Supervisory: 10 Days	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs



	5. Submits the Psychological test result to requesting company or individual.			<i>Admin Aide</i> Office of Student Affairs
	TOTAL	IQ Test: ₱200 Aptitude: ₱200 Personality / Supervisory Index: ₱300	15 Days and 5 Hours	



2. Job Fair Service for Partner Companies

Registration for participation in an on-campus job fair.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2B – Government of Business			
Who may avail	Companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Invitation letter and registration form • OR photocopy • Application letter with resume 			<ul style="list-style-type: none"> • Office of Student Affairs • Cash Office 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits registration form as confirmation of participation.	1. Sends invitation letter and registration form to companies for Job Fair.		15 Days	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
2. Pays Job Fair registration fee at the cashier's office.		₱4,000	10 Minutes	<i>Cashier</i> Cash Office
3. Submits the photocopy of official receipt and other company documents.	2. Accepts registration form and photocopy of official receipt.		5 Minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
4. Receives students' application letters and resumes.	3. Prepares and sets-up designated area at the venue.		4 Hours	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs Janitor
5. Conducts job interview / testing.			30 Minutes	Company Representative
TOTAL		₱4,000	15 Days, 4 Hours, 35 Minutes	



INTERNAL SERVICES

1. Guidance and Counseling

Request for a counselling appointment.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	<ul style="list-style-type: none"> Bona fide UP students (newly admitted, enrolled, or continuing undergraduate and graduate students) 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> OSA Form No. 14 – Referral Slip OSA Form No. 13 – Call Slip OSA Form No. 11 – Individual Counseling Report Form Re-admission Form 			<ul style="list-style-type: none"> Office of Student Affairs College Secretary 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Referrals from the faculty members, admin staff, parents, friends and classmates. 1.2. Recommended by the Admissions Committee. 1.3. Walk in.	1.1. Accepts referral slips and/ or re-admission forms to schedule appointment or counseling session. 1.2. Receives the readmission form. 1.3. Checks available GSS.	None		<i>Guidance Service Specialist</i> Office of the Student Affairs
	1. Issues the Call Slip to the student after receiving.		3 Minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
2. Signs in the Client Logbook in the office.	2. Gives the Logbook to the client.		3 Minutes	<i>Admin Aide</i> Office of the Student Affairs
3. Presents the call slip, the re-admission slips if referred.	3. Determines whether the student can be attended to by the assigned Guidance Service Specialist, or the preferred Guidance Service Specialist.		3 Minutes	<i>Admin Aide</i> Office of the Student Affairs



4. Proceeds to the counseling cubicle.	4. Asks the student if he/she wishes to be attended to by another Guidance Service Specialist or prefers to make an appointment with their assigned Guidance Service Specialist.		1 Hour	<i>Admin Aide</i> Office of the Student Affairs
	5. Accepts slips/re-admission form and gets cumulative folder and gives it to the Guidance Service Specialist.		3 Minutes	<i>Admin Aide</i> Office of the Student Affairs
	6. Conducts counseling session and record on individual cumulative folder or counseling report.		3 Minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
5. Agrees on the follow up counseling session.	7. Recommends for follow-up counseling session based on the professional assessment.		3 Minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
	8. Sets a schedule for the next session.		3 Minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
6. Submits the re-admission form together with the counselor's certification to the Admissions Committee (for those who are referred).	9. Gives the acknowledgment form and sends it to the faculty who made the referral, or the certification will be attached to the clearance form for those who are referred by the Admissions Committee.		3 Minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
7. Comes back for the counseling session based on the agreed date.	10. Sets the appointment If the student prefers to see the assigned Guidance Service Specialist.		3 Minutes	<i>Admin Aide</i> Office of the Student Affairs
TOTAL		None	1 Hour, 27 Minutes	



2. Testing for Faculty and Staff

Request an appointment for a psychological test.

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Psychological Testing Materials Official Receipts for Non-UP Applicants 			<ul style="list-style-type: none"> Office of Student Affairs Cash Office 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits referral note from HRDO.	1. Accepts referral note.		3 Minutes	<i>Admin Aide</i> Office of the Student Affairs
2. Pays testing fee at the cash office (only for non-UP applicants).	2. Accepts official receipt.	Personality Test: ₱300	10 Minutes	<i>Cashier</i> Cash Office
3. Takes the psychological test (present OR for non-UP applicants).	3. Administers psychological test.		1 Hour	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
	4. Makes psychological profile and submits the Psychological test result to HRDO.		5 Days	
TOTAL		₱300	5 Days, 1 Hour, 13 Minutes	



3. Testing for Students

Request an appointment for a psychological test.

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Bona fide UP students (newly admitted, enrolled, or continuing undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Psychological Testing Materials		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Takes the Psychological test based on scheduled date.	1. Orients and announces the availability of the psychological test.	None	1 Hour	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
	2. Administers psychological test.		1 Hour	
	3. Makes psychological test profile.		5 Days	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
2. Attends test results interpretation on the scheduled date.	4. Interprets psychological test results.		1 Hour	
TOTAL		None	5 Days, 3 Hours	



4. Career Guidance Service for Graduating Students

Informing graduating students for career talks or job fairs.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	<ul style="list-style-type: none"> Bona fide UP Graduating Students (High School and Undergraduate) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Test Results (UPCAT, NCAE, etc.) Student Placement Data Sheet Application letter with resume 		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs graduating student about the schedule of the job fair/ career talk.	1. Consults the student representatives and/or faculty adviser for the schedule of the job fair/career talk.	None	30 Minutes	<i>Guidance Service Specialist assigned</i> Office of Student Affairs
2. Secures and fill out the Student Placement Data Sheet.	2. Distributes Student Placement Sheet.		5 Days	<i>Admin Aide</i> or <i>Guidance Service Specialist assigned</i> Office of Student Affairs
3. Hands in application letter with resume to the company.	3. Sets the date and arrange venue for Career Talk or Job Fair with invited person/ Companies.		2 Days	
4. Undergoes job interview /or job testing/ career talk.	4. Provides space for job interview/ or job testing/ career talk.		1 Day	<i>Guidance Service Specialist assigned</i> Office of Student Affairs or Company representative
TOTAL		None	8 Days, 30 Minutes	



5. Student Inventory Service for Undergraduate & Graduate Students

Filling out of cumulative folders by the student to record relevant information of them.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Cumulative Folder – Undergraduate/Graduate Students 			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the cumulative folder indicating all the necessary information. Attaches a recent 2x2 photo.	1. Gives out and collects filled in cumulative folder.	None	30 Minutes	Admin Aide or Guidance Service Specialist Office of Student Affairs
TOTAL		None	30 Minutes	



6. Request for Certifications

Request a certificate of good moral character or any other certificates.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students, Alumni, Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> OSA Form No. 4 – Request Slip for Certification of Good Moral Character, etc. Official Receipt (OR) 			<ul style="list-style-type: none"> Office of Student Affairs Cash Office 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled out request slip.	1. Accepts request slip.	₱40 per certificate (fee is waived for faculty and staff)	3 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Have the request slip approved by the Guidance Services Specialist or OSA Director.	2. Approves request slip.		5 Minutes	<i>OSA Director</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
3. Pays fee at the Cash Office.	3. Accepts payment and give OR.		10 Minutes	<i>Cashier</i> Cash Office
4. Presents OR and submit request slip.	4. Accepts OR and request slip.		3 Minutes	<i>Admin Aide</i> Office of Student Affairs
	5. Prepares requested certification and have it signed by authorized personnel.		1 Day	<i>Admin Aide</i> Office of Student Affairs
5. Claims certification, upon presentation of OR.	6. Gives the requested certification upon presentation of client's OR.		3 Minutes	<i>Admin Aide</i> Office of Student Affairs
TOTAL		₱40 per certificate	1 Day, 24 Minutes	



7. Request for Clearance (Transferees and Graduates)

Request to be cleared from the Office of Student Affairs to transfer out or because student has graduated.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> University Clearance Form Cumulative Folder – Undergraduate/Graduate 			<ul style="list-style-type: none"> College Secretary Office Office of Student Affairs 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the University clearance form.	1. Accepts Clearance Form and records in logbook.	None	3 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Hands in cumulative folder and undergoes exit interview.	2. Accepts Cumulative folder and gives exit interview		30 Minutes	<i>Guidance Service Specialist</i> Office of Student Affairs
3. Have clearance signed by a Guidance Services Specialist or OSA Director.	3. Signs Clearance		5 Minutes	<i>OSA Director</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
TOTAL		None	38 Minutes	



8. Request for Clearance (Readmission and Leave Of Absence)

Request to be cleared from the Office of Student Affairs for readmission or leave of absence.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • University Clearance Form • Cumulative Folder –Undergraduate/Graduate 			<ul style="list-style-type: none"> • College Secretary Office • Office of Student Affairs 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shows University Clearance Form.	1. Checks University Clearance Form.	None	3 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Hands in cumulative folder and undergoes individual counseling.	2. Receives the client’s cumulative folder and conducts counseling session.		1 Hour	<i>OSA Director</i> <i>or</i> <i>Guidance Service Specialist</i> Office of Student Affairs
3. Have clearance signed by a Guidance Services Specialist or OSA Director.	3. Signs the University Clearance Form.		5 Minutes	<i>OSA Director</i> <i>or</i> <i>Guidance Service Specialist</i> Office of Student Affairs
TOTAL		None	1 Hour, 8 Minutes	



9. Student Financial Assistance (SFA) Online Application (Socialized Tuition System)

Application for stipend or tuition discount.

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	<ol style="list-style-type: none"> 1. Filipino students 2. Bonafide undergraduate UP students, including those enrolled in Law and Medicine programs of UP. Except for students of Law and Medicine, the applicant must not have a bachelor's degree. For new students, the applicant must have an admission slip. 3. Students in need of financial assistance as determined by the guidelines that govern these financial assistance programs. 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			sfaonline.up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Uses student number and 5-digit PIN to log in at sfaonline.up.edu.ph during the application period.	1. Announces the opening of SFA Online Portal and schedule of application, appeals, and results.	None	3 Minutes	<i>Junior Scholarship Affairs Officer or Guidance Service Specialist</i> Office of Student Affairs
2. Indicates intent to apply and consents to the terms and conditions.			3 Minutes	
3. Completes the Student Profile, Household Characteristics questionnaire, and Household Income form.			30 Minutes	
4. Reviews all entries then confirm submission.			10 Minutes	
Access results by logging in at sfaonline@up.edu.ph .	2. Releases SFA results according to the posted schedule. Announces the availability of results.		5 Days	<i>Junior Scholarship Affairs Officer or Guidance Service Specialist</i> Office of Student Affairs



TOTAL	None	5 Days, 46 Minutes	
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10. Student Financial Assistance (SFA) Appeals

Appealing for the initial result of a student's application for stipend.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Pertinent documents to support your appeal • Interview Form 			<ul style="list-style-type: none"> • Appropriate Agencies • Office of Student Affairs 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits sfaonline.up.edu.ph and log in using account during the appeal schedule.		None	5 Minutes	
2. Indicates consent with the terms and conditions of SFA.			5 Minutes	
3. Fills out the SFA Appeal questionnaire.			5 Minutes	
4. Indicates permanent address, vicinity map, and landmarks near home.			30 Minutes	
5. Saves appeal, reviews entries, and confirms submission.	1. Generates / extracts appeal application form from the SFA online portal.		5 Minutes	<i>Admin Aide</i> Office of Student Affairs
6. Fills out the Interview Form and submits one's self for an interview.	2. Reviews appeals generated / extracted.		5 Minutes	<i>Admin Aide</i> Office of Student Affairs
	3. Sets interview schedule.		5 Minutes	<i>Junior Scholarship Affairs Officer</i> Office of Student Affairs



	4. Conducts interview.		1 Hour	Cebu Committee Scholarship and Financial Assistance (CCSFA)
	5. Informs students to submit the required documents.		3 Minutes	<i>Junior Scholarship Affairs Officer</i> or <i>Admin Aide</i> Office of Student Affairs
	6. Sets meeting with the CCSFA.		5 Minutes	<i>OSA Director</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
	7. CCSFA Deliberates appeals.		20 Days	Cebu Committee Scholarship and Financial Assistance (CCSFA)
	8. Prepares summary of results.		1 Hour	<i>Junior Scholarship Affairs Officer</i> or <i>Admin Aide</i> Office of Student Affairs
	9. Encodes results at SFA online.		1 Hour	<i>Junior Scholarship Affairs Officer</i> or <i>Admin Aide</i> Office of Student Affairs
7. Waits for the results. Results can be accessed by logging in using your SFA account at sfaonline@up.edu.ph	10. Informs students of the results.		1 Hour	<i>Junior Scholarship Affairs Officer</i> or <i>Guidance Service Specialist</i> Office of Student Affairs
TOTAL		None	20 Days, 5 Hours, 8 Minutes	



11. Request of PIN for SFA Application

Request for a new PIN used to log into and file an application in SFA Online.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Undergraduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 5 or ID			Office of the University Registrar	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet form for required information.	1. Hands in log in-sheet.	None	3 Minutes	<i>Admin Aide</i> Office of Student Affairs
	2. Generates PIN		10 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Claims new PIN			1 Minute	
TOTAL		None	14 Minutes	



12. Release of Stipend for FDS Grantees

Processing of the release of stipends to support the basic needs of poor students and help them continue their education.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	FDS Grantees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 5, Official Copy of Grades, Certifications (as needed)			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a photocopy of your current Form 5 and official copy of grades from last semester attended.	1. Accepts & checks Form 5 and official copy of grades.	None	5 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Waits for announcement on the schedule of release.	2. Verifies if qualified & officially enrolled.		5 Minutes	<i>Admin Aide</i> Office of Student Affairs
	3. Processes the stipend. * * OSA no longer has control after this step, but we usually advise students that it will take 10 working days.		3 Days	<i>Admin Aide</i> Office of Student Affairs
3. Claims stipend through ATM cash cards.			10 Days	
TOTAL		None	13 Days, 10 Minutes	



13. Scholarship Application for Students

Application for students interested in applying for scholarships.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Completely filled-out application form • Registration Form 5 • Copy of grades/TCG • Certificate of Good Moral Character • ITR/Certificate of BIR Exemption/Affidavit of Source of Income 		<ul style="list-style-type: none"> • OSA • OUR • OUR • OSA • Parents/BIR/Barangay 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Announces opening of the scholarship.	None	5 Minutes	<i>Scholarship Officer</i> Office of Student Affairs
1. Inquires availability of Scholarship openings & secures Application Form, once qualified.	2. Provides information on the availability of scholarship.		5 Minutes	
2. Submits Scholarship Application Form with supporting documents & undergoes screening.	3. Accepts Scholarship Application Form.		5 Minutes	
	4. Screens and interviews the applicant.		30 Minutes	
	5. Prepares template for the list of applicants.		10 Minutes	
	6. Sets a meeting with the CCSFA.		10 Minutes	



	7. Informs the applicants of the scheduled interview / deliberation.		10 Minutes	
3. Undergoes interview with donor / Scholarship Committee.	8. Interviews and deliberates the final selection of applicants.		10 Days	Donor and/or Cebu Committee Scholarship and Financial Assistance (CCSFA)
	9. Prepares the final list of qualified applicants & Notice of Award.		1 Hour	Scholarship Officer Office of Student Affairs
4. Submits Thank You Letter to the Donor and other additional requirements (e.g. bank account details).	10. Provides a copy of Notice of Award to qualified applicants and give additional instructions.		10 days	
TOTAL		None	20 Days, 2 Hours, 15 Minutes	



14. Renewal of Scholarship for Students

Application for the renewal of a student's scholarship.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TCG, Form 5, Certification of Good Moral Character Certification			OUR, OSA	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits photocopy of Form 5 and official copy of grades of last semester attended. (including Good Moral Character Certification for some scholars).	1. Accepts True copy of Grades and Form 5 (Good Moral Character Certification).	None	1 Minute	Scholarship Officer Office of Student Affairs
	2. Checks and evaluates documents submitted.		5 Minutes	Scholarship Officer Office of Student Affairs
	3. Prepares summary report of the academic status of scholars.		30 Minutes	
	4. Submits report and other requirements to donors.		10 Minutes	
	5. Evaluates the submitted documents.		10 Days	Donor / Representative
	6. Waits feedback from the donors on scholarship status of the scholars.	15 Days	Scholarship Officer Office of Student Affairs	
	7. Informs students if the scholarship is renewed / continued.	1 Day		
TOTAL		None	26 Working Days, 46 Minutes	



15. Release of Allowances for Scholars

Processing for release of scholar's allowance

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Form 5, Official Copy of Grades Letter of Award, Receipt of Remittance ID (in checks), ATM (in cash cards) 			<ul style="list-style-type: none"> OUR OSA OUR, Landbank 	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Once qualified and funding is already available, waits for an announcement on the schedule of release.	1. Receives and prints the deposit slip from donors.	None	5 Minutes	Scholarship Officer Office of Student Affairs
	2. Presents the deposit slip to Cash Office for verification.		5 Minutes	Scholarship Officer Office of Student Affairs
	3. Cash Office issues O.R after verifying with the bank for the deposited amount.		3 Days	Staff Cash Office
	4. Prepares DV, payroll, etc. *		20 Minutes	
	5. Announces availability of scholarship benefits.		7 Days	Scholarship Officer Office of Student Affairs
2. Claims allowance at the Cash Office (in check) or through ATM cash cards.	* OSA no longer has control after this step, but we usually advise students that it will take 5-8 working days.			
TOTAL		None	10 Days, 30 Minutes	



16. Application for the Kadaganan Fund

Application for student to borrow from the Kadaganan Fund – microfinancing for student's short-term needs.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> OSA Form KF1 Form 5; ID 		<ul style="list-style-type: none"> Office of Student Affairs/Online Office of Student Affairs 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills-in two copies of application form.	1. Collects field in application form.	None	5 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Once filled up, undergoes for an interview.	2. Conducts interview to applicant.		10 Minutes	<i>Scholarship Officer</i> <i>or</i> <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
3. Seeks approval of the OSA Director.	3. OSA Director approves application.		5 Minutes	<i>OSA Director</i> Office of Student Affairs
4. Submits approved application form and claim the money.	4. Collects approved application and give money.		5 Minutes	<i>Admin Aide</i> Office of Student Affairs
TOTAL		None	25 Minutes	



17. Donation to the Kadaganan Fund

Documentation and acknowledgement of kind donation to Kadaganan Fund – microfinancing for student's short-term needs.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> OSA Form KF 2 Donation 		Office of Student Affairs/online		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills up two copies of Kadaganan Donation Form.	1. Collects filled in Kadaganan Donation Form.	None	10 Minutes	Admin Aide Office of Student Affairs
2. Once filled up, submits form and donation to Admin Assistant.	2. Gives acknowledgement form.		3 Minutes	
TOTAL		None	13 Minutes	



18. Student Assistant (SA) Application for Students

Application for students interested in being a student assistant.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Student Assistant Application Form • List or Requirements • Complete requirements • Notice of Appointment 			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on availability of SA slots.	1. Gives information on the availability of SFA slots.	None	10 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Fills out and submits an application form for screening.	2. Accepts application form and screens document.		10 Minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs or Head of Office or College Dean
3. Undergoes screening.	3. Approves Student Assistantship.		15 Minutes	<i>Admin Aide</i> Office of Student Affairs
4. Seeks approval of the office/college where Student Assistantship will be served.	4. Accepts approved SA application form and verify.		10 Minutes	<i>HRDO Staff</i> Human Resource Development Office
5. Submits approved SA application form for final verification.	5. Provides list of requirements for SA.		10 Minutes	
6. Proceeds to HRDO for SA requirements.	6. Accepts SA requirements.		5 Minutes	



7. Submits documents and requirements to HRDO.	7. Gives notice of acceptance.		10 Minutes	<i>Admin Aide</i> Office of Student Affairs
8. Waits for the Notice of Appointment prior to reporting for duty.			20 Days	
TOTAL		None	20 Days, 1 Hour, 10 Minutes	



19. Student Assistant (SA) Application for Requesting Offices

Application for offices to request for student assistants be assigned to their office.

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may avail	UP Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Assistant Request Form		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Student Assistant (SA) Request Form.	1. Accepts Student Assistant Request Form.	None	5 Minutes	Requesting Office
2. Wait sfor the Deliberation of SA requests.	2. Deliberates requests.		30 Minutes	UP Cebu Committee on Scholarships and Financial Assistance (CCSFA)
3. Notice of approval of SA Request will be sent to the requesting office.	3. Sends Approval Notice.		5 Days	Scholarship Officer or Guidance Service Specialist in-charge Office of Student Affairs
4. Submits Evaluation Form at the end of the semester.			5 Minutes	Requesting Office or Admin Aide Office of Student Affairs
TOTAL		None	5 Days, 40 Minutes	



20. Release of Student Assistant (SA) Salary

Processing the release of a student assistant's monthly allowance.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • DTR, Journal • Work Schedule • ID 			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Daily Time Record (DTR), Journal, and Work Schedule.	1. Accepts DTR, Journal, and work schedule.	None	5 Minutes	Admin Aide Office of Student Affairs
	2. Processes the salary. *		8 Days	
2. Claims salary at the Cash Office.	* OSA no longer has control after this step, but we usually advise students that it will take 5-8 working days.		10 Minutes	Staff Cash Office
TOTAL		None	8 Days, 15 Minutes	



21. Issuance of Student's Mails

Receiving of student's mail addressed to and received by the university.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID			OUR	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID.	1. Checks ID.	None	3 Minutes	<i>Admin Aide</i> Office of Student Affairs
2. Checks mailing list, claims mail / letter, and signs mailing list.	2. Lets student sign mailing list.		10 Minutes	<i>Admin Aide</i> Office of Student Affairs
TOTAL		None	13 Minutes	



22. Application for Recognition of Student Organizations

Application to be recognized as a student organization.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government of Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • OSA Form No. 10 – Checklist of Requirements for Application and Renewal for Recognition of Student Organizations w/ ff. SOA Forms: • Student Org Application Form 001- Application Letter • Student Org Application Form 002- Acceptance of Adviser • Student Org Application Form 003-Acceptance of Co-Advisership, • Student Org Application Form 004- General Plan of Activities (GPOA), • Student Org Application Form 005 -Directory of Officers, • Student Org Application Form 006- Directory of Members, • Student Org Application Form 007-Accomplishment Report, • Student Org Application Form 008- Financial Status Report 			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for copy of checklist of requirements for application for recognition of student organizations (through OSA office, OSA website, or OSA Facebook Page).	1. Announces the Student Organization application period. Gives copy of checklist of requirements for application for recognition of student organizations (Found inside OSA/ Posted at UPC OSA website/FB page).	None	3 Minutes	Guidance Service Specialist in-charge Office of Student Affairs
2. Submits completed forms and requirements in one (1)	2. Checks and accepts completed forms and other important		30 Minutes	



<p>long size folder and scans docs for e-files. (Student Org Application / Recognition Forms are downloadable from UP Cebu OSA FB Page / Website)</p>	<p>requirements based on guidelines for SO. 2.1 For new SO application - Complete Forms 1 to 6 2.2 For renewal of Recognition Forms 7 and 8 important AR & FS Reports</p>			<p>Office of Student Affairs</p>
<p>3. Checks confirmation of student organization recognition at the bulletin board.</p>	<p>3 Recognized student organizations will be posted at the bulletin board after approval by the Chancellor. E-copy complete list of recognized SO given to VCA/ VCAA / OC</p>		<p>30 Days</p>	<p><i>Guidance Service Specialist in-charge</i> Office of Student Affairs</p>
TOTAL		<p>None</p>	<p>30 Days, 33 Minutes</p>	



23. Request to Hold Student Organization Activities inside UP Campus

Request endorsement for student organization's activity that will be held within university campus.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • General Request Form/ Event Sheet • Letter of request • Security guidelines • Solid waste management guidelines 		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits General Request Form/event sheet with the signature of student organization Faculty adviser/ co- adviser/ Dean. (attach letter of request to the Chancellor through Proper Channels and includes security guidelines and/or solid waste management, if applicable).	1. Accepts General Request Form/event sheet with attachments.	None	10 Minutes	Admin Aide Office of Student Affairs
2. Submits a letter of request to the Chancellor detailing the nature and purpose of the activity for: 2.1 UP Cebu users whose activities fall outside of office hours, and for. 2.2 non-UP Cebu users, and 2.3 UP Cebu events with participation from outsiders,	2. Accepts letter of request to the Chancellor detailing the nature with endorsement from OSA Director, VCA, or VCAA.		3 Days	OSA Director and Guidance Service Specialist in-charge Office of Student Affairs Vice Chancellor for Administration Office of the Vice Chancellor for Administration



with endorsement from OSA Director /or VC Admin./or VCAA.				<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
3. Submits security guidelines <i>for activities that go beyond curfew hours</i> , with a list of chaperones with signatures and conforme from Campus Security Officer before OSA endorsement.	3. Accepts and reviews if security guidelines have been checked and endorsed by the Campus Security Officer.		1 Day	<i>Campus Security Officer</i> Safety and Security Unit <i>Guidance Service Specialist in-charge of Student Organizations</i> Office of Student Affairs
4. Submits solid waste management guidelines <i>for activities that have more than 50 participants</i> , and activities involving putting up food/non-food concessionaires must get conforme from Campus Maintenance Office (CMO) /Health Services Unit (HSU) Heads before OSA endorsement.	4. Accepts and reviews if solid waste management guidelines and concessionaire plans have been checked and endorsed by the CMO/HSU heads.		2 Days	<i>CMO Head</i> Campus Maintenance Office <i>HSU Head</i> Health Services Unit <i>Guidance Service Specialist in-charge of Student Organizations</i> Office of Student Affairs
5. Have the letter endorsed by OSA.	5. Endorses letter request.		10 Minutes	<i>OSA Director</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
6. After endorsement from OSA, proceeds for approval to VCAA then to the Chancellor.			2 Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	8 Days, 20 Minutes	



24. Request to Hold Student Organization Activities outside UP Campus

Request endorsement for student organization's activity that will be held outside university campus.

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student Organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Local off campus activities Report of Compliance Checklist Student Waiver Form Certificate of Compliance 			Office of Student Affairs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request to the Chancellor through proper channels detailing the nature of the activity, for endorsement by Student Organization Adviser through proper channels, with complete student waiver forms and a checklist for out of the campus activities for all student participants with a list of chaperones with their signatures, in compliance with guidelines from CHED.	1. Reviews report of compliance and checks completeness of student waiver forms and checklist for out of the campus activities and supporting attachments.	None	3 Days	<i>Guidance Service Specialist in-charge of Student Organizations</i> Office of Student Affairs
2. Seeks endorsement from OSA.	2. If complete attachments and supporting documents, endorses the request.		10 Minutes	<i>OSA Director</i> Office of Student Affairs
3. After endorsement from OSA, proceeds for approval to VCAA then to the Chancellor.			3 Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



				<i>Chancellor</i> Office of the Chancellor
	TOTAL	None	6 Days, 10 Minutes	



25. Request for Posting of Tarps, Posters, or Statements inside the Campus

Request endorsement for posting of publication materials in designated areas around the campus.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen/Business			
Who may avail	Students and Outsiders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Posters/tarps/statement			From client	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits posters, tarpaulins, statements for review and endorsement in office or online through osa.upcebu@up.edu.ph and pio.upcebu@up.edu.ph .	1. Reviews and endorses posters, tarpaulins, and statements.	None	10 Minutes	<i>Guidance Service Specialist in-charge of Information Service Office of Student Affairs</i>
2. If in-office request, client will forward the postings to the Public Information Office (PIO).	2. After endorsement, request will be forwarded to the Public Information Office for approval.		1 Day	<i>Public Information Officer Public Information Office</i>
3. Once the posting is approved by the PIO, client(s) may start posting in designated areas in the campus and/ or official UP Cebu online social media platform.	3. Informs client of approval so they can post on official UP social media platforms.		10 Minutes	<i>Public Information Officer Public Information Office</i>
4. For big tarpaulins/ streamers, seek help from the Campus Maintenance Office (CMO).				<i>Campus Maintenance Staff (for actual posting of big tarps or streamers in designated areas only) Campus Maintenance Office</i>
TOTAL		None	1 Day, 20 Minutes	



26. Dormitory Application

Application for students interested in being a resident of on-campus dormitories.

Office or Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OSA-D Form 1 – Dormitory Application Form			Office of Student Affairs/ Dormitory Manager	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out and submits the Dormitory Application Form for screening.	1. Announces the availability of dormitory slots.	None	10 Minutes	<i>Dorm Manager or Admin Aide Office of Student Affairs</i>
2. Waits for deliberation of dormitory application requests.	2. Accepts and screens Dormitory Application Form.		10 Minutes	<i>Dorm Manager Office of Student Affairs</i>
	3. Deliberates dormitory application requests with the committee.		20 Days	<i>Dorm Manager and Dormitory Committee Office of Student Affairs</i>
3. Results will be released, and students will be informed.	4. Releases dormitory application results.		1 Day	<i>Dorm Manager Office of Student Affairs</i>
TOTAL		None	21 Days, 20 Minutes	



UNIVERSITY LIBRARY

EXTERNAL SERVICES

1. Registration for Library Access

The University Library welcomes visitors/non-UP researchers on specified days of the week including UP graduates, former UP faculty and staff; graduate students from other institutions; government and private researchers; and undergraduate students from other universities.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Non-UP Users and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Alumni: 1. Valid ID with picture 2. Alumni ID For Non-UP Users: 1. Valid ID with picture 2. Referral or Request Letter (original copy)		Requesting Party Office of Alumni Relations Requesting Party Sending Institution or Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents to Circulation Counter for assessment	1. Verifies the identity of client and validity of ID and referral letter		2 Minutes	<i>Librarian or Library Staff</i> University Library



2. Receives payment slip and pays the required fees at the Cashier's Office. Makes sure to secure Official Receipt that will be issued upon payment	2. Issues payment slip for a research fee	For Non-UP: Php50 / Day For Alumni: Free first 5 visits/ Semester	10 Minutes	<i>Librarian or Library Staff University Library</i>
3. Returns to University Library 4. Circulation Counter for Library access	3. Checks accuracy of Official Receipt		3 Minutes	<i>Librarian or Library Staff University Library</i>
TOTAL		For Non-UP: Php50 / Day For Alumni: Free first 5 visits/ Semester	15 Minutes	



INTERNAL SERVICES

1. Registration for Library Access and Issuance of Internet Use Form Card

Facilitate the registration for first-year students and updating of records for old students in the database, and issuance of Internet Use Form Card to access the use of computers.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID and Form 5 for students; UP ID/Appointment of Employment with any other valid ID for Faculty, REPS and Staff 2. Registration Form 3. Data Privacy Consent Form 4. Internet Use Card		Office of the University Registrar for Students Human Resource Management Office for Faculty/Staff University Library Circulation Counter University Library Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID with picture and Form-5	1. Compares and verifies the accuracy of Information in the validated Form-5 and Registration Form	None	2 Minutes	<i>Librarian or Library Staff</i> University Library
2. Fills-out Registration form, Data Privacy Consent Form and Internet Use Card	2. Hands in Registration Form, Data Privacy Consent Form and Internet Use Form Card		2 Minutes	<i>Librarian or Library Staff</i> University Library
	2.1. Checks for accuracy and completeness of the information		2 Minutes	



	2.2. Copies the necessary data into the Integrated Library System		5 Minutes	
3. Accomplishes the Library Services Log	3. Sets the validity date of the Internet Use Form Card and counter signs		1 Minute	<i>Librarian or Library Staff University Library</i>
4. Receives Internet Use Card	4. Issues Internet Use Form Card		1 Minute	<i>Librarian or Library Staff University Library</i>
TOTAL		None	13 Minutes	



2. Checking-Out (Borrowing) of Library Books

UP Cebu students, faculty members, and staff can borrow books from the library.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID, Copy of Appointment Documents for Faculty 2. Duly Accomplished Book Card		Office of the University Registrar, Human Resource Development Office University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out book card with name, course, and student/employee number		None	2 Minutes	<i>Librarian or Library Staff</i> University Library
2. Hands in duly accomplished book card, the book to be borrowed and valid ID	1. Receives books to be borrowed, duly accomplished book card and valid ID		1 Minute	
	1.1 Checks ID and verifies the borrower's status at Integrated Library System		1 Minute	<i>Librarian or Library Staff</i> University Library
	1.2. Scans barcode of book and check-outs under the borrower's account		1 Minute	
	1.3. Stamps due date and counter sign Due Date Slip and Book date		2 Minutes	
3. Receives book	2. Gives book/s and ID to the borrower.		1 Minute	<i>Librarian or Library Staff</i> University Library
TOTAL		None	8 Minutes	



3. Checking-In (Returning) of Library Books

UP Cebu students, faculty members, and staff must return library books to avoid tagging of deficiency by the University Library.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Book/s for return		Office of the University Registrar Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book/s for return/check-in	1. Receives book/s for return/ check-in	(for overdue books, refer to <u>Table of Fines</u>)	1 Minute	<i>Librarian or Library Staff</i> University Library
	1.1 Scans the barcode of the book for return and clears it from the borrower's account at the Integrated Library System		1 Minute	
	1.2 Informs borrower as to the number of books left charged out under his/her account if there's any		1 Minute	
TOTAL		Refer to <u>Table of Fines</u>	3 Minutes	



4. Renewing Books Borrowed for Checked Out

Students, faculty members and staff of UP Cebu may renew the loan term of the books they borrowed.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Book/s for renewal		Office of the University Registrar Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and book/s for renewal;	1. Receives ID and book/s 1.1. Retrieves and pulls-out book card of book/s for renewal	None	4 Minutes	<i>Librarian or Library Staff</i> University Library
2. Fills out the book card with name, college/ program and student/ employee number	2. Scans barcode of book for return and clear it from the borrower's account at the Integrated Library System 2.1 Hands in book card/s to borrower 2.2 Stamps due date and counter sign book card/s 2.3 Scans barcode of the book and check-out under the borrower's account		5 Minutes	<i>Librarian or Library Staff</i> University Library
3. Receives book/s renewed	3. Gives book/s to the borrower			<i>Librarian or Library Staff</i> University Library
TOTAL		None	10 Minutes	



5. Requests Filipiniana, Reserve Books and Theses

This service handles room-use requests for library books and theses and other materials stored in a closed-shelved system.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID 2. Duly Accomplished Request Form (Call Slip)		Office of the University Registrar University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out Book Call Slip		None	1 Minute	<i>Librarian or Library Staff</i> University Library
2. Hands in duly accomplished Book Call Slip at the Circulation Counter	2. Receives Book Call Slip form 2.1. Retrieves the requested material from the shelves 2.2. Verifies correctness of material or checks the completeness of components		9 Minutes	
3. Presents valid ID	3. Hands over to client the requested material		1 Minute	<i>Librarian or Library Staff</i> University Library
4. Receives book/s requested.	4. Clips together the book card/s and ID		1 Minute	<i>Librarian or Library Staff</i> University Library
TOTAL		None	12 Minutes	



6. Requests for Photocopying of Library Materials

This service processes the photocopying of books and other library resources.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Duly Accomplished Exit Pass Slip Form		Office of the University Registrar University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Exit Pass Slip		None	2 Minutes	<i>Librarian or Library Staff</i> University Library
2. Hands in the duly accomplished Exit Pass Slip and valid ID	2. Receives Exit Pass Slip 2.1. Checks and verifies for accuracy and completeness of information; 2.2. Approves (stamp with date and time of release) request for photocopying;		3 Minutes	<i>Librarian or Library Staff</i> University Library
3. Receives requested material and the approved Exit Pass Slip and present it to the Exit Staff In-charge	3. Hands-over to the client the approved Exit Pass Slip and material for photocopying to the borrower.		1 Minute	<i>Librarian or Library Staff</i> University Library
	4. Clips together book card/s and ID		1 Minute	
TOTAL		None	7 Minutes	



7. Request for Use of Discussion Table

This facility is provided for students use for academic and research-related discussions.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Duly Accomplished Discussion Table Log 3. Minimum number of users; Group of three (3) persons		Office of the University Registrar University Library / Circulation Counter Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and states request for use of Discussion Table, whiteboard marker pen and eraser	1. Receives and verifies ID	None	1 Minute	<i>Librarian or Library Staff</i> University Library
2. Accomplishes the Library Services Log	2. Hands in the Library Services Log folder 2.1. Gives whiteboard pen and eraser 2.2. Clips ID to the Log Sheet folder		3 Minutes	<i>Librarian or Library Staff</i> University Library
3. Proceeds to the discussion table	3. Returns ID		1 Minute	<i>Librarian or Library Staff</i> University Library
4. Returns whiteboard pen and eraser	4. Receives borrowed items			
TOTAL		None	5 Minutes	



8. Requests for Use of Computers to Access Library e-Resources

This service provides UP Cebu students, faculty members and staff access to electronic resources.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID or copy of Appointment for Faculty Members 2. Library Services Log Folder		Office of the University Registrar Human Resource Development Office University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID	1. Receives ID	None	1 Minute	<i>Librarian or Library Staff</i> University Library
2. Accomplishes the Library Services Log	2. Hands in Library Services Log folder		1 Minute	
3. Asks for e-resources flier for login details;	3. Hands in the flier for e-resources with log-in details		1 Minute	
4. Proceeds to the available computer.	4. Assist clients in the use of the e-resources.		1 Minute	
TOTAL		None	4 Minutes	



9. Requests for Use of Computer to Access Internet

This service provides UP Cebu students, faculty members and staff instant access of information superhighway for research and learning related activities.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Internet Use Card 3. Duly Accomplished Monitoring Log Sheet		Office of the University Registrar University Library / Circulation Counter University Library / iMac Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and Internet Use Card	1. Receives ID and Internet Use Card	None	1 Minute	<i>Librarian or Library Staff</i> University Library
2. Accomplishes the Monitoring Log Sheet and Internet Use Card	2. Hands in Monitoring Log Sheet		2 Minutes	
3. Records the Time-In on the Internet Use Card and Monitoring Log Sheet	3. Checks the client's ID and the Internet Use Card;		1 Minute	
4. Receives Claim Card and proceeds to use available computer units	4. Verifies the accuracy of data		2 Minutes	
5. Logs- out in the Monitoring Log Sheet	5. Issues Claim Card and clips the ID, Client Card, and Internet Use Card		1 Minute	
6. Claims the ID and Internet Use Form.	6. Indicates the time-out, time consume and balances in the Internet Use Form and returns ID and Internet Use Card,		2 Minutes	



TOTAL	None	9 Minutes	
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10. Document Delivery Service

A service for students and faculty members that processes requests for articles and book chapter requests from journals, books, electronic resources, and other materials. These documents will be requested through the Document Delivery Service through the Library's website and delivered electronically via email.

Office of Division		University Library		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails request or query to library.upcebu@up.edu.ph ;	1. Receives request or query	None	2 Minutes	<i>Librarian</i> University Library
2. Verifies query	2. Analyzes requests/query and conducts an interview for clarification		5 Minutes	
3. Waits for the reply or feedback from the librarian	3. Searches and identifies possible information sources that may provide an answer to the query;		30 Minutes	
4. Receives an answer to requests or queries	4. If information sources or answers are found, provide feedback to the client;		5 Minutes	
	5. If information sources are not found, refer to other UP libraries.		3 Working Days	
TOTAL		None	3 Working Days, 42 Minutes	



11. Issuance of Referral Letter

Referral letters are issued upon request to facilitate UP Cebu students to use resources from other libraries.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID to the Circulation Counter	1. Receives ID and interviews client about their request	None	5 Minutes	Librarian University Library
2. Accomplishes Request Logbook	2. Hands in Request Log Book		1 Minute	
	2.1 Prints referral letter with signature of the University Librarian or Authorized Representative		10 Minutes	
3. Claims the referral letter	3. Hands in the referral letter		1 Minute	
TOTAL		None	17 Minutes	



12. Signing of Library Clearance/Request Slip

The Librarian signs the clearance/request for scholastic records of students to ensure that the student does not hold remaining accountabilities with the university library.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, Administrative personnel, and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form 2. Request Slip		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished clearance form	1. Checks and verifies information indicated in the clearance form/request slip 1.1 Checks and verifies in the Integrated Library System for any library accountability	None	1 Minute	<i>Librarian or Library Staff</i> University Library
2. Accomplishes the Library Services Log	2. Signs the clearance/request slip		1 Minute	
3. Receives clearance/request slip.	3. Hands in the duly signed clearance or request slip		1 Minute	
TOTAL		None	4 Minutes	



13. Requests for Reference Assistance

This service provides assistance to library users to help locate the books, this includes directional, ready reference, and specific search queries.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. States query of reference question/s;	1. Receives query from client	None	2 Minutes	<i>Reference Librarian University Library</i>
2. Verifies and negotiates query with Reference Librarian;	2. Conducts reference interview (to clarify and negotiate query)		10 Minutes	
3. Waits for the reference query to be processed and information source determined;	3. Analyzes query and determine possible information sources; 3.1 Identify information sources to the query		10 Minutes	
4. Receives answer/s to query/queries.	4. If answer/s to query is found; provides the answer to client's query/queries		5 Minutes	
TOTAL		None	32 Minutes	



14. Requests for Library Orientation and Tour

This service offers an introduction to the resources, policies and services of the Library to all first-year students, as well as information on effective research strategies. The program also includes a library tour to introduce students to the collections, services, and facilities of the library.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Request Form		Office of the University Registrar University Library / Reference Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the General Reference Section and accomplishes form by giving details of request (date, time, course, no. of attendees, etc.);	1. Hand-in form to client;	None	1 Minute	Librarian University Library
2. Hands-in accomplished form to the Reference Librarian;	2. Takes note of the details of the request		5 Minutes	
3. Waits for the confirmation and availability of requested time schedule and venue;	3. Verifies availability of time schedule and venue;		5 Minutes	
4. Receives confirmation of schedule of Library Orientation and Tour.	4. Confirms with the Faculty schedule and venue of the Library Orientation.		2 Minutes	
TOTAL		None	13 Minutes	



15. Borrowing of Periodicals for In-House Use

Periodical materials may be borrowed by the library user for use inside the library as reference material or for photocopy.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Selects the material to be borrowed and present valid ID;	1. Receives ID	None	1 Minute	<i>Librarian or Library Staff University Library</i>
2. Fills out Periodical Card with name, course and signature	2. Checks the periodical card of the borrowed material;		1 Minute	
3. Receives the material.	3. Hands in Periodical material and clip the ID together with the Periodical Card		1 Minute	
4. Returns the borrowed material	4. Returns ID		1 Minute	
TOTAL		None	4 Minutes	



16. Payment of Fines

Settlement of accountabilities or fines for library books returned after due date.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, REPS, Administrative Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID 2. Borrowed Books		Office of the University Registrar for Students Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents book to the Circulation In-charge	1. Checks due date and computes fine	Refer to <u>Table of Fines</u>	5 Minutes	Librarian or Library Staff University Library
2. Pays fine	2. Issues receipt 2.1 Scans barcode of the book/s to be returned and clears it from the borrower's account		1 Minute 2 Minutes	
3. Claims Temporary Receipt	3. Hands in the Provisionary Receipt to the client		1 Minute	
TOTAL		Refer to <u>Table of Fines</u>	9 Minutes	



17. Request for Turnitin Account and Request for Similarity Index Report

Turnitin is an instrument used to determine the originality of written works. This tool is available for use by faculty members and students.

Office of Division		University Library		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, Faculty, and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Valid UP ID and Form 5 for students; UP ID/Appointment of Employment with any other valid ID for Faculty, and REPS 		Office of the University Registrar for Students Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submits request and copy of valid UP ID or appointment paper through email at library.upcebu@up.edu.ph Uploads the document and emails the library for information 	<ol style="list-style-type: none"> Checks the status Once status is verified, creates an account and notifies him/her through email that an account has been created Verifies and runs the document in the web tool Waits for the web tool to finish evaluating the document Downloads the similarity index report and sends it to the requestor. 	None	3 Minutes 10 Minutes 3 Minutes 10 Minutes 10 Minutes	<i>Librarian</i> University Library
TOTAL		None	36 Minutes	



Table of Fines

Borrowed book/s must be returned on the date due to avoid penalty

Penalty for Overdue Books

Material	Penalty	Requirement
Circulation Book/s	PHP 2.00 per day (excluding Sundays, holidays)	Provisional/ Official Receipt
Reserve Book/s	PHP 1.00 – First Hour PHP 5.00 – Succeeding Hour PHP 50.00 – Per day (including Sundays, holidays)	Provisional/ Official Receipt



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Library users are free to show their overall feelings vis-à-vis our library services by dropping the desired smiley based on their library experience/s.</p> <p>Mechanics:</p> <ol style="list-style-type: none">1. Pick printed and laminated emoticon (sad or happy) of their choice provided in the entrance/exit of the library;2. Drop the chosen emoticon to the transparent drop box at the entrance/exit of the library;3. Accumulated emoticons are tallied and recorded every month. <p>For comments and suggestions, please fill in the feedback form located at www.library.upcebu.edu.ph or via email at library.upcebu@up.edu.ph</p>
How to file a complaint	<p>Send complaint via email at library.upcebu@up.edu.ph</p> <ol style="list-style-type: none">a. Through telephone call<ol style="list-style-type: none">1. Dial (032) 232-2642 local 1172. Provide the following information:<ol style="list-style-type: none">3.1. Name of person being complained3.2. Incident
How feedbacks and complaints are processed	<ol style="list-style-type: none">1. Accumulated emoticons are tallied and recorded every month.2. Website administrator checks and monitors the website dashboard for possible Feedback Form submitted.2. The website administrator reports the submitted Feedback Form every month to the University Librarian.3. The Librarian In-charge collates and evaluates the complaints and calls the attention of the person concerned for investigation.4. The Librarian In-charge creates a report after the investigation and submit to the Head of Agency for appropriate action.
Contact Information of University Library	<p>University Library: (032) 232-2642 local 117 www.library.upcebu.edu.ph library.upcebu@up.edu.ph</p>



CENTRAL VISAYAS STUDIES CENTER (CVSC)

EXTERNAL SERVICES

1. Oversees inter-government communications related to trainings and workshops and other research related data requests

Respond to regional government agencies' communications, letters of invitation to send participants in workshops, requests for trainings and participation in interagency meetings, and request for research-related data

Office or Division		Central Visayas Studies Center		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		Regional Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email addresses of government agencies, letters of responses		Official Email Inbox of CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letters of invitation and requests to CVSC or to the Chancellor forwarded to CVSC	1. Responds by email to letters of invitation and different types of requests such as participation in government-organized programs and meetings and request for data	None	7 Days	<i>CVSC Director</i> Central Visayas Studies Center
	2. Reports personally to the government agency office.		1-14 Days (dependent on volume and extent of data needed)	<i>CVSC Director</i> Central Visayas Studies Center
	3. Provides needed research-related data.		<i>University Researcher and CVSC Director</i> Central Visayas Studies Center	
TOTAL		None	21 Days	



INTERNAL SERVICES

1. Facilitate multidisciplinary research on issues that concern the Central Visayas

The office is tasked to oversee research issues and concerns in Central Visayas.

Office or Division		Central Visayas Studies Center		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government, G2C – Government to Citizen		
Who may avail		Faculty/REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Form		UPCIDS Local and Regional Network Studies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes proposal application form	1. Calls for participants to a workshop to come up with multidisciplinary research proposals	None	22 Days	<i>University Researcher and CVSC Director Central Visayas Studies Center</i>
2. Submits proposal to CVSC	2. Consolidates the budgetary requirements for all studies under the project			
3. Project study implementation upon receipt of FCM	3. Submits the proposal to UPCIDS			
4. Submits discussion papers	4. Monitors the approval of the grant and transfer of funds through a Funding Check Memo (FCM)			
5. Submits policy papers	5. Provides administrative assistance in the release of funds per study.		132 Days	<i>Admin, Aide, University Researcher and CVSC Director Central Visayas Studies Center</i>



	6. Monitors status of fund disbursements		132 Days	<i>University Researcher</i> Central Visayas Studies Center
	7. Monitors progress of each studies			<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	8. Conducts one of the studies under the CIDS-funded Research Project			<i>UP Cebu Faculty, University Researcher and CVSC Director</i> Central Visayas Studies Center
	9. Submits study outputs namely discussion papers and policy papers to CIDS			<i>CVSC Director</i> Central Visayas Studies Center
	10. Facilitates the release of fund tranches			<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	11. Submits financial statements of fund disbursed for the project to CIDS			<i>University Researcher</i> Central Visayas Studies Center
	TOTAL	None	264 Days	



2. Facilitate UP System Enhanced Creative Work and Research Grant

The office is tasked to supervise and implement the Enhanced Creative Work and Research Grant

Office or Division		Central Visayas Studies Center		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Form		OVPAA Website: https://ovpaa.up.edu.ph/enhanced-creative-work-and-research-grant/https://ovpaa.up.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes ECWRG proposal application form	1. Sends the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)	None	30 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Submits proposal for review	2. Checks if the revisions prescribed by the expert and REC have been incorporated		15 Days	<i>CVSC Director</i> Central Visayas Studies Center
3. Proponent revises the proposal then submits back to CVSC	3. Endorses the revised proposal to OCVAA		<i>CVSC Director</i> Central Visayas Studies Center	
	4. Facilitates the submission of the revised proposal to the OVCAA		<i>University Researcher</i> Central Visayas Studies Center	
TOTAL		None	45 Days	



3. Facilitate and endorse UP System Research Dissemination Grant

The office is tasked to supervise and implement the UP System Research Dissemination Grant

Office or Division		Central Visayas Studies Center		
Classification		Simple		
Type of Transaction		G2G – Government to Government, G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP System RDG Application form		OVPAA Website: https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/ ; CVSC website: http://cvsc.upcebu.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP System RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form 2. Submits accomplished forms and documents to CVSC 3. Submits conference report if request is granted	1. Reviews and assess the reputation of the conference and conference organizers	None	2 Days	<i>University Researcher</i> Central Visayas Studies Center
	2. Endorses verified quality and reputable Conferences			<i>CVSC Director</i> Central Visayas Studies Center
	3. Facilitates submission of endorsed RDG Application to OVCAA		1 Day	<i>University Researcher</i> Central Visayas Studies Center
	4. Endorses conference report submitted			<i>CVSC Director</i> Central Visayas Studies Center
	5. Facilitates submission of endorsed conference report to OVCAA			<i>University Researcher/ Admin Aide</i> Central Visayas Studies Center
TOTAL		None	4 Days	



4. Facilitate and endorse UP System International Publication Award

The office is tasked to oversee the application of the UP System International Publication Award.

Office or Division	Central Visayas Studies Center			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government, G2C – Government to Citizen			
Who may avail	Faculty and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IPA Application Form			OVPAA Website: https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP System IPA Application Form, Publication indexed in either WoS or Scopus, and other supporting documents indicated in the application form	1. Acknowledges the submission of the application for IPA	None	1 Day	<i>CVSC Director</i> Central Visayas Studies Center
	2. Reviews and assesses the reputation of the publication through WoS and Scopus index list		22 Days (For very recent publication indexed in Scopus, a waiting period of 1 month is prescribed. Certification is issued upon the appearance of the article in the Scopus database)	<i>University Researcher</i> Central Visayas Studies Center
2. Submits accomplished forms and documents to CVSC	3. Certifies the verified publication		1 Day	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
3. Retrieves the endorsed application at the OVCAA	4. Endorses verified reputation of the publication		1 Day	<i>CVSC Director</i> Central Visayas Studies Center



4. Submits the endorsed application to the OVPAA	5. Facilitates the submission of the endorsed application and certification to the OVCAA (by email and by fast mail delivery)			<i>CVSC Director, University Director, and Admin Aide Central Visayas Studies Center</i>
TOTAL		None	25 Days	



5. Facilitate UP Cebu Creative Work and Research Grant Application (UPC CWRG)

The office is tasked to supervise and implement the UP Cebu Creative Work and Research Grant Application

Office	Central Visayas Studies Center			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty and REPS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Form • Research Contract • Certificate of Proposal Revision • Certificate of Manuscript Submission 		CVSC Website : http://cvsc.upcebu.edu.ph/ Prepared and facilitated by CVSC Prepared and facilitated by CVSC Prepared and facilitated by CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes CWRG proposal application form downloaded from CVSC website	1. Disseminates calls for in-house research grants (API and CWRG from CHED fund)	None	30 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Submits proposal for review	2. Sends the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)		30 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
3. Proponent revises the proposal then submits back to CVSC	3. After the review process, returns the proposal to the proponent for revision		15 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
4. Proponent have the contract notarized	4. Checks if the revisions prescribed by the expert and REC has been incorporated		2 Days	<i>CVSC Director</i> Central Visayas Studies Center



	5. Issue a certification of the revised proposal		2 Days	<i>University Researcher</i> Central Visayas Studies Center
	6. Facilitates the signing of the contract to the parties involved: proponent, CVSC Director, VCAA & Chancellor		2 Days	<i>University Researcher</i> Central Visayas Studies Center
	7. Facilitates the submission of the signed contract for notarization at the Legal Office		14 Days	<i>University Researcher</i> Central Visayas Studies Center
	8. Facilitates the submission of the notarized contract and certificate of proposal revision to the OVCAA for the release of the first tranche of the grant.		1 Day	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	9. Monitors the progress of the grant provided		162 Days	
	10. Monitors the completion of the grant provided.		264 Days	
	11. Certifies the completion of the research conducted		2 Days	
	12. Facilitates the submission of the required documents for the release of the final tranche of the grant.			
	TOTAL	None	524 Days	



6. Disseminate information and communication pertaining to research sent by government agencies, NGOs, or private organizations

The office is tasked to oversee the information dissemination and communication related to research sent by other GAs, NGOs and private organizations.

Office or Division		Central Visayas Studies Center		
Classification		Simple		
Type of Transaction		G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications from NGOs and NGAs and other private organizations		Official communication sent to CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges receipt of communication 2. Acts on invitations if it is of their field of interest.	E-blasts official communications related to research and research application	None	1 Hour	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
TOTAL		None	1 Hour	



7. Facilitate and endorse UP Cebu Research Dissemination Grant

The office is tasked to supervise and implement the UP Cebu Research Dissemination Grant.

Office or Division		Central Visayas Studies Center		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Cebu RDG Application form		CVSC Website : http://cvsc.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP Cebu RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form	1. Reviews and assesses the reputation of the conference and conference organizers	None	2 Days	<i>University Researcher</i> Central Visayas Studies Center
2. Submits accomplished forms and documents to CVSC	2. Endorses verified quality and reputable Conferences		1 day	<i>CVSC Director</i> Central Visayas Studies Center
3. Submits conference report if request is granted	3. Facilitates submission of endorsed RDG Application to OVCAA	None	2 Days	<i>University Researcher and Admin Aide</i> Central Visayas Studies Center
	4. Endorses conference report submitted			
	5. Facilitates submission of endorsed conference report to OVCAA			
TOTAL		None	5 Days	



8. Provide answers to inquiries on research and research related matters

The office is tasked to provide feedback to queries related to research and research related concerns.

Office or Division		Central Visayas Studies Center		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NA		Send email to CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails data request to CVSC	1. Replies to the inquiries immediately if questions can be readily answered	None	1Day	<i>University Researcher and CVSC Director Central Visayas Studies Center</i>
	2. Assesses the time required to accomplish the request and replies when to receive the data requested.		1 Day	
	3. If data is readily available		1 Day	
	4. If data needs to be reprocessed		3 Days	
TOTAL		None	5 Days	



9. Assess, Verify and Post Reported Publications/Creative Work Output

The office is tasked to assess and verify the quality of reported research publications and creative work.

Office or Division		Central Visayas Studies Center		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Publication/Creative Work Output		Reported research and creative work output of the Faculty/REPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits publication and creative work output report to CVSC	1. Acknowledges receipt of submitted publication/ creative work	None	1 Day	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	2. Assesses and verifies the quality of the publication based on the journal reputation and indexing		1 Day	<i>University Researcher</i> Central Visayas Studies Center
	3. For creative work based on art exhibit organizer and critique		2 Days	
	4. Verified, reported publications are posted at the CVSC website			
TOTAL		None	4 Days	



10. Post Reported Research and Creative Work Presentation

The office is tasked to post reported research and creative work for public dissemination.

Office or Division		Central Visayas Studies Center		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Presentation Report Form Creative Work Output Report (Documentation of the Art exhibit)		CVSC Website : http://cvsc.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research presentation report and creative work output report to CVSC	1. Acknowledges receipt of submitted publication/ creative work report	None	1 Day	<i>University Researcher and CVSC Director Central Visayas Studies Center</i>
	2. Posts report at the CVSC website		2 Day	<i>University Researcher Central Visayas Studies Center</i>
TOTAL		None	3 Days	



11. Propose and conduct seminar-workshops (including API Seminar-Workshops) and forums on research and publication matters and different issues in Central Visayas and the nation

The office proposes seminar-workshops and forums on research and publication matters that are relevant to the different issue in Central Visayas and the nation.

Office or Division		Central Visayas Studies Center		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
API Proposal Form		From OVCAA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVCAA asks CVSC to submit API Proposals.	1. Crafts proposals for API seminar-workshops and submits these to the OVCAA.	None	15 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Faculty suggests topics for forums and seminar-workshops	2. Writes letters of invitation to speakers.		7Days	<i>CVSC Director</i> Central Visayas Studies Center
	3. Invites faculty and REPS to participate in the API Seminar-Workshops and forums		30 Days before the seminar-workshop and forum	<i>Admin Staff/Research Aide, University Researcher and CVSC Director</i> Central Visayas Studies Center
	4. Conducts these during the appointed time.			
TOTAL		None	52 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through emails and telephone calls
How feedbacks are processed	By responding to emails and telephone calls
How to file a complaint	By writing a letter addressed to the CVSC Director; complainant can also come to the CVSC Office to complain verbally.
How complaints are processed	CVSC Director will respond through a printed letter or email to the letter of complaint. CVSC Director will talk to the complainant to address the complain
Contact Information Central Visayas Studies Center	cvsc.upcebu@up.edu.ph (032) 232-8187, Local 209



UP CEBU OFFICE OF CONTINUING EDUCATION AND PADAYON (OCEP)

EXTERNAL SERVICES

1. Conduct of Trainings and Seminars

The University accepts requests for trainings and seminars to be conducted by their faculty, REPS and/or staff for both private and public sectors. The University offers full packaged trainings and seminars which can be conducted in house or at the client's specifications. The University also accepts requests for resource speakers, trainers, moderators, judges, or other specified specialized personnel requirements for client's specific needs.

Office of Division		OCEP		
Classification		Highly Technical		
Type of Transaction		G2B – Government to Business or G2G – Government to Government		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. From the Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter for assessment and approval	1. Prepares and conducts the training or seminar according to the clients' specifications and instructions	None	60 Days	<i>University Extension Associate</i> OCEP <i>Director</i> Ugnayan ng Pahinungód
TOTAL		None	60 Days	



INTERNAL SERVICES

1. Processing of Basic Extension Fund (BEF)

To help facilitate the extension programs and activities of the University, the Office of Continuing Education and Padayon is granting the Basic Extension Funds to qualified faculty, REPS, and staff who have applied for it. The allocated fund must be used within the calendar year for which they have applied for it. Guidelines on how to apply and how to allocate the funds are available at the office.

Office of Division		OCEP		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizens		
Who may avail		Faculty, REPS, and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cover Letter with Project Proposal			2. OCEP	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the cover letter with Project Proposal	1. Endorses the Project Proposal to the Director, VCAA and Chancellor for Approval	None	10 Days	<i>University Extension Associate</i> OCEP
	1.1 After approval, drafts the Contract of Grant and submit it to the Legal Office and Office of the Chancellor for approval and signature	None	15 Days	<i>Director</i> Ugnayan ng Pahinungód
2. Signs and Notarizes Contract of Grant	2. Prepares the OBR and DV for the first tranche of the grant	None	3 Days	<i>University Extension Associate</i> OCEP
3. Conducts the Extension Activity	3. Monitors the extension activity	None	As specified in the Contract of Grant	<i>University Extension Associate</i> OCEP
4. Prepares and submits the	4. Issues Certificate of	None	7 Days	<i>University Extension</i>



Liquidation Report with attachments	Completion and prepares DV for the second tranche of the grant			<i>Associate OCEP</i> <i>Director Ugnayan ng Pahinungód</i>
TOTAL		None	35 Days	



2. Monitoring of Extension Activities

The Office of Continuing Education and Padayon monitors all extension programs and activities conducted by the University. Faculty, REPS, and staff submits to the office extension activity documents like attendance sheets, post activity evaluation forms, extension activity writes and other related documents to the office for consolidation.

Office of Division		OCEP		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Attendance Sheets 2. Post Activity Evaluation Report 3. Activity Write-up with Photos		1. OCEP		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Post Activity Evaluations forms	1. Conducts the Evaluations for the Extension Activity 1.1 Makes the Post Activity Evaluation forms 1.2 Tallies the scores in the Evaluation form	None	15 Days	<i>University Extension Associate</i> OCEP
2. Requests for Secretarial Assistance for Extension Activities	2. Assists in Extension Activities	None	5 Days	<i>University Extension Associate</i> OCEP <i>Director</i> Ugnayan ng Pahinungód
3. Posts Extension Bulletins	3. Makes the Extension reports/Bulletins	None	15 Days	<i>University Extension Associate</i> OCEP <i>Director</i> Ugnayan ng Pahinungód
TOTAL		None	35 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedbacks/complaints with our office using the feedback form at the Office of Continuing Education and Padayon or directly email the office at occep.upcebu@up.edu.ph .
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ul style="list-style-type: none"> 4. Reevaluation of process 5. Corrective action 6. Organizational improvement
How to file a complaint	You may file feedback/complaints with our office feedback form at the Office of Continuing Education and Padayon or directly email the office at occep.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	The office receives the complaint and directs the processing to proper authority. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: <ul style="list-style-type: none"> f. Complaint processing g. Complaint investigation h. Corrective action i. Complaint resolution j. Organizational improvement
Contact Information of the Office of Continuing Education and Padayon	The number is at: (032) 232 8187 (loc 212) Email at: occep.upcebu@up.edu.ph



GENDER AND DEVELOPMENT OFFICE (GAD)

EXTERNAL SERVICES

1. Provide Expertise for Gender Training and Other Gender-Related Activities

To conduct GAD-related training and activities

Office or Division	Gender and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
Who may avail	Government agencies, academic institutions, local government units, non-government organizations, and businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Invitation or request letter from client to UP Cebu GAD Office • Needs assessment survey form 			<ul style="list-style-type: none"> • Letter from requesting client • Needs assessment survey form from UP Cebu GAD Office or from SIDLAK GRC 7 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends invitation or request letters for gender-related training/activity to UP Cebu GAD Office	1. Receives invitation or request letter for gender-related training/activity 1.1 Forwards to GAD Coordinator for review 1.2 Evaluates availability of requested resource/s	None	1 Day	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office
2. Requests for and fills in the needs assessment survey form	2. Assesses needs per survey form		3 Days	<i>Office Staff</i> Gender and Development Office



3. Calls UP Cebu GAD Office to be informed of the response to the invitation/request for gender training	3. Accepts or declines invitation/ request for gender training 3.1 Sends Bionotes, References 3.2 Attendance Sheet 3.3 Evaluation Form		6 Days	<i>GAD Office Coordinator</i> Gender and Development Office <i>Office Staff</i> Gender and Development Office
TOTAL		None	10 Days	



2. Technical Support for SIDLAK Gender Resource Center 7 and Its Partners

Extend Technical Support for SIDLAK Gender Resource Center 7 and Its Partners

Office or Division		Gender and Development Office		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen, G2G – Government to Government		
Who may avail		Government agencies, academic institutions, local government units, and non-government organizations in partnership with SIDLAK GRC 7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter to the Chancellor from either SIDLAK GRC 7 or SIDLAK GRC 7 partners 		<ul style="list-style-type: none"> Letter from either SIDLAK GRC 7 or SIDLAK GRC7 partners 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter addressed to the Chancellor, attention to specific name/GAD Coordinator	1. Receives request letter 1.1. Forwards to GAD Coordinator for endorsement 1.2. Forwards to Chancellor's office for approval 1.3. Waits for the approval or disapproval of the request 1.4. Identifies availability of requested resource/s	None	1 Day	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office <i>Office Staff</i> Office of the Chancellor
			3 Days	
2. Calls the GAD Office to be informed of the response to the request	2. Informs client of whether the request has been accepted or declined 2.1 Sends Bionotes, references 2.2 Attendance Sheet 2.3 Evaluation Form		3 Days	<i>GAD Office Coordinator</i> Gender and Development Office <i>Office Staff</i> Gender and Development Office
TOTAL		None	7 Days	



3. Facilities for GAD Mainstreaming Activities

Use of UP Cebu Infrastructure and/or Facilities for GAD Mainstreaming Activities

Office or Division	Gender and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
Who may avail	Government agencies, academic institutions, local government units, non-government organizations, and businesses			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to the Chancellor through proper channels Reservation form Receipt of payment for the requested use of infrastructure and/or facilities 			<ul style="list-style-type: none"> Letter from requesting client Reservation form from UP Cebu GAD Office or Office of the Vice Chancellor for Administration 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter addressed to the Chancellor	1. Receives request letter 1.1. Evaluates request 1.2. Endorses or not endorses the request 1.3. Routes the client's letter to the Chancellor through proper channels	Fees vary according to requested infrastructure and/or facilities	3 Days	Office Staff Gender and Development Office GAD Office Coordinator Gender and Development Office
2. Calls UP Cebu GAD Office to be informed of the Chancellor's response to the request	2. Informs client of approval or disapproval of request. When request is approved, receives a copy of the reservation form		2 Days	GAD Office Coordinator Gender and Development Office



3. Checks the infrastructure and/or facilities if available. When request is approved, fills in five copies of reservation form	3. Makes sure the reservation form is signed and the date blocked off.		2 Days	Office Staff Gender and Development Office
4. Have the cost for using UP Cebu infrastructure and/or facilities computed at the Accounting Office	4. Declares all necessary needs for facilities and equipment to be computed.			Office Staff Accounting Office
5. Shows copy of reservation form to the Cash Office for payment.	5. Proceeds to Cash office for payment for the use of requested infrastructure and/or facilities		1 Day	Office Staff Cash Office
6. Gives copies of the reservation form to the OVCA, CMO and Security.	6. Follows up CMO for dates and copy of reservations received			Office Staff Campus Maintenance Office
7. Calls GAD Office for the readiness of the requested infrastructure and/or facilities	7. Facilitates readiness of the requested infrastructure and/or facilities 7.1 Attendance Sheet 7.2 Evaluation Form		3 Days	Office Staff Gender and Development Office
TOTAL		None	12 Days	



INTERNAL SERVICES

1. Gender Training and Other Gender-Related Activities for UP Cebu Constituents

Facilitate Gender Training and Other Gender-Related Activities for UP Cebu Constituents

Office or Division	Gender and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Cebu constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Invitation or request letter to the GAD Office • Needs assessment survey form 			<ul style="list-style-type: none"> • Letter from requesting client • Needs assessment survey form from GAD Office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends invitation or request letters for gender-related training/activity to the GAD Office	1. Receives invitation or request letter for gender-related training/activity 1.1 Endorsement of the GAD Coordinator	None	1 Day	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office
2. Requests for and fills in the needs assessment survey form	2. Identifies availability of requested resource/s 2.1. Assesses needs per survey form		3 Days	<i>Office Staff</i> Gender and Development Office
3. Calls GAD Office to be informed of the response to the invitation or request	3. Accepts invitation/request for gender training 3.1 Attendance Sheet 3.2 Evaluation form		6 Days	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office
TOTAL		None	10 Days	



2. Facilities for UP Cebu GAD Mainstreaming Activities

Use of UP Cebu Infrastructure and/or Facilities for GAD Mainstreaming Activities

Office or Division		Gender and Development Office		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government, G2C – Government to Citizen		
Who may avail		UP Cebu constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter to addressed to the Chancellor through proper channels Reservation form 		<ul style="list-style-type: none"> Letter from client Reservation form from GAD Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter addressed to the Chancellor through proper channels	1. Receives request letter 1.2 Endorses or not endorses the request 1.3. Routes the client's letter to the Chancellor through proper channels	Fees vary according to requested infrastructure and/or facilities	2 Days	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office
2. Calls UP Cebu GAD Office to be informed of the Chancellor's response to the request	2. Informs client of approval or disapproval of request		2 Days	<i>GAD Office Coordinator</i> Gender and Development Office
3. When request is approved, fills in Five copies of reservation form	3. When request is approved, receives a copy of the reservation form		1 Day	<i>Office Staff</i> Gender and Development Office
4. Have the cost for using UP Cebu infrastructure and/or facilities computed at the Accounting Office	4. Receives receipt of payment for the use of requested infrastructure and/or facilities		1 Day	<i>Office Staff</i> Accounting Office



5. Shows copy of reservation form to the Cash Office for payment	5. Proceeds to Cash office for payment for the use of requested infrastructure and/or facilities		1 Day	<i>Office Staff</i> Cash Office
6. Gives copies of the reservation form to the OVCA, CMO and Security.	6. Follows up CMO for dates and copy of reservations received			<i>Office Staff</i> Campus Maintenance Office
7. Calls GAD Office for the readiness of the requested infrastructure and/or facilities	7. Facilitates readiness of the requested infrastructure and/or facilities 7.1 Attendance Sheet 7.2 Evaluation Form		3 Days	<i>Office Staff</i> Gender and Development Office
TOTAL		None	10 Days	



3. Support to UP Cebu students for GAD-related activities

Extend logistical support to UP Cebu students for GAD-related activities

Office or Division		Gender and Development Office		
Classification		Complex		
Type of Transaction		G2G – Government to Government G2C – Government to Citizen		
Who may avail		UP Cebu constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter addressed to the Chancellor through proper channels Line item budget 		<ul style="list-style-type: none"> Letter from client Line item budget from client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends request letter, with line item budget, addressed to the Chancellor through proper channels	1. Receives request letter with line item budget 1.2. Evaluates request 1.3. Endorses or not endorses the request 1.4 Routes the client's letter to the Chancellor through proper channels	None	3 Days	<i>Office Staff</i> Gender and Development Office <i>GAD Office Coordinator</i> Gender and Development Office
2. Contacts GAD Office to be informed of the Chancellor's response to the request	2. Informs client of approval or disapproval of request		1 Day	<i>GAD Office Coordinator</i> Gender and Development Office
3. Facilitates receipt of logistical support	3. Provides requested logistical support to UP Cebu students 3,1 Attendance Sheet 3.2 Evaluation Form		1 Day	<i>Office Staff</i> Gender and Development Office
TOTAL		None	5 Days	



TEACHING AND LEARNING RESOURCE CENTER (TLRC)

INTERNAL SERVICES

1. VLE Course Site Creation and Enrollment of Students

To enroll students in VLE Course Site

Office of Division		TLRC		
Classification		Highly Technical		
Type of Transaction		G2C – internal		
Who may avail		Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SAIS Printout from the OUR or Excel electronic copy sent to lrc.upcebu@up.edu.ph		2. OUR (SAIS printout or Excel electronic copy)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands the SAIS printout or the electronic copy to the TLRC Admin. Aide.	1. Receives requirements 1.1 Processes request	None	15 Days	<i>Administrative Aide</i> TLRC
2. Gets the account names and primary passkeys (for user account creation).	2. Releases the completed credentials to client.	None	1 Day	<i>Coordinator</i> TLRC
TOTAL		None	16 Days	



2. ILC-AVR and TLRC-AVR Reservation and Use

Facilitate ILC-AVR and TLRC-AVR Reservation and Use

Office of Division	TLRC			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may avail	UP Cebu, Government, Private/Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Request form (5 copies)		1. VCA or CMO (general request form)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands over the properly filled up General Request Form.	1. Receives requirements 1.1 Blocks the schedules. 1.2 Endorses or not endorses the request.	None	1 Day	<i>Administrative Aide</i> TLRC
- Forwards endorsed General Request Form to the Office of the Vice-Chancellor for Administration (OVCA)	2. Approves or disapproves request.	ILC Room - PHP 350 per hour AC – number of AC x PHP 100 per hour Sound System – PHP 150 per hour LED projector – PHP 150 per hour Table Fee – None Chairs - None	3 Days	<i>Administrative Aide</i> Office of the Vice Chancellor for Administration
2. Hands over a copy of the General Request Form to TLRC	3. Receives the copy of the approved General Request Form 3.1 Confirmation of blocked schedule	None		<i>Administrative Aide</i> TLRC
TOTAL		ILC Room - PHP 350 per hour	4 Days	



	AC – number of AC x PHP 100 per hour Sound System – PHP 150 per hour LED projector – PHP 150 per hour Table Fee – None Chairs - None		
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3. Tutorial, Seminar, and Training Coordination and Facilitation

Facilitation and Coordination of Tutorial, Seminar, and Training

Office of Division		TLRC		
Classification		Highly Technical		
Type of Transaction		G2C – internal		
Who may avail		Teachers, Students, and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly made letter of request: 1.1 Request Title 1.2 Rationale 1.3 Date or Schedules of Implementation				
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands over the requirements.	1. Receives requirements. 1.1 Endorses or not endorses 1.2 Creates and finalizes proposals based on the request	None	7 Days	<i>Administrative Aide</i> TLRC
	2. Routes the proposal to proper channels for approval.	None	12 Days	<i>Administrative Aide</i> TLRC
2. Coordinates with TLRC for the implementation of the approved request	3. Coordinates with the client for the implementation of the approved request.	None	3 Days	<i>Coordinator</i> TLRC
TOTAL		None	22 Days	



4. TLRC Equipment or Material Acquisition through Borrowing

Authorization of borrowing of TLRC Equipment or Material Acquisition

Office of Division		TLRC		
Classification		Complex		
Type of Transaction		G2C – internal		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TLRC – Form 001 or the Borrower’s Slip 2. UP ID		TLRC		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands over properly filled Borrower’s Slip and UP ID. 1.1. If approved, accepts of article.	1. Receives requirements. 1.1 Approves or Disapproves 1.2 Releases the article	None	3 Days	<i>Administrative Aide</i> TLRC
2. Hands over properly filled clearance. 1.1 If the article was returned without damage, client will be cleared.	2. Receives the clearance form. 2.1 Receives the article for inspection after use. 2.2 Clearance or Non-clearance of the borrower. * For non-clearance due to damage to article, article’s cost will be paid for by the borrower.		1 Day	<i>Administrative Aide</i> TLRC
TOTAL		None	4 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may login in the TLRC Feedback form at: https://forms.gle/pxZpYPogxt9RGi3F9 or directly email the office at tlrc.upcebu@up.edu.ph
How feedbacks are processed	The office receives and sort the feedback. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none"> 1. Reevaluation of process 2. Corrective action 3. Organizational improvement
How to file a complaint	You may login in the TLRC Feedback form at: https://forms.gle/pxZpYPogxt9RGi3F9 or directly email the office at tlrc.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none"> 1. The office receives the complaint and directs the processing to proper authority. <ol style="list-style-type: none"> 1.1 For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. 2. For formal complaints, the office shall do the following: <ol style="list-style-type: none"> 1.2 Complaint processing 1.3 Complaint investigation 1.4 Corrective action 1.5 Complaint resolution 1.6 Organizational improvement
Contact information of TLRC	The numbers are at: (032) 232 8187 local 314 Email at: tlrc.upcebu@up.edu.ph



NATIONAL SERVICE TRAINING PROGRAM (NSTP)

EXTERNAL SERVICES

1. Honorarium of resource speaker/s for plenary session, trainings, and other services

Processing of honorarium of resource speaker/s for plenary session, trainings, and other services.

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Citizen		
Who may avail:		Resource Speaker (General Public)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		NSTPW-CWTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes Contract of Service	1. Receives document and forwards it to the pertinent signatory - review and sign	None	1 Day	<i>Staff</i> NSTP-CWTS
	2. Prepares Disbursement Voucher (DV), Obligation Request (OBR), and Certificate of Appearance, and forwards them to the Coordinator - review and sign		10 Minutes	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS
	3. Scans DV, OBR, and other attachments, and uploads them to UIS		10 Minutes	<i>Staff</i> NSTP-CWTS
	4. Forwards documents to Budget Office for endorsement/approval		1 Day	<i>Staff</i> NSTP-CWTS <i>Staff</i> Budget Office
TOTAL		None	2 Days, 20 Minutes	



2. Requesting of data from barangays

Requesting of Serial Numbers from CHED, cross enrollees for ROTC, letters to the different barangays re: possible projects etc.

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen, G2G – Government to Government		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures letter request	1. Receives document and forwards it to the Coordinator - review and sign	None	1 Day and 10 Minutes	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS
	2. Returns the document to the Client			<i>Staff</i> NSTP-CWTS
	3. Forwards document to Pertinent Office		1 Day	<i>Staff</i> NSTP-CWTS Pertinent Office
TOTAL		None	2 Days, 10 Minutes	



INTERNAL SERVICES

1. Basic Requests regarding lecturers, equipment, venue.

Request to hire and renew appointment of lecturers, equipment and materials, venue usage and event budget etc.

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Program, Faculty, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures letter request	1. Receives document and forwards it to the Coordinator - review and sign.	None	1 Day and 10 Minutes	Staff NSTP-CWTS
	2. Returns the document to the client.			Coordinator NSTP-CWTS
	3. Forwards document to pertinent office.		1 Day	Staff NSTP-CWTS
TOTAL		None	2 Days, 10 Minutes	Pertinent Office



2. Processing of salary and honorarium

Processing of monthly salary and honorarium of lecturers, coordinator and staff

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		NSTP-CWTS Lecturer, NSTP-CWTS Coordinator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		NSTP-CWTS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes Daily Time Record (DTR)	1. Receives document (DTR) and forwards it to the Coordinator - review and sign	None	3 Minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS
	2. Prepares Disbursement Voucher (DV) and Obligation Request and Status (OBR), and forwards them to the Coordinator - review and sign		10 Minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS
	3. Scans DV, OBR, and other attachments, and uploads them to UIS		10 Minutes	Staff NSTP-CWTS
	4. Forwards documents to Budget Office for endorsement/ approval		1 Day	Staff NSTP-CWTS Staff Budget Office
TOTAL		None	1 Day, 23 Minutes	



3. Processing of Change in matriculation

Processing of Change in matriculation of students during enrolment

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Originating Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes Add/Change Matriculation Form	1. Receives document and forwards it to NSTP-CWTS Lecturers and Coordinator - review and sign	None	15 Minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS Lecturers
	2. Forwards document to Client's Originating Office of the College Secretary and gets a copy		5 Minutes	Staff NSTP-CWTS Staff Office of the College Secretary
TOTAL		None	20 Minutes	



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION (OVCA)

EXTERNAL SERVICES

1. Review endorsement/ approval* of requests for use of facilities and equipment

The Office of the Vice Chancellor for Administration (OVCA) checks and/or endorses all requests from duly accredited student organizations of UP Cebu, other schools, other government agencies, or private entities for use of UP Cebu facilities and equipment.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen; G2G – Government to Government		
Who may avail		UP Cebu Students, Walk-in Clients, Schools, Government Agencies, Private Sector		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request addressed to the Chancellor, through the Vice Chancellor for Administration ➤ Reservation Form ➤ CMO clearance ➤ Rental computation from the Accounting Office 		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Presents letter then gets reservation form from the CMO and submits accomplished form back to CMO for scheduling and to calendar event	1. Gives form to the client and calendars the event	As per approved FPOC (Fiscal Policy and Operations Committee) fees	30 Minutes	<i>CMO Staff</i> Campus Maintenance Office
2. Forwards accomplished form to Accounting	2. Accounting Office computes the rental fees		20 Minutes	<i>Accounting Staff</i> Accounting Office



Office				
3. Forwards accomplished form with computation of rental to the OVCA	3.1 Receives, reviews, and endorses the request		1 Day	OVCA Staff & Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	3.2 Records and forwards endorsed request to the Office of the Chancellor (OC) for action/ approval		20 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
	3.3 The Chancellor takes action on the endorsed request		1 Day	Chancellor Office of the Chancellor
	3.4 Office of the Chancellor releases the document with Chancellor action (approval/ disapproval)		15 Minutes	OC Staff Office of the Chancellor
4. Pays approved requests at the Cashier's Office	4. Cash Office issues Official Receipt		10 Minutes	Cash Office Staff Cash Office
5. Gives OVCA a copy of the paid reservation	5. Receives the stamped paid reservation form		10 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		As per approved FPOC fees	2 Days, 1 Hour, 45 Minutes	

**Note: Regular and standard requests of UP Cebu students are approved at the level of the VCA. However, all requests for waiver of fees and/or requests for discounts, and other ambiguous issues will be endorsed by the VCA to the Office of the Chancellor, for the Chancellor's final decision.*



2. Application for Car Sticker

The OVCA is in charge of approving and releasing car sticker applications.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business		
Who may avail		UP Alumni, Service Providers, Contractors and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Car Sticker Application Form ➤ OR, CR, and Driver's License (1 photocopy of each document) 		Guard House Entrance Gate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Gets application form from the guard house at the Entrance Gate; Fills in the form then attaches OR, CR, and Driver's license; and Submits to the Guard at Entrance Gate	1. Safety and Security Unit (SSU) checks and endorses the filled up application form and forwards it to the OVCA		1 Day	<i>Guard on duty at the Entrance Gate</i> Safety and Security Officer (SSO) Safety and Security Unit
2. Claims approved application from the OVCA	2. Receives and approves the application and return the form to the client for payment		1 Day	<i>OVCA Staff & Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
3. Pays at the Cashier's Office	3. Cashier Office issues Official Receipt	For Alumni: 1 st Sticker PHP300.00	10 Minutes	<i>Cash Office Staff</i> Cash Office



		Succeeding PHP500.00 For Service Providers: 1 st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00		
4. Presents Official Receipt to OVCA and claims the car sticker	4. Reviews and issues the Car Sticker		10 Minutes	<i>OVCA Staff Office of the Vice Chancellor for Administration</i>
TOTAL		For Alumni: 1 st Sticker PHP300.00 Succeeding PHP500.00 For Service Providers: 1 st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00	2 Days, 20 Minutes	



3. Procurement of Plane Tickets

All requests for purchases of plane tickets are procured through the OVCA.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Approved copy of Travel Order ➤ Budget approved copy of Obligation Request (ObR) 		From the staff of the college/office/traveler		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits/ presents the approved travel order and approved ObR	1.1.Receives and reviews the Travel Order and ObR form	None	20 minutes	OVCA Staff Office of the Vice Chancellor for Administration
	1.2Purchases the plane ticket though the procurement service website		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
	1.3Prints the ticket and release the printed ticket to the concerned traveler		20 minutes	OVCA Staff Office of the Vice Chancellor for Administration
2. Receives the printed plane ticket				
TOTAL		None	1 Day, 40 Minutes	



4. Response and action to requests for consultations, liaisons, grievance and complaints on various concerns regarding use of facilities, systems and processes

All requests related to consultations, grievances or complaints go through the OVCA for comments and/or review before it is forwarded to the Chancellor for final action.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen; G2B – Government to Business G2G - Government to Government		
Who may avail		Students, Government Agencies, Contractors, Other External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter from the concerned/relevant offices and individuals		From the concerned individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits letter of complaint addressed to the Chancellor through the Vice Chancellor for Administration	1.1 Receives, reviews, takes action (endorses or comments)	None	18 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the letter of complaint to the Office of the Chancellor (OC) for action/decision		2 Days	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor



TOTAL	None	20 Days	
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5. Action on special requests of, or liaison, with contractors for various concerns (e.g. time extension, Liquidated Damages concerns, site instruction, variation)

Requests from the contractors go through the OVCA for review and/or action before it is being endorsed to the Chancellor's Office for approval.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2B – Government to Business		
Who may avail		Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter addressed to the Chancellor with OCA's endorsement		Office of the Campus Architect		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits letter through the Office of the Campus Architect (OCA), which then endorses and forwards the letter request through the Vice Chancellor for Administration	1.1 Receives, reviews, consults architects, engineer and other persons involved in the project and takes action on the request	None	6 Days	<i>OVCA Staff & Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards letter request to OC for action (approval / disapproval)		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document with				<i>OC Staff</i>



Office of the Chancellor

Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				
	TOTAL	None	7 Days	



INTERNAL SERVICES

1. Review and approval of requests for use of facilities, equipment and vehicles

The OVCA checks and approves* all of UP Cebu colleges', administrative offices' activities and corresponding requests for use of equipment, facilities, and vehicles.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request addressed to the Vice Chancellor for Administration through the Head of Campus Maintenance Office (CMO) ➤ Reservation Form ➤ CMO clearance ➤ Rental computation from the Accounting Office 		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Presents letter then gets reservation form from the CMO and submits accomplished form back to CMO for scheduling and to calendar event	1. Gives form to the client and calendars the event	No fees are imposed on curricular and administrative activities of UP Cebu constituents, including approved calendar of activities of duly accredited student organizations. Extra-curricular and other	30 Minutes	<i>CMO Staff</i> Campus Maintenance Office
2. Submits accomplished form to Accounting Office	2. Computes the rental fees		20 Minutes	<i>Accounting Staff</i> Accounting Office
3. Submits accomplished form with computation of rental to	3.1 Records and reviews the letter request		1 Day	<i>OVCA Staff</i> Office of the Vice



the OVCA		income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines.		Chancellor for Administration
	3.2 The Vice Chancellor for Administration (VCA) takes action* (approval/disapproval) on the request and returns the document to the client for payment in case of approval		1 Day	VCA Office of the Vice Chancellor for Administration OC Staff & Chancellor Office of the Chancellor
4. Pays (if approved) at the Cashier's Office	4. Cash Office issues Official Receipt		10 Minutes	Cash Office Staff Cash Office
5. Gives OVCA a copy of the paid reservation	5. Receives the stamped paid reservation form		10 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL			As per approved FPOC fees	2 Days, 1 Hour, 10 Minutes

**Note: All requests for waiver of fees and/or requests for discounts, and other ambiguous issues will be endorsed by the OVCA to the Office of the Chancellor, for the Chancellor's final decision.*



2. Application for Car Sticker

The OVCA is in charge in approving and releasing the car sticker applications.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Car Sticker Application Form ➤ OR, CR, and Driver's License (1 photocopy of each document) 		Guard House Entrance Gate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Client gets application form from the guard house at the entrance gate; Fills in the form then attaches OR, CR, Driver's license and submits to the Guard at Entrance Gate	1. Safety and Security Unit (SSU) checks and endorses the filled up application form to the OVCA		1 Day	<i>Guard on duty at the Entrance Gate Safety and Security Officer (SSO) Safety and Security Unit</i>
2. Claims approved application from the OVCA	2. Approves the application and return the form to the client for payment		1 Day	<i>Vice Chancellor for Administration (VCA) and OVCA Staff Office of the Vice Chancellor for Administration</i>
3. Pays at the Cashier's Office	3. Issues Official Receipt	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker PHP800.00 For Contractual	10 Minutes	<i>Cash Office Staff Cash Office</i>



		Employees: 1st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
4. Presents Official receipt to OVCA and claim the Car Sticker	4. Reviews and issues the Car Sticker		10 Minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
TOTAL		For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker PHP800.00 For Contractual Employees: 1st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00	2 Days, 20 Minutes	



3. Endorsement and/or approvals of Purchase Requests (PRs), Obligation Requests (ObRs), Disbursement Vouchers (DVs) and Purchase Orders (POs) (below PhP100,000)

The OVCA is in charge of approving and/or endorsing purchase and obligation requests, disbursements, and purchase orders which are below One Hundred Thousand Pesos.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ PR (Purchase Requests) ➤ ObR (Obligation Requests) ➤ DV (Disbursement Vouchers) ➤ PO (Purchase Orders) 		Staff		Administrative
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Staff submits PRs, ObRs, DVs, and POs	1.1 Receives, reviews and approves	None	2 Days	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards the approved PRs, ObRs, and POs to the Supply Property and Management Office (SPMO), Bids and Awards Committee (BAC) and forwards approved DVs to the Accounting Office		2 Hours	OVCA Staff Office of the Vice Chancellor for Administration



TOTAL	None	2 Days 2 Hours	
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4. Signing of Cheques

The Vice Chancellor for Administration is one of the signatories for cheques below P100,000 to be released.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Cheques with endorsement from the Cashier		Cash Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Cash Office staff submits cheques for signature	1. Receives, reviews and signs cheques	None	2 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	2. Forwards the signed cheques to the Cash Office		20 Minutes	
TOTAL		None	2 Days, 20 Minutes	



5. Endorsement of Authority to Travel for Administrative Staff

All administrative staff's request for Authority to Travel goes to the OVCA for review and/or endorsement before it is forwarded to the Office of the Chancellor.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Authority to Travel Form with Endorsement from HRDO with Letter Request		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Staff submits letter request for Authority to Travel addressed to the Chancellor through the Vice Chancellor for Administration	1.1 Receives, reviews and endorses the Authority to Travel	None	2 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the endorsed Authority to Travel to the Office of the Chancellor (OC) for action (Approval/ Disapproval)		20 Minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document from the Office of the Chancellor (OC)				
TOTAL		None	2 Days, 20 Minutes	



6. Endorsement of MOAs / Project Contracts for Infrastructure, with Cooperatives and other Service Providers

The OVCA takes charge of reviewing Memorandum of Agreements or Project Contracts before it is being forwarded to the Chancellor for approval.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Legal Office Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ MOA (Memorandum of Agreements) ➤ Project Contract with Endorsement from Legal Office 		Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Legal Office Staff submits MOA / Project Contracts to the OVCA	1.1 Receives, reviews and endorses MOAs / Project	None	6 Days	<i>OVCA Staff & Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



7. Endorsements of candidates for employment (as Chair of Human Resource Management and Personnel Selection Board- HRMPSB)

The Vice Chancellor for Administration is in charge of reviewing the results of applicants' screening and endorses it to the Chancellor for final action (approval/disapproval).

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Human Resource Development Office (HRDO) Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Candidates' required documents with endorsement from HRMPSB		Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Human Resource Management Officer submits documents to the Human Resource Management Personnel Selection Board (HRMPSB)	1.1 Receives, reviews and endorses HRMPSB documents and forwards it to OC for approval	None	6 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Gets approval / disapproval from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



8. Endorsement of materials use for infrastructure development and maintenance

The Vice Chancellor for Administration is in charge of reviewing and endorsing the materials to be used for infrastructure projects to the Chancellor as endorsed by the architects in UP.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Office of the Campus Architect (OCA) Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter with endorsements from OCA and end users ➤ Material samples 		Office of the Campus Architect (OCA) and Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Office of the Campus Architect (OCA) submits letter and material samples with endorsement from the architects, engineer and head of end-user (e.g. Deans of colleges)	1.1 Receives, reviews and endorses material sample	None	4 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Gets approval/ disapproval from the Office of the Chancellor (OC)				
TOTAL		None	5 Days	



9. Endorsement of PPMP (Project Procurement and Management Plan)

All of the offices' Project Procurement and Management Plans are being reviewed and endorsed by the Vice Chancellor for Administration before it is forwarded to the Chancellor for final action (approval/disapproval).

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤PPMP with endorsement from the Deans/Office Heads		End user office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Supply Property and Management Office (SPMO) submit PPMPs	1.1Receives, reviews, endorses PPMP	None	6 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Gets approval/ disapproval from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor
TOTAL		None	7 Days	



10. Approval of Bids and Awards Committee (BAC) recommendation for mode of procurement

All documents or forms related to procurement with amounts not exceeding One Hundred Thousand Pesos (P100,000) go through the Vice Chancellor for Administration for action (approval/disapproval).

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		SPMO; End User Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Purchase Order (with endorsement from the Head of SPMO) ➤ Bids and Awards Committee (BAC) Resolution (with endorsement from the BAC) ➤ Recommendation for Mode of Procurement (RMP) (with endorsement from the BAC) 		Supplies Procurements Management Office (SPMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. SPMO / BAC Secretariat submits Purchase Order (PO), BAC Resolutions and Recommendations for Mode of Procurement (RMP)	1.1 Receives, reviews and approves POs, BAC Resolution and RMP with BAC Committee's recommendation with amount not exceeding to PhP100,000 only.	None	2 Days	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	2.2 Records and forwards the approved POs, BAC Resolution, and RMP to SPMO		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		None	3 Days	



11. Procurement of Plane Tickets

All requests for purchases of plane tickets are procured through the OVCA.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Approved copy of Travel Order ➤ Budget approved copy of Obligation Request (ObR) 		From the staff of the college/office/traveler		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits/ presents the approved travel order and approved ObR	1.1 Receives and reviews the Travel Order and ObR form	None	20 minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
	1.2 Purchases the plane ticket through the procurement service website		1 Day	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
	1.3 Prints the ticket and release the printed ticket to the concerned traveler		20 minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Receives the printed plane ticket				
TOTAL		None	1 Day, 40 Minutes	



12. Response and action to requests for consultations, liaisons, grievance and complaints on various concerns regarding use of facilities, systems and processes

All requests related to consultations, grievances or complaints go through the OVCA for comments and/or review before it is forwarded to the Chancellor for final action.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS and Administrative Staff and their Union representations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter from the concerned/relevant offices and individuals		From the concerned individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Forwards letter of complaint addressed to the Chancellor through the Vice Chancellor for Administration	1.1 Receives, reviews, takes action (endorses or comments)	None	18 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the letter of complaint to the Office of the Chancellor (OC) for action/decision		2 Days	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



13. Endorsement of application of administrative personnel for fellowships (i.e. FRASDP – Faculty, REPS, Administrative Staff Development Program)

All requests from administrative staff for fellowship application are being screened and/or reviewed by the Vice Chancellor for Administration before it is forwarded to the Chancellor for final action (approval/disapproval).

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Application letter with HRMPSB screening with attached documents required by Human Resource Development Office (HRDO)		From the concerned administrative staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. HRDO submits request application of administrative personnel for fellowships (i.e. FRASDP) addressed to the Chancellor through the Vice Chancellor for Administration	1.1 Receives, reviews, consults and endorses Human Resource Management Personnel Selection Board (HRMPSB) screening	None	18 Days	<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1.2 Records and forwards the endorsed request (i.e. FRASDP) to the Chancellor (OC) for action		2 Days	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				<i>OC Staff</i> Office of the Chancellor
TOTAL		None	20 Days	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	We appreciate to hear from you, kindly fill out the feedback form below.
How feedbacks are processed	Feedbacks will be checked regularly and will be handled with strict confidentiality.
How to file a complaint	Email us at: ovca.upcebu@up.edu.ph
How complaints are processed	All complaints will be handled with strict confidentiality at the Office of the Vice Chancellor for Administration.
Contact Information of CCB, PCC, ARTA	Tel. No. (6332) 2328187 loc. 2 1 3



Feedback Form

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliment, complaints, or suggestions. Simply check the corresponding box.
paalam po ninyo sa amin kung poano naming kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek lamang ang kahong naayon.

 COMPLIMENT
(Papuri) **COMPLAINT**
(Reklamo) **SUGGESTION**
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL]: _____ Office/Agency: _____
(Pangalan) (Tanggapan/Ahensya)

Address: _____
(Tirahan)

Contact Number(s) (if any): _____ E-mail Address (if any): _____
(Telepono)

Signature: _____ Date: _____
(Lagda) (Petsa)



ACCOUNTING OFFICE

EXTERNAL SERVICES

1. Issuance of Second copy of BIR 2306 and 2307

This service is for contractors and suppliers who requested for the second copy of BIR Forms 2306 and 2307 for withholding tax.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Suppliers, NGW's (Non-Government Workers), Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Client shall secure his own request	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers submits letter request for second copy of BIR Forms 2306 & 2307	1. Logs in request, retrieves records, encode and releases the requested forms	None	3 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



- **Replacement of Stale Checks and Cancelled Checks**

This service is for suppliers, organizations and contractors whose checks previously issued were not encashed, and either it was stale or cancelled, requests for a new check.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2B – Government to Business G2C – Government to Citizens		
Who may avail		Suppliers, Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request, Payment , checks			Client shall secure his own request	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request	1. Logs in request	P50	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Prepares and prints Disbursement Voucher; posts in the UIS for the number, then routes the voucher to other offices for signature		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		P50	3 Days	



3. Voucher Processing Remittances of Withholding Tax

This process is for the remittance of the withholding tax as mandated by Bureau of Internal Revenue to be done monthly.

Office or Division		ACCOUNTING OFFICE		
Classification		Highly Technical		
Type of Transaction		G2B –Government to Government		
Who may avail		Bureau of Internal Revenue		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Remittance List by Fund Per month Disbursement Voucher			Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bureau of Internal Revenue (BIR) mandates all agencies to remit withholding tax on or before 10 th of the following month	Retrieves data, review, encode, and print BIR form 2306, 2307 as requested.	None	20 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	20 Days	



4. Vouchers Processing – Payment to NGW’s (Non-Government Workers)

This process pertains to creation of vouchers, pre audit and processing for payment.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2B – Government to Citizens		
Who may avail		Suppliers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher with complete attachment, OBR, DTR, COS			HRDO, Unit offices where the workers belong	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Units/Offices responsible shall submit vouchers, payroll and supporting documents	1. Receives the documents from the in-charge	None	4 Hours	<i>Accounting Staff</i> Accounting Office
	2. Checks the completeness of the documents and the amount		4 Hours	<i>Accounting Staff</i> Accounting Office
	3. Writes the account title, the UACS code, and the amount		4 Hours	<i>Accounting Staff</i> Accounting Office
	4. Goes to UIS		4 Hours	<i>Accounting Staff</i> Accounting Office
	5. Searches the DV number, verified the exact amount.		4 Hours	<i>Accounting Staff</i> Accounting Office
	6. Checks if the attachments in the UIS is complete		4 Hours	<i>Accounting Staff</i> Accounting Office
	7. Initiates and validates		4 Hours	<i>Accounting Staff</i>



				Accounting Office
	8. Makes Journal Entry, input the exact amount and check if the tax is correct		2 Days	<i>Accounting Staff</i> Accounting Office
	9. Writes the DV & OBR number		4 Hours	<i>Accounting Staff</i> Accounting Office
	10. Writes the DV & OBR number		4 Hours	<i>Accounting Staff</i> Accounting Office
	11. Prints, counter signs, forwards to accountant		4 Hours	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



5. Voucher Processing – Remittance of premiums and loans

This service refers to creation of vouchers, encoding, posting and printing the remittance list for payment to Government agencies and private companies.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2B – Government to Business G2G- Government to Government		
Who may avail		SUPPLIERS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher, Remittance List, Obligation request			Accounting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requires payment of premiums and loans every month	1. Receives list of deduction from the in-charge	None	4 Hours	<i>Accounting Staff</i> Accounting Office
	2. Saves the file, opens the file, checks every personnel and the amount if it is in order and correct		4 Hours	<i>Accounting Staff</i> Accounting Office
	3. Balances the grand total of the list of deduction and the remittances		1 Day	<i>Accounting Staff</i> Accounting Office
	4. Makes a DV in the UIS, input the amount and the words correctly		1 Day	<i>Accounting Staff</i> Accounting Office
	5. Initiates and Validates		1 Day	<i>Accounting Staff</i> Accounting Office



	6. Makes a DV in the excel		1 Day	<i>Accounting Staff</i> Accounting Office
	7. Checks if the amount and the tax, and the amount in words is correct		4 Hours	<i>Accounting Staff</i> Accounting Office
	8. Makes a Journal Entry, inputs the correct amount, tax, DV and OBR number		4 Hours	<i>Accounting Staff</i> Accounting Office
	9. Rechecks, prints and counter signs and forwards to official signatory		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



8. Pre-Audit and Processing of LIST OF DUE & DEMANDABLE ACCOUNTS PAYABLE (LDDAP)

This service requires the processing of vouchers submitted to accounting office and submit the completely filled up prescribed LDDAP form to UP System in order for the suppliers and contractors to be paid.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2B – Government to Business; G2G-Government to Government			
Who may avail	Suppliers and DBM (Department of Budget and Management)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with complete attachments (OBR, PO/ PR/ SI/ DR/ Bid Docs if any. Bank Details (for new supplier)		<ul style="list-style-type: none"> - Accounting - Accounts Payable in-Charge - New Supplier (bank details) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall submit the data required by accounting staff	1. Requests new suppliers for their bank details.	None	2 Days	<i>Accounting Staff</i> Accounting Office
	2. Prepares LDDAP form for signing – Accountant and Chancellor		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Fully signed LDDAP form to be recorded and mailed to UP System and wait for advice.		1 Day	<i>Accounting Staff</i> Accounting Office
	4. To check if UP System has notification regarding LDDAP payment is ready to be credited to Supplier's		1 Day	<i>Accounting Staff</i> Accounting Office



	bank account			
	5. Informs Supplier to check their bank accounts so they can issue an Official Receipt if payment has already been credited to their accounts.		2 Days	<i>Accounting Staff</i> Accounting Office
	Total	None	7 Days	



9. Filing of Annual Reports to Bureau of Internal Revenue - Compensation Report 1604-C

This service consists of collating, reviewing, encoding, and printing the alphalist for submission as mandated by Bureau of Internal Revenue.

Office or Division		ACCOUNTING OFFICE		
Classification		Highly Technical		
Type of Transaction		G2G– Government to Government		
Who may avail		This is in compliance of Bureau of Internal Revenue Rules and Regulations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alphalist of Faculty, Reps Staff		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bureau of Internal Revenue thru its Revenue Regulations has mandated compliance of filing of BIR 1604 for all employees	1. Office in-charge encodes the Annual Income of each employee with the corresponding Withholding Tax Due and Tax Withheld at the BIR program 1604CF	None	13 Days	<i>Accounting Staff</i> Accounting Office
	2. Prints the Report and Submit to BIR		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	15 Days	



8. Reports -Status of Funds and Financial Report of Special Projects

This service is for offices with projects and trust funds who have requested the disbursements and balances of their funds.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		DOST, CHED, UP System		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Disbursements and Collection		<ul style="list-style-type: none"> - Accountant - Cash Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Project implementers request the report	Retrieves, reviews, compares, reconciles with the records of implementer of the projects, then sign reports	None	7 Days	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



9. Reports -Bank Reconciliation

This service requires reviewing bank deposits and checks encased and compare bank records with book records maintained by the office. This report is required by Commission on Audit and is done every month.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		Commission on Audit; Authorized Depository Bank		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - Bank Statement - Report of Checks Issued - Report of Collection 			<ul style="list-style-type: none"> - Depository Banks (LBP & PVB) - Cash Office 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Commission on Audit requires the report to be submitted after month has ended	1. Scans the Bank Statement	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Copies the previous month's outstanding checks issued		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Gets the withdrawn checks based on the bank statement		1 Day	<i>Accounting Staff</i> Accounting Office
	4. Sees the draft summary of reconciling items given by the Accountant		1 Day	<i>Accounting Staff</i> Accounting Office
	5. When reconciled, prints the summary with the bank statement for Accountant signature		1 Day	<i>Accounting Staff</i> Accounting Office



	6. Prepares also quarterly bank reconciliation for Time Deposit.		1 Day	<i>Accounting Staff</i> Accounting Office
	7. Files separately for COA submission		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



10. Reports - Financial Reports (Monthly, Quarterly, Year End)

This service involves preparing, reviewing, encoding and printing of financial reports that are mandated by Commission on Audit, Department of Budget and Management and the University.

Office or Division		ACCOUNTING OFFICE		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		Commission on Audit, University of the Philippines System, DBM (Department of Budget and Management)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Collection, Report of Disbursements, Bank Statements, Monthly Report of Supplies Issuances		Cash, Supply and Property Management Office, Authorized Depository Banks, Chief Accountant, University of the Philippines System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client has issued circulars on agency regulations on submission of reports on a monthly, quarterly and year end basis.	Accountant collects reports from different offices, assesses, summarizes, verifies reviews, posts and prints, then submits to UP System and other government offices	None	20 Days	<i>Accountant Accounting Staff Accounting Office</i>
TOTAL		None	20 Days	



11. Assessment for Rental of Facilities

This service requires assessment of fees to be paid for the use of facilities of the university.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2B- Government to Business; G2C- Government to Citizen			
Who may avail	Students, Outsiders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation form		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished reservation form signed by the Head of CMO to ensure that the facility needed is available	1. Office staff In-charge receives documents	Per hour rate of specific venue and equipment	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Assess the fees based on the needed venue / equipment and the number of hours.		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Forward the reservation form to the Office of the Vice chancellor for Administration (OVCA) for signature.		1 Day	<i>Accounting Staff</i> Accounting Office
TOTAL		Per hour rate of specific venue and equipment	3 Days	



12. Billing for Scholars

This service requires the preparation of the prescribed billing form to LGU agencies and private companies for scholars enrolled in the university

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2B – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
List of scholars to be billed	OSA			
List of scholars, Form 5	OSA Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students applied to OSA for scholarship grant, then OSA Personnel after verifying docs for students and awarded as scholar, they will submit the list of Scholars for billing.	1. Receives list of scholars enrolled for that semester from OSA	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Makes billing statement and have it mailed via Libcap		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



13. Respond to Inquiries and Consultation

This service refers to walk-ins and incoming calls from the general public asking for advice on financial matters.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS				
*Call through phone				
*Personally come to the office				
*send email				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-ins	1. Entertains walk-in inquiries	None	1Hour	<i>Accounting Staff</i> Accounting Office
2. Phone inquiries	2. Answers telephone calls.		1 Hour	
TOTAL		None	2 Hours	



14. Clearance for Requests for Certification.

This process shall accept and process requests from students for clearance of financial accountability of the university.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request Form	OUR Office			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits accomplished form of certification request and proceed to cash office for payment	1. Receives the request form, completely filled up and signed.	P50.00 payment in getting the Cert. of Tuition Discount	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Check to SAIS if there is an accountability or ineligibility before signing the request		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		50.00	3 Days	



15. Inquiries and Consultation

This service refers to walk ins and incoming calls from the general public and faculty and staff asking for advice on financial matters.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Calls through phone		UP CEBU ACCOUNTING		
*Personally comes to the office				
*sends email				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-ins	1. Entertains walk-in inquiries	None	1 Hour	Accounting Staff Accounting Office
2. Phone inquiries	2. Answers telephone calls.		1 Hour	
TOTAL		None	2 Hours	



16. Refund of School Fees Due to Reassessment of School Fees

This type service process refunds to students whose tuition bracket has been revised after his/her enrolment is completed.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
EOR Form 5 and Certificate of Tuition Discount		OUR Office and OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits EOR Form 5 and Certificate of Tuition Discount with 1 photocopy	1. Receives documents	P40.00 payment in getting the Cert. of Tuition Discount	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Prepares Disbursement Voucher (DV) for in triplicate for tuition refund and Journal Entry Voucher (JEV)		1 Day	<i>Accounting Staff</i> Accounting Office
	3. After the DV's signature are complete approved by designated approvers of the University Information System (UIS) it will release the DV to cash Office for check preparation.		1 Day	<i>Accounting Staff</i> Accounting Office
TOTAL		P40.00	3 Days	



17. Refund Withdrawal of School Fees

This process shall accept applications from students for refund of part of the school fees due to withdrawal.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Change Matriculation form, Letter addressed to the Chancellor (stating the reasons for withdrawal with the signature of Adviser, Dean of College and OUR)				OUR Office
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student files for cancellation of Subjects/LOA/Totally Drop all subject (furnish a copy to Accounting)	1. Receives documents	P10.00	1 Day	<i>Accounting Staff</i> Accounting Office
2. Furnishes a letter addressed to the Chancellor stating the reasons for withdrawal and to be signed by the adviser, Dean of the College and the OUR	2. Prepares DV and JEV for the Refund (100% before the opening of classes, 80% 1 week from the opening of classes, 50% for the 2 nd , 3 rd and 4 th week of classes and no refund after the 4 th week of classes)		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		P10.00	3 Days	



18. Refund of Students' Deposit

This process shall return the deposit to students of P100.00 initially paid in his first year and to be returned after transfer or graduation of the student.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Clearance, Electronic Official Receipt (EOR) bearing the amount of 100 pesos.		OUR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter addressed to the Chancellor (endorsed by the Adviser and the Dean of College) and submits original Official Receipt (OR) , photocopy of Form5 and Change Matriculation Form	1. Office staff in charge receives the approved letter and other documents.	P10.00 payment in getting the Cert. of Tuition Discount	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Prepares DV for refund and JEV After signing the DV and approval to the UIS it will release to cash Office for check preparation		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		P10.00	3 Days	



19. Replacement of Stale Checks and Cancelled Checks

This service is for students whose checks previously issued were not encashed , and either it was stale or cancelled, requests for a new check.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request, Payment			Client shall secure his own request	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request	1. Logs in request	P50	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Prepares and prints Disbursement Voucher; posts in the UIS for the number, then routes the voucher to other offices for signature		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		P50	3 Days	



20. Student Loan Application

This type of service shall process application from students who will only pay 70% or above of the full tuition fee and miscellaneous fees per semester/trimester.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 5A, SLB form, Photocopy of Co Debtor's ID, Promissory note if the loan amount exceeds 80% of total assessed fees.			Accounting Office, Office of Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents assessed Form 5A with adviser's signature to get SLB application form accomplish the SLB form with attached photocopy of guarantor's ID. Have the SLB application/form signed by the OSA Director if you opt to loan 79% down based in the total matriculation and to Chancellor office if above 80%	1. Reviews the completeness of documents	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Once Student is approved, staff shall post the amount loaned at SAIS to adjust tuition fees before proceeding to the cash office for payment		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



21. Voucher Processing-Stipends for Students

This process pre-audits vouchers submitted to accounting office for the purpose of releasing stipend.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
DV, OBR, Payroll,	OSA Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OSA Personnel submit all documents to accounting office for the Pre-audit.	1. Receives documents from OSA	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Pre Audits DV at the UIS and prepares JEV.		1 Day	<i>Accounting Staff</i> Accounting Office
	3. After signing the DV and approval to the UIS it will release to cash Office for check preparation		1 Day	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



22. Voucher Processing Payment to Suppliers

This service pertains to reviewing and processing of vouchers for payment to suppliers submitted to the office before endorsement to cash for check issuance.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2B –Government to Business G2C -Government to Citizen		
Who may avail		Suppliers of materials and services		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Purchase Order, Invoice/Bill, Request Issue Slip, Report of Inspection and Acceptance, Guest List (for meals & other services), Certificate of Satisfactory Service (for meals & other services) Approved Obligation Request & Status Disbursement Voucher			Supply & Property Management Office Department Head Office, Budget Office Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/office clerks submits complete documents after items are received or service has been rendered	1. Receives documents from admin staff in charge	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		2 Days	<i>Accounting Staff</i> Accounting Office
	3. Checks the transaction as per UIS DV# as to the correctness of the amount and the		2 Days	<i>Accounting Staff</i> Accounting Office



	required attachments			
	4. Compute Withholding tax and prepare withholding tax certificates (BIR Forms 2306 & 2307)		1 Day	<i>Accounting Staff</i> Accounting Office
	5. Prepares Journal Entry Voucher		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



23. Vouchers processing -Payment to contractors

This service pertains to reviewing and processing of vouchers for payment to contractors submitted to the office before endorsement to cash for check issuance

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C- Government to Business		
Who may avail		Construction companies		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Contract, Invoice/Bill, Certificate of Final Acceptance or as required in the Contract, Bid Docs Request & Status				Supply & Property Management Office Department Head Office, Budget Office Requesting Department
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. The client sends its billing thru the OCA and responsible offices		1. Receives documents from person in charge	None	1 Day
		2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		1 Day
		3. Checks the transaction as per UIS DV# as to the correctness of the amount and the required attachments		2 Days
		4. Compute withholding tax and prepare withholding tax certificates (BIR Form 2306 & 2307)		1 Day
		5. Prepare Journal Entry Voucher		1 Day
				PERSON RESPONSIBLE
				<i>Accounting Staff</i> Accounting Office
				<i>Accounting Staff</i> Accounting Office
				<i>Accounting Staff</i> Accounting Office
				<i>Accounting Staff</i> Accounting Office
				<i>Accounting Staff</i> Accounting Office



	6. Forward documents to the Accounting Chief for signature		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



24. Vouchers processing- Payment of Utilities

This service pertains to creation of vouchers, reviewing and processing for payment to utility companies before endorsement to cash for check issuance.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C - Government to Business G2B- Government to Government			
Who may avail	Companies that supply water, electricity and telephone lines			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of Bill Approved Obligation Request & Status Disbursement Voucher			Service Provider Department Head Office, Budget Office Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers Bill for the month	1. Receives bill, records then reviews the bill for completeness. Prepares disbursement voucher and Obligation Request & Status	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Generates DV# from the UIS		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Forwards documents to Budget Office for Obligation and Certification of Fund Availability		1 Day	<i>Accounting Staff</i> Accounting Office
	4. Forwards documents to the Office of the Vice Chancellor for signature		1 day	<i>Accounting Staff</i> Accounting Office
	5. Computes withholding tax and prepare withholding tax certificates (BIR Form 2306 & 2307)		1 Day	<i>Accounting Staff</i> Accounting Office



	6. Records processed vouchers to suppliers index card		1 Day	<i>Accounting Staff</i> Accounting Office
	7. Forwards documents to the Accounting Chief for signature		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



INTERNAL SERVICES

1. Assessment for Rental of Facilities

This service requires assessment of fees to be paid for the use of facilities of the university.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2B Government to Business, G2C- Government to Citizen			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation form		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Accomplished Reservation form signed by the Head of CMO to ensure that the facility needed is available	1. Office staff In-charge receives documents	Per hour rate of specific venue and equipment	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Assess the fees based on the needed venue / equipment and the number of hours.		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Forward the reservation form to the Office of the Vice chancellor for Administration (OVCA) for signature.		1 Day	<i>Accounting Staff</i> Accounting Office
TOTAL		Per hour rate of specific venue and equipment	3 Days	



2. Respond to Inquiries and Consultation

This service refers to walk-ins and incoming calls from the faculty and staff asking for advice on financial matters.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Faculty, Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*Call through phone *Personally come to the office *send email		UP CEBU ACCOUNTING		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-ins	1. Entertains walk-in inquiries	None	1 Hour	<i>Accounting Staff</i> Accounting Office
2. Phone inquiries	2. Answers telephone calls.		1 Hour	
TOTAL		None	2 Hours	



3. Inquiries and Consultation

This service refers to walk ins and incoming calls from the general public and faculty and staff asking for advice on financial matters.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, Staff			
CHECKLIST OF REQUIREMENTS *Calls through phone *Personally comes to the office *sends email	WHERE TO SECURE UP CEBU ACCOUNTING			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-ins	1. Entertains walk-in inquiries	None	1 Hour	<i>Accounting Staff</i> Accounting Office
2. Phone inquiries			1 Hour	
	2. Answers telephone calls.			<i>Accounting Staff</i> Accounting Office
TOTAL		None	2 Hours	



4. Issuance of Certifications

This service is for faculty, reps and administrative staff that requires a certification from Accounting Office of their records.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Faculty, Staff, REPS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Client shall secure his own request	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits request	Logs in request, retrieves records, encodes and releases the requested forms	None	3 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



5. Issuance of BIR 2316 (Certificate of Withholding tax from Compensation)

This service involves reviewing, collating, encoding and printing of BIR 2316 for distribution to the faculty and staff of the university.

Office or Division		ACCOUNTING OFFICE		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alphalist of employees		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSEING TIME	PERSON RESPONSIBLE
1. Bureau of Internal revenue thru its revenue regulation has issued a mandate that all agencies shall release the BIR Form 2316 after the calendar year ends	1. Payroll clerk prints BIR 2316.	None	12 Days	<i>Accounting Staff</i> Accounting Office
	2. Collates all the BIR 2316 forms and distribute to employees		3 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	15 Days	



6. Issuance of second copy of BIR Form 2316

This service refers to issuing a second copy of BIR 2316 to faculty and administrative staff of the university.

		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request or by email		Accounting		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PRO-CESSING TIME	PERSON RES-PONSIBLE
1. Submits request	1. Office staff-in-charge, prepares the document	None	2 Days	<i>Accounting Staff</i> Accounting Office
	2. Staff in-charge releases the document		1 Day	<i>Accounting Staff</i> Accounting Office
TOTAL		None	3 Days	



7. Issuance of BIR 2306 and BIR 2307 for Lecturers and Contractual Employees

This involves preparation, encoding and printing of BIR 2306 and BIR 2307 for Non-Government Workers for their withholding tax.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		NGW (Non-Government Workers), Lecturers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request by phone or email		Accounting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client requests for BIR Form 2307	1. Lists down names of names who requested	None	3 Days	<i>Accounting Staff</i> Accounting Office
	2. Prepares, reviews, prints BIR Forms		4 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		None	7 Days	



8. Replacement of Stale Checks and Cancelled Checks

This service is for faculty, reps and administrative staff, suppliers, organizations and contractors whose checks previously issued were not encashed, and either it was stale or cancelled, requests for a new check.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Faculty, Staff, REPS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request, Payment			Client shall secure his own request	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request	1. Logs in request	P50.00	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Prepares and prints Disbursement Voucher; posts in the UIS for the number, then routes the voucher to other offices for signature		2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		P50.00	3 Days	



9. Voucher Processing – Non Government Workers & Honorarium

This process pertains to creation of vouchers, pre audit and processing for payment.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Contractual Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher with complete attachment, OBR, DTR, COS			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Units/Offices responsible shall submit vouchers, payroll and supporting documents	1. Receives the documents from the in-charge	None	4 Hours	<i>Accounting Staff</i> Accounting Office
	2. Checks the completeness of the documents and the amount		4 Hours	<i>Accounting Staff</i> Accounting Office
	3. Writes the account title, the UACS code, and the amount		4 Hours	<i>Accounting Staff</i> Accounting Office
	4. Goes to UIS		4 Hours	<i>Accounting Staff</i> Accounting Office
	5. Searches the DV number, verified the exact amount		4 Hours	<i>Accounting Staff</i> Accounting Office
	6. Checks if the attachments in the UIS is complete		4 Hours	<i>Accounting Staff</i> Accounting Office
	7. Initiates and validates		4 Hours	<i>Accounting Staff</i> Accounting Office



	8. Makes Journal Entry, input the exact amount and check if the tax is correct		2 Days	<i>Accounting Staff</i> Accounting Office
	9. Writes the DV & OBR number		4 Hours	<i>Accounting Staff</i> Accounting Office
	10. Writes the DV & OBR number		4 Hours	<i>Accounting Staff</i> Accounting Office
	11. Prints, counter signs, forwards to accountant		4 Hours	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



10. Voucher Processing - Cash advance

This service involves processing request for cash advances for the purpose of travel, payment of salaries or for operating expenses.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Full time Employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request for funding Approved Itinerary of travel Request & Status Disbursement Voucher		Approved travel order Approved Obligation Department Head Office, Office of the Chancellor Department Head Office, Office of the Chancellor Department Head Office, Office of the Chancellor Department Head Office, Budget Office Requesting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits request for cash advance and submits documents	1. Receives documents from person in charge (verified no un-liquidated cash advance)	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		2 Days	<i>Accounting Staff</i> Accounting Office
	3. Checks the transaction as per UIS DV# as to the correctness of the amount and the required attachments		2 Days	<i>Accounting Staff</i> Accounting Office
	4. Prepare Journal Entry Voucher		1 Day	<i>Accounting Staff</i>



				Accounting Office
	5. Forward documents to the Accounting Chief for signature		1 Day	Accounting Staff Accounting Office
	TOTAL	None	7 Days	



11. Voucher processing of reimbursement of travel expenses

This service pertains to reviewing and processing of vouchers submitted to the office before endorsement to cash for check issuance.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request for funding Approved travel order Approved Itinerary of travel Request & Status Approved Obligation Plane tickets, boarding pass, receipts, Certificates of travel completed and Certificate of Appearance/Attendance Disbursement Voucher		Department Head Office, Office of the Chancellor Department Head Office, Office of the Chancellor Department Head Office of the Chancellor Department Head Office, Budget Office Concerned Personnel Requesting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits its request and attaches the require documents	1. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)	None	2 Days	<i>Accounting Staff</i> Accounting Office
	2. Checks the transaction as per UIS DV# as to the correctness of the amount and the required attachments		2 Days	<i>Accounting Staff</i> Accounting Office
	3. Prepares Journal Entry Voucher		1 Day	<i>Accounting Staff</i> Accounting Office



	4. Forwards documents to the Accounting Chief for signature		1 Day	<i>Accounting Staff</i> <i>Accounting Office</i>
	TOTAL	None	7 Days	



12. Voucher processing - Reimbursement for the payment of hotel accommodation, meals, and other miscellaneous expenses

This service pertains to reviewing and processing of vouchers submitted to the office before endorsement to cash for check issuance.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Purchase Order, Invoice/Bill, Guest List, Certificate of Satisfactory Service Approved Obligation Request & Status Disbursement Voucher		Supply & Property Management Office Department Head Office, Budget Office Requesting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client submits complete documents	1. Receives documents from admin staff in charge	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		2 Days	<i>Accounting Staff</i> Accounting Office
	3. Checks the transaction as per UIS DV# as to the correctness of the amount and the required attachments		2 Days	<i>Accounting Staff</i> Accounting Office



	4. Prepares Journal Entry Voucher		1Day	<i>Accounting Staff</i> Accounting Office
	5. Forward documents to the Accounting Chief for signature		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



13. Voucher Processing – Payroll

This service includes the creation of vouchers, encoding, posting and printing payroll for the month.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Full time Employees of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List from HMO of Leave without pay, resigned personnel, new employees and adjusted salary Payroll Disbursement Voucher and Obligation request			HMO Accounting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESsing TIME	PERSON RESPONSIBLE
UP System policy mandates the salary of Regular and Casual employees to be released weekly - 7 th , 14 th , 22 nd and 30 th	1. Payroll clerk computes Withholding Tax for each employee.	None	3 Days	<i>Accounting Staff</i> Accounting Office
	2. Encodes/Checks Monthly Deduction		1 Day	<i>Accounting Staff</i> Accounting Office
	3. Prints Payroll and Pay-slips		1 Day	<i>Accounting Staff</i> Accounting Office
	4. Prepares Disbursement Voucher, Obligation Request and Journal Entry Voucher		1 Day	<i>Accounting Staff</i> Accounting Office
	5. Assigns DV # thru UIS, initiates and validates the transaction		1 Day	<i>Accounting Staff</i> Accounting Office



	TOTAL	None	7 Days	
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14. Voucher Processing – Liquidations of Cash Advances

This service requires review, pre audit, posting and reporting of liquidation of cash advances of the faculty and admin staff of the university.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu ADMIN FACULTY, STAFF AND REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report, Statement of Cash Advance, Report of Disbursement, Cert. of Travel Completed, Itinerary of Travel, Official Receipts, and other pertinent documents (Travel Order, e-ticket/ boarding pass, cert. of appearance, approved invitation letter)		- Cash Advance Requester/ Traveler		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESsing TIME	PERSON RESPONSIBLE
1. Cash Advance Requester, Traveler	1. Checks if liquidation documents are complete with attachments and signatures	None	1 Day	<i>Accounting Staff</i> Accounting Office
	2. Returns liquidations with lacking signatures and receipts to the Requester/ Traveler		2 Days	<i>Accounting Staff</i> Accounting Office
	3. If liquidations are complete, submits to the Accountant for approval		1 Day	<i>Accounting Staff</i> Accounting Office
	4. Prepares Month-end liquidation summary report for submission to the Accountant		2 Days	<i>Accounting Staff</i> Accounting Office
	5. Files monthly liquidations for COA submission		1 Day	<i>Accounting Staff</i> Accounting Office
	TOTAL	None	7 Days	



**UNIVERSITY OF THE PHILIPPINES CEBU
ACCOUNTING OFFICE**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at accounting.upcebu@up.edu.ph
How feedbacks are processed	<p>The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols.</p> <ol style="list-style-type: none"> 1. Reevaluation of process 2. Corrective action 3. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at accounting.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none"> 1. The office receives the complaint and directs the processing to proper authority. <ol style="list-style-type: none"> 1.1 For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. 2. For formal complaints, the office shall do the following: <ol style="list-style-type: none"> 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	<p>The numbers are at: (032) 232 8187 local 104</p> <p>Email at: accounting.upcebu@up.edu.ph</p>



CASH OFFICE

EXTERNAL SERVICES

1. Collection of fees

The Cash office receives various payments or collects fees from external clients for official documents requested.

Office of Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2B – Government to Business, G2C-Government to Citizen, G2G – Government to Government			
Who may avail	Outsider/ external clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form/Billing Statement 2. I.D			1. Office of the University Registrar (OUR)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished and approved forms required for payment	1.1 Checks the accuracy and completeness of the request form/ billing statement	As per amount billed	2 Minutes	<i>Cash Office Staff</i> Cash Office
	1.2 Informs the client of the amount needed for the request		1 Minute	
2. Pays the required amount	2.1 Receives payment and encode the name and the corresponding fees paid by the client		2 Minutes	
	2.2 Checks the amount of cash or check (cashier or manager's check) presented		2 Minutes	
	2.3 Prints the official receipt after receiving the payment		2 Minutes	
3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to client		1 Minute	



	TOTAL	As per amount billed	10 Minutes
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2. Collection of rental fees of UP Cebu facilities

Cash Office collects fees from external clients include rentals, dormitories, guesthouse and other university facilities, and payment for the sale of bid documents.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2G – Government to Government, G2C –Government to Citizen, G2B –Government to Business			
Who may avail	Outsider / External Clients /Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request Approved reservation form with Assessment For Bid Documents: Payment Form			Client Campus Maintenance Office & Accounting Office Supply & Property Management Office (SPMO)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved reservation form or payment form with assessment of fees	1.1 Receives the reservation or payment form	As per amount billed	2 Minutes	Cash Office Staff Cash Office
	1.2 Checks the rate of payment against the approved rate		1 Minute	
2. Pays the required fees	2. Accepts payment & Check the accuracy of the amount paid.		2 Minutes	
	2.1 Encodes the name & corresponding amount required		2 Minutes	
	2.2. Prints the official receipt		2 Minutes	
3. Claims the official receipt	3.Issues and releases the official receipt to client	1 Minute		
TOTAL		As per amount billed	10 Minutes	



3. Collection of payment for stale, lost and cancelled checks and requests for re-issuance

Clients doing business with the university may request for the re-issuance of cancelled check due to error in encoding in the UIS, stale or lost checks.

Office of Division	Cash Office, Accounting			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who may avail	Suppliers, Private Individuals & Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Cancelled, stale check B. Letter request C. Official receipt		Client Cash Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents & submits the letter request and the check for replacement.	1.1 Receives the letter and affix the date of receipt.	None	5 Minutes	<i>Administrative Assistant II</i> Cash Office
	1.2 Verifies the details of the check.		2 Minutes	
	1.3 Forwards the letter with the copy of the DV and the check cancelled or stale to the Cash Office Head.		2 Minutes	
	1.4 Informs the accounting office of the details of the check cancelled stale or lost check		2 Minutes	
	1.5 Inquires from the bank if the lost check is not presented		30 Minutes	
			2 Minutes	<i>Administrative Officer V</i> Cash Office



	for payment and fill-up request for stop payment.			
	1.6 Informs the client of the status of the request			
2. Receives the approval or disapproval of the request if the lost check was presented in the bank before the request.	2.1 Accepts the payment and issue official receipt for the issuance of another check. 2.2 Prepares the new check. 2.3 Forwards the check for signing of the main signatory and the counter signatory 2.4 Verifies the payee and amount of the check and sign the check	PHP 50.00	2 Minutes 5 Minutes 2 Minutes 1 Hour	<i>Administrative Officer V</i> <i>Cash Office</i> <i>Administrative Assistant II</i> <i>Cash Office</i> SIGNATORIES Rita C. Binagatan Administrative Officer V, or Leliosa P. Bughao Administrative Assistant II COUNTER SIGNATORIES Chancellor, or Vice Chancellor for Administration, or Vice Chancellor for Academic Affairs
	TOTAL	PHP 50.00	1 Hour, 52 Minutes	



4. Collection of Enrollment Fees (Graduate Students Only)

Tuition and Miscellaneous Fees are collected from the graduate program students who are not covered in the Free Tuition Act or known as Republic Act No. 10687. Student Loan are included in the collection of payment.

Office of Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Temporary Form 5 2. Student I.D. 3. Student Loan Form (those who want to avail the Loan)		1. Different Colleges 2. OUR (Office of the Registrar)/Student 3. Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Temporary Form 5, UP I.D. and Student Loan Form (if student wants to avail of the loan)	1.1 Receives the Temporary Form 5, I.D. and Student Loan Form (if applicable) 1.2 Encodes the student no. in the SAIS and inform the students of the amount to be paid.	As per amount billed	2 Minutes	<i>Administrative Assistant II</i> Cash Office and Other Deputized Special Collecting Officer
2. Pay the required amount of school fees.	2. Receives payment by cash from the students a. Checks the amount received and the authenticity of the bill paid through the counterfeit money detector. b. Encodes the name and the amount paid by the student in the SAIS		1 Minute 2 Minutes	
3. Claims the Official	3. Releases the auto generated official		2 Minutes 1 Minute	



Receipt (OR)	receipt, I.D. and Temporary Form 5 to the student			
	TOTAL	As per amount billed	10 Minutes	



5. Collection thru On-Line Deposit

The Cash Office receives collection deposited online to UP Cebu-Philippine Veterans Bank Account.

Office of Division		Cash Office		
Classification		Simple		
Type of Transaction		G2G - Government to Government; G2C - Government to Citizen		
Who may avail		Other government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Copy of Deposit Slip or Copy of List of Due and Demandable Accounts Payable (LDDAP)		Validated Deposit slip issued by the bank or Government Agency concerned		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated deposit slip or LDDAP form receive & acknowledge by the bank	1.1 Checks and verify the date and amount deposited through the print-out bank statement	None	2 Minutes	<i>Administrative Assistant II</i> Cash Office
	1.2 Encodes the data in the online collection system for the online deposit		2 Minutes	
2. Requests for the issuance of U.P. Cebu Official Receipt	2.1 Prints the official receipt to be issued to the requestor		2 Minutes	
	3. Releases the official receipt to client		2 Minutes	
3. Claims the official receipt	3.1 For request thru mail, Prepare acknowledgement letter.		2 Minutes	
	3.2 Releases and mails acknowledgement letter with the		5 Minutes	



	official receipt to the donor or funding agency.			
	TOTAL	None	15 Minutes	



6. Disbursement of Checks

The Cash Office disburses all checks such as payment for utilities, goods, services, remittances, and refunds.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B - Government to Business			
Who may avail	Outsider/ External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Clients: Government Issued I.D. Representative: Authorization Letter (immediate family member) Special Power of Attorney (SPA) Government issued I.D. of the person represented (original & signed photocopy) Government Issued I.D. of the representative Suppliers & other Government Agencies: Government Issued I.D. Official Receipt		SSS, GSIS, Driver's License. Passport, BIR, HDMF Voter's I.D. & Postal I.D. Person being represented Person being represented SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D. SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D. B.I.R.		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires the availability of check or business entity.	1.1 Verifies the availability of the check.	None	2 Minutes	<i>Administrative Aide VI</i> Cash Office
	1.2 Requires the client of the document needed to claim		2 Minutes	



<p>2. For Individual Clients & Representative: Present valid ID.</p> <p>For representative, valid ID of the representative and authorization letter or SPA with the valid ID of the person represented.</p> <p>For Suppliers and other Government Agencies: Presents their official receipt</p>	<p>2. Receives the documents and verify the date of issuance of SPA (within six months period)</p> <p>2.1 Checks the validity of the official receipt of the supplier</p> <p>2.2. Hands in the DV & warrant register to the supplier or claimant to sign the payee portion</p>		<p>3 Minutes</p> <p>2 Minutes</p> <p>1 Minute</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
<p>3. Fills up and sign the DV in the space provided for payee or claimant. Signs the Warrant register and affix the date. Turn over to the in charge the signed DV & warrant register.</p> <p>4. For Suppliers: Issues official receipt and fill-up and signs the disbursement voucher and warrant register and turn-over to the cashier</p>	<p>3. Verifies the correctness of the signature in the DV and warrant register.</p> <p>4. Verifies the data affix in the official receipt and the signature in the DV & warrant register.</p> <p>4.1 Issues the check to claimant/supplier</p>		<p>2 Minutes</p> <p>2 Minutes</p> <p>1 Minute</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
TOTAL		None	15 Minutes	



7. Disbursement of Check through On-Line Deposit

The Cash Office deposits claims, payment of supplies, to their respective account at Land Bank or other banks.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business			
Who may avail	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authority to deposit 2. Bank Account Number 3. Bank Service Charge (inter-branch Account)			1. Requesting party 2. Client's Depository Bank 3. Pay P50 ((P10,000 below) P100 (P10,000 above)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends authority to deposit through email authorizing the Cashier to deposit the claim to the bank account specified	1. Receives the authority to deposit thru email and forward the document	None	2 Minutes	<i>Administrative Officer V</i> Cash Office
	1.1 Prepares the deposit slip and forward to the Cashier.		3 Minutes	<i>Administrative Aide VI</i> Cash Office
	1.2 Deposits the check to the bank specified by the claimant in the authority to deposit		1 Hour	<i>Administrative Officer V</i> Cash Office
	1.3 Provides the claimant of the scan copy of the validated Deposit slip.		2 Minutes	<i>Administrative Aide VI</i> Cash Office
For suppliers: 2. Mails the Official receipt after receiving the scan copy of the deposit slip	2. Provides a scan copy of the deposit Slip & BIR form 2306 & 2307 for tax withheld.		2 Minutes	2 Days
	2.1 Receives the OR and attach to the DV			



	TOTAL	None	2 Days, 1 Hour, 9 minutes
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INTERNAL SERVICES

1. Collection of fees

The Cash office receives various payment or collect fees for official documents requested.

Office of Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C-Governemnt to Citizens			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form/Billing Statement 2. U.P. Cebu I.D			1. Office of the University Registrar (OUR) 2. OUR/HRDO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished and approved forms required for payment	1.1 Checks the accuracy and completeness of the request form/ billing statement	As per amount billed	2 Minutes	<i>Administrative Assistant II</i> Cash Office
	1.2 Informs the client of the amount needed for the request		1 Minute	
2. Pays the required amount	2.1 Receives payment and encode the name and the corresponding fees paid by the client		2 Minutes	
	2.2 Checks the amount of cash or check (cashier or manager's check) presented		2 Minutes	
	2.3 Prints the official receipt after receiving the payment		2 Minutes	



3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to client		1 Minute	
		TOTAL	As per amount billed	10 Minutes



2. Collection of rental fees of UP Cebu facilities

Cash Office collects fees from UP constituents including rentals, guesthouse and other university facilities.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2C –Government to Citizen			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Letter Request 2. Approved reservation form with Assessment			1. Client 2. Campus Maintenance Office & Accounting Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved reservation form or payment form with assessment of fees	1.1 Receives the reservation or payment form	As per amount billed	2 Minutes	<i>Administrative Assistant II</i> Cash Office
	1.2 Checks the rate of payment against the approved rate		1 Minute	
2. Pays the required fees	2. Accepts payment & check the accuracy of the amount paid.		2 Minutes	
	2.1 Encodes the name and corresponding amount required		2 Minutes	
	2.2. Prints the official receipt		2 Minutes	
3. Claims the official receipt	3. Issues and releases the official receipt to client	1 Minute		
TOTAL		As per amount billed	10 Minutes	



4. Collection of payment for stale, lost and cancelled check and request for re-issuance

Personnel within the university may request for the re-issuance of cancelled check due to error in encoding in the UIS, stale or lost check.

Office of Division	Cash Office, Accounting			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Cancelled, stale check 2.Letter request		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents & submits the letter request and the check for replacement.	1.1 Receives the letter and affix the date of receipt.	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office
	1.2 Verifies the details of the check.		2 Minutes	
	1.3 Forwards the letter with the copy of the DV and the check cancelled or stale to the Cash Office Head.		2 Minutes	
	1.4 Informs the accounting office of the details of the check cancelled stale or lost check		2 Minutes	
	1.5 Inquires from the bank if the lost check is not presented		30 Minutes	



	for payment and fill-up request for stop payment.			
	1.6 Informs the client of the status of the request		2 Minutes	
2. Receives the approval or disapproval of the request if the lost check was presented in the bank before the request.	2. Accepts the payment and issue official receipt for the issuance of another check.	PHP 50.00	2 Minutes	<i>Administrative Assistant II</i> Cash Office <i>Administrative Aide VI</i> Cash Office SIGNATORIES Rita C. Binagatan Administrative Officer V, or Leliosa P. Bughao Administrative Assistant II COUNTER SIGNATORIES Chancellor, or Vice Chancellor for Administration, or Vice Chancellor for Academic
	2.1 Prepares the new check.		5 Minutes	
	2.2 Forwards the check for signing of the main signatory and the counter signatory		2 Minutes	
	2.3 Verifies the payee and amount of the check and sign the check		1 Hour	
TOTAL		PHP 50.00	1 Hour, 52 Minutes	



5. Collection thru On-Line Deposit

The Cash Office receives collection deposited on line to UP Cebu Account with Philippine Veterans Bank.

Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Cebu Project Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Copy of Deposit Slip or Copy of List of Due and Demandable Accounts Payable (LDDAP)		Deposit slip issued by the bank or Government Agency concerned		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated deposit slip or LDDAP form receive & acknowledge by the bank	1.1 Checks and verify the date and amount deposited through the print-out bank statement	None	2 Minutes	<i>Administrative Assistant II Cash Office</i>
	1.2 Encodes the data in the online collection system for the online deposit		2 Minutes	
2. Requests for the issuance of U.P. Cebu Official Receipt	2.1 Prints the official receipt to be issued to the requestor		2 Minutes	
	3. Releases the official receipt to client 3.1 For request thru mail, Prepare acknowledgement letter. 3.2 Releases and mails acknowledgement letter with the official receipt to the donor or funding agency.		2 Minutes	
		2 Minutes		
		5 Minutes		
TOTAL		None	15 Minutes	



6. Bond Application of UP Cebu Accountable Officials and Employees

The Cash Office requires accountable officials and employees to apply for a bond from the Bureau of the Treasury in compliance with the COA requirement if position requires custody of funds or property or with the approved authority to hold cash advance of more than P5,000.00

Office of Division		Cash Office		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Cebu Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.General Form 57-A 2.General Form 58-A 3.Authenticated Copy of appointment/designation order 4.SALN & Certificate of Employment 5. Passport Size pictures (2pcs.) 6.DV (Disbursement Voucher) and ObR (Obligation Request)		Cash Office or Bureau of Treasury HRDO Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out bond application form	1.1 Receives and checks the filled-out bond application form and other required documents 1.2. Prepares attachment B (list of bonded public official form) 1.3 Forwards application form to the chancellor for approval	None	5 Minutes 15 Minutes 30 Minutes	<i>Administrative Aide VI</i> Cash Office



<p>2. Prepares DV & OBR for payment of bond premium</p>	<p>2. Receives duly approve disbursement voucher for the bureau of the treasury for check preparation</p> <p>2.1 Submits documents and checks to Bureau of the Treasury and secures authority to accept payment</p> <p>2.2 Deposits check to Land Bank or Veterans Bank</p> <p>2.3 Submits the validated deposit slip and authority to accept payment to Bureau of Treasury</p> <p>2.4 Secures confirmation letter of approved bonded officials from the Bureau of the Treasury</p>	<p>1.5% of the required amount of bond</p>	<p>5 Minutes</p>	<p><i>Administrative Aide VI</i> Cash Office</p>	
			<p>1 Day</p>	<p><i>Administrative Officer V</i> Cash Office</p>	
			<p>1 Hour</p>		
			<p>30 Minutes</p>		
			<p>30 Minutes</p>		
<p>3. Applicant receives copy of the approve bonded officials</p>	<p>3. Provides applicant of a copy of confirmation letter of approved bonded officials</p>			<p>10 Minutes</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
<p>TOTAL</p>		<p>1.5% of the required amount of bond</p>	<p>1 Day, 3 Hours, 5 Minutes</p>		



7. Disbursement of Check

The Cash Office disburses all checks such as payment for utilities, goods, services, salary, remittances, refunds and scholarship grants.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B - Government to Business			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual Clients: Government Issued I.D. University Issued I.D. Representative: Authorization Letter (immediate family member) Special Power of Attorney (SPA) Government issued I.D. of the person represented (original & signed photocopy) Government Issued I.D. of the representative		SSS, GSIS, Driver's License. Passport, BIR, HDMF Voter's I.D. & Postal I.D. HRDO (for employees) OUR (for students) Person being represented Person being represented SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D. SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D.		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires the availability of check	1.1 Verifies the availability of the check. 1.2 Requires the client of the document needed to claim	None	2 Minutes 2 Minutes	<i>Administrative Aide VI</i> Cash Office



<p>2. For Individual Clients & Representative: Present valid ID.</p> <p>For representative, valid ID of the representative and authorization letter or SPA with the valid ID of the person represented.</p>	<p>2. Receives the documents and verify the date of issuance of SPA (within six months period)</p> <p>2.1 Hands in the DV & warrant register to the claimant to sign the payee portion</p>		<p>3 Minutes</p> <p>2 Minutes</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
<p>3. Fills up and sign the DV in the space provided for payee or claimant. Signs the Warrant register and affix the date. Turn over to the in charge the signed DV & warrant register.</p>	<p>3. Verifies the correctness of the signature in the DV and warrant register.</p> <p>3.1 Verifies the data and the signature in the DV & warrant register.</p> <p>3.2 Issues the check to claimant.</p>		<p>2 Minutes</p> <p>2 Minutes</p> <p>2 Minutes</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
TOTAL		None	15 Minutes	



8. Disbursement of Check through On-Line Deposit

The Cash Office deposits claims, payment of supplies, to their respective account at Land Bank or other banks.

Office of Division	Cash Office			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Cebu Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authority to deposit 2. Bank Account Number 3. Bank Service Charge (inter-branch Account)			1. Requesting party 2. Client's Depository Bank 3. Pay P50 ((P10,000 below) P100 (P10,000 above)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends authority to deposit through email authorizing the Cashier to deposit the claim to the bank account specified	1. Receives the authority to deposit thru email and forward the document	None	2 Minutes	<i>Administrative Officer V</i> Cash Office
	1.1. Prepares the deposit slip and forward to the Cashier.		3 Minutes	<i>Administrative Aide VI</i> Cash Office
	1.2 Deposits the check to the bank specified by the claimant in the authority to deposit		1 Hour	<i>Administrative Officer V</i> Cash Office
	1.3 Provides the claimant of the scan copy of the validated Deposit slip.		2 Minutes	<i>Administrative Aide VI</i> Cash Office
TOTAL		None	1 Hour, 7 minutes	



9. Disbursement through Auto-Debit to Account (ADA)

The Cash Office pays salary, scholarship grant, stipend to their individual account through Auto Debit to Account by sending instruction to Land Bank.

Office of Division		Cash Office, Accounting Office		
Classification		Simple		
Type of Transaction		G2G – Government to Citizens		
Who may avail		UP Cebu Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approve DV, OBR, and signed payroll			Accounting Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the sign DV, OBR & payroll	1.1 Receives the approve DV, OBR and signs weekly payroll, monthly stipend & yearly scholarship grant	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office
	1.2 Encodes the weekly payroll & Monthly stipend of students in the FinDes System provided by LBP.		2 Hours	<i>Administrative Officer V</i> Cash Office
	1.3 Prints the listing of the weekly payroll and monthly stipend.		20 Minutes	
	1.4 Prepares & prints the ADA for the weekly payroll, monthly stipend & yearly scholarship grant separately.		10 Minutes	
	1.5 Signs the ADA and the listing of weekly payroll & stipend;		5 Minutes	
	1.6 Forwards the ADA & listing to the		30 Minutes	



	Chancellor Office for counter signature. 1.7 Submits the signed ADA & Listing to LBP with the USB. 1.8 Receives the acknowledge transmittal copy of the ADA & listing with the specified date of debiting to UP Cebu account & crediting to individual claimant.		1 Hour 10 Minutes	
TOTAL		None	4 Hours, 20 Minutes	



10. Release of Pay Slips

The Cash Office releases the folded and stapled pay slip directly to employee as per verbal request or by Colleges /Offices through its authorized claimant.

Office of Division		Cash Office, Accounting Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Individual Release – no requirement Representative per College/Office- List Of employees with individual signature 		<ol style="list-style-type: none"> None Concern College/Office 		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Arranges pay slip alphabetically upon receipt from the accounting office.		1 Hour	
1. Employee request verbally to release pay slip at counter 1	Individual Release 1. Finds and releases pay slip to employee	None	3 Minutes	<i>Administrative Aide VI</i> Cash Office
2. Receives folded & stapled Pay slip.	Per College/Office 1. Finds and releases the individually folded and stapled pay slip to the authorized claimant.		2 Minutes	
1. Submits the list of names of employees per College/Office requesting for the release of payslip for the period.			10 Minutes	
2. Receives the folded and stapled pay slip				
TOTAL		None	1 Hour, 15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at cash.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">4. Reevaluation of process5. Corrective action6. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none">3. The office receives the complaint and directs the processing to proper authority.<ol style="list-style-type: none">a. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.4. For formal complaints, the office shall do the following:<ol style="list-style-type: none">1.6 Complaint processing1.7 Complaint investigation1.8 Corrective action1.9 Complaint resolution1.10 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 00 Email at: cash.upcebu@up.edu.ph



CAMPUS MAINTENANCE OFFICE (CMO)

EXTERNAL SERVICES

1. Reservation of Facilities and Grounds

This is to assist outsiders and UP students in planning events and booking the facilities in UP Cebu subject to availability. Service support is extended in person, on the phone, online or a combination of these avenues, to answer questions and make arrangements and reservations of facilities in advance.

Office of Division	CMO			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G - Government to Government			
Who may avail	Outsiders from other government agencies, universities, private sector, other UP units and UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reservation Form Letter of Intent from Client addressed to the Chancellor through the Vice Chancellor for Administration			CMO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks availability of the facilities (on a first-come first-served basis)	1. Confirms the availability of the facilities and/or equipment	Based on approved Fiscal Policy and Operations Committee (FPOC) fees	2 Days	CMO Staff Campus Maintenance Office
2. Fills out reservation form	2. Issues reservation form		25 Minutes	CMO Staff Campus Maintenance Office
3. Submits accomplished form	3. Reviews, calculates fees and endorses form for assessment		30 Minutes	CMO Staff



	of fees to the Accounting Office			Campus Maintenance Office
4. Brings the form to the Accounting Office	4. Accounting Office assesses the fees			<i>Accounting staff in-charge</i> Accounting Office
5. Brings the form to the Office of the Vice Chancellor for Administration (OVCA)	5. The OVCA endorses and forwards request to the Office of the Chancellor			<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	6. The Chancellor takes action (approval/disapproval) on the request)			<i>OC staff and the Chancellor</i> Office of the Chancellor
6. Claims the form from the Office of the Chancellor	7. OC staff releases the form			
6. Brings approved form to the Cashier Office for payment of fees	8. Cashier Office receives payment			<i>Cashier Staff</i> Cash Office
7. Receives approved request and provides a copy to CMO	9. Confirms booking and enforces relevant action		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office
TOTAL		None	3 Days	

Notes:

1. PROCESSING TIME: Within one day (accepts reservation from within a month only, except for very important UP activities, filling up of form can be earlier but not later than 3 days before the actual use of facilities).
2. Approved reservations may be canceled or transferred to other venues/facilities in the event of urgent or unforeseen unit-wide events hosted by UP Cebu Administration.



2. Technical Support

The CMO provides technical and other engineering support for clients for their activities using UP Cebu equipment.

Office of Division		CMO		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Outsiders from other government agencies, universities, private sector, other UP units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter/Proposal	Comments/ Remarks; Depends upon the Nature of the proposal/request	None	5 Days	<i>Head of CMO/Foreman Campus Maintenance Office</i>
TOTAL		None	5 Days	

Note:

1. PROCESSING TIME: Depends on the situation



3. Concessionaire's request for booking of facilities and utilities

This is to assist concessionaires and UP students in booking/reservation of the facilities/utilities They may support in person, on the phone, online or a combination of these. They answer questions and make suggestions and reservations of facilities in advance.

Office of Division	CMO			
Classification	Simple			
Type of Transaction	G2B – Government of Business			
Who may avail	Outsiders/ Concessionaires and UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent Request Form Electrical Payment Concessionaires Bond Sanitary Permit (photocopy) (for HSU)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter/Proposal Approval from OVCA and OC	Issues copy request		3 Days	<i>CMO Staff</i> Campus Maintenance Office
	Computes for Electrical Payment	100/day		<i>Cashier Staff</i> Cash Office
	Concessionaire Bond	Concessionaire Bond of P200.00 – will be returned after the event		<i>CMO Staff</i> Campus Maintenance Office
TOTAL		100/Day	3 Days	



4. Computation for Power and Water Supply

Estimate/calculate and compute the power consumption and water supply of the customers.

Office of Division		CMO		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen, G2B – Government of Business		
Who may avail		Outsiders and UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Sub meter reading				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter/Proposal	Comments/Remarks; Depends upon the Nature of the proposal/request	None	5 Days	<i>Head of CMO/ Foreman Campus Maintenance Office</i>
TOTAL		None	5 Days	

Note:

1. For outsider with fees depends on the computation



5. Job Order Requests

A job order request is usually a task or a job for UP Cebu constituents to address maintenance or other concerns. Such an order may be from a customer request or created internally within the organization. Job orders may also be created as follow ups to Inspections. A job order request can be done immediately or depends on the availability of the skilled workers/janitors and materials/equipment needed.

Office of Division	CMO			
Classification	From Simple to Highly Technical This depends upon the nature of the job requested; availability of the materials; availability of the skilled workers/ janitors. Urgent requests are attended to promptly.			
Type of Transaction	G2C – Government of Citizen			
Who may avail	UP Cebu Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		CMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out of Job Order Form		None		<i>Students</i>
2. Submits Job Order Request Form	1. Receives form		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office
	2. Assigns staff to do the job		3-20 Days	<i>CMO Staff</i> Campus Maintenance Office
	3. Gives confirmation to the customer after job		20 Minutes	<i>CMO Staff</i> Campus



	completion			Maintenance Office
	4. Files Job Order request completed		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office
	TOTAL	None	3-20 Days	

Note:

1. First come first served basis, overall total PROCESSING TIME can be done upon the nature of the job and the availability



INTERNAL SERVICES

1. Reservation of Facilities, Equipment and Vehicles

This is to assist UP Cebu constituents in booking the facilities and vehicles in UP Cebu subject to availability. Service support is extended in person, on the phone, online or a combination of these avenues. They answer questions and make suggestions and reservations of facilities in advance.

Office of Division	CMO			
Classification	Simple			
Type of Transaction	G2C – Government of Citizen, G2G - Government of Government			
Who may avail	UP Cebu Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Reservation Form Letter Intent from client addressed to the Vice Chancellor for Administration through the Head of CMO			CMO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks availability of the facilities (first come first serve basis)	1. Confirms the availability of the facilities	No fees are imposed on curricular and administrative activities of UP Cebu constituents, including approved calendar of activities of	2 Days	<i>CMO Staff</i> Campus Maintenance Office
2. Collects reservation form	2. Issues reservation form		25 Minutes	<i>CMO Staff</i> Campus Maintenance Office
3. Submits accomplished form to CMO	3. Reviews, calculates fees, if applicable, and endorses form for assessment of fees to the Accounting Office		30 Minutes	<i>CMO Staff</i> Campus Maintenance Office



	If no fees are required, CMO advises client to bring the form to the OVCA for approval	duly accredited student organizations. Extra-curricular and other income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines			
4. Brings form to the Accounting Office	4. Accounting Office assesses fees			<i>Accounting Staff in-charge</i> Accounting Office	
5. Brings form to the Office of the Vice Chancellor for Administration (OVCA)	5. The VCA approves or disapproves request			<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration	
6. Brings approved form to the Cashier Office for payment	6. Cashier Office receives payment			<i>Cashier Staff</i> Cash Office	
7. Receives approved request and provides a copy to CMO	7. Confirms booking and enforces relevant action		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office	
TOTAL			None	3 Days	

Notes:

1. PROCESSING TIME: Within one day (accepts reservation from within a month only, except for very important UP activities, filling up of form can be earlier but not later than 3 days before the actual use of facilities).
2. Requests with no fees required, skip steps 4 and 6.
3. The client shall shoulder fees for CMO staff for overtime during weekends and after office hours.
4. All requests for waived fees and/or discounts would be endorsed by the OVCA to the Office of the Chancellor for approval.



2. Job Order Request

A job order request is usually a task or a job for UP Cebu constituents to address maintenance or other concerns. Such an order may be from a customer request or created internally within the organization. Job orders may also be created as follow ups to Inspections. A job order request can be done immediately or depends on the availability of the skilled workers/janitors and materials/equipment needed.

Office of Division	CMO			
Classification	From Simple to Highly Technical This depends upon the nature of the job requested; availability of the materials; availability of the skilled workers/ janitors. Urgent requests are attended to promptly.			
Type of Transaction	G2C – Government of Citizen			
Who may avail	UP Cebu Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Order Request Form			CMO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out of Job Order Form		None		<i>UP Faculty/ Staffs</i>
2. Submits Job Order Request Form	2.1 Receives form		5 Minutes	<i>CMO Staff Campus Maintenance Office</i>
	2.2 Assigns staff to do the job		3-20 Days	<i>CMO Staff Campus Maintenance Office</i>
	2.3 Gives confirmation to the customer after job completion		20 Minutes	<i>CMO Staff Campus Maintenance Office</i>



	2.4 Files Job Order request completed		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office
TOTAL		None	3-20 Days	

Note:

First come first served basis, overall total PROCESSING TIME can be done upon the nature of the job and the availability.



3. Technical Support

The CMO provides technical and other engineering support for clients for their activities using UP Cebu equipment.

Office of Division		CMO		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		UP Cebu Faculty REPS and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter the Vice Chancellor for Administration through Head of CMO	Comments/ Remarks; Depends upon the Nature of the proposal/request	None	5 Days	<i>Head of CMO/Foreman Campus Maintenance Office</i>
TOTAL		None	5 Days	

Note: Processing time depends on the situation and/or nature of the problem.



4. Computation for Power and Water Supply

Estimate/calculate and compute the power consumption and water supply of the customers.

Office of Division		CMO		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		UP Cebu Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter the Vice Chancellor for Administration through Head of CMO				
Sub meter reading				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Letter/Proposal	Comments/Remarks; Depends upon the Nature of the proposal/request	None	5 Days	Head of CMO/ Foreman Campus Maintenance Office
TOTAL		None	5 Days	



5. Minor Rehabilitation of Facilities

Rehabilitation of facilities includes repair, alterations, and additions while preserving those portions or features for minor cases only. Clients can submit request letters/proposals with the approval of the Chancellor, subject to materials availability.

Office of Division		CMO		
Classification		Complex		
Type of Transaction		G2C – Government of Citizen		
Who may avail		UP Cebu Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter/Proposal addressed to the Chancellor through the Vice Chancellor for Administration				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Letter/Proposal to the CMO	1.1 Endorses request and forwards to the Office of the Vice Chancellor for Administration	None	1 Day	Head of CMO/ Foreman Campus Maintenance Office
	1.2 OVCA endorses request to the Office of the Chancellor			
	1.3 The Office of the Chancellor approves/disapproves request			
	1.4 Receives approved requests from the Office of the Chancellor and takes action		6 Days	CMO Staff Campus Maintenance Office
TOTAL		None	7 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">1. Reevaluation of process2. Corrective action3. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none">1. The office receives the complaint and directs the processing to proper authority.<ol style="list-style-type: none">1.1 For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.2. For formal complaints, the office shall do the following:<ol style="list-style-type: none">1.1 Complaint processing1.2 Complaint investigation1.3 Corrective action1.4 Complaint resolution1.5 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 306 Email at: cmo.upcebu@up.edu.ph



HEALTH SERVICES UNIT (HSU)

EXTERNAL SERVICES

Note: Processing time does not include waiting time, which could vary depending on the number of patients waiting in line.

1. Medical Consultation

Doctor reviews a patient's medical history, examines the patient, and makes recommendations as to care and treatment

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and dependents of faculty, staff and REPS, canteen staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walks into clinic reception area for consultation	1. Receives patient for recording and vital signs taking	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Proceeds to the doctor 's room for consultation	2. Provides medical consultation, examination and evaluation, and instruction, treatment, issuance of prescription for medicines or request for diagnostic tests etc.		5 Minutes for simple medical conditions 30 Minutes for complex medical condition	<i>Doctor</i> Health Services Unit
3. Returns back to the clinic reception for dispensing of medicine	3. Dispenses medicine and gives treatment instruction to the patient		10 Minutes	<i>Nurse</i> Health Services Unit
TOTAL		None	50 Minutes	



2. BP/ V/S monitoring

To check on the blood pressure and vital signs of patients for monitoring

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, canteen staff, dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walks into clinic reception area for V/S monitoring	1. Proceeds to take the patients vital signs and records this in the logbook	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client with abnormal V/S is referred to the doctor for management	2. Provides medical consultation and evaluation		15 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	20 Minutes	



3. Issuance of Request for diagnostic test, specialist, or admission referral

Transfer of care for a patient from one clinician or clinic to another by request

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and dependents of employees, canteen staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patients		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to clinic reception area	1. Receives the patient	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor's room for issuance of referral	2. Issues a referral for laboratory/ imaging, specialist consult or admission		20 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	25 Minutes	



4. Issuance of Medical Certificate/ Fitness clearance for scholarship or physical activity or training or enrolment (of old students)

To issue a written statement that attests to the result of a medical examination of a patient, for scholarship or physical activity or training or enrolment (old students) and for other purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Presence of patient Medical examination form (if available) Lab test/ imaging test results (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the clinic reception area	1. Receives the patient, takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to doctor's room for evaluation and issuance of medical certificate	2. Physical examination and evaluation of patient together with lab results and issuance of medical certificate		20 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	25 Minutes	



5. Issuance of medical certificate for Leave of Absence (LOA - absence from class)

To issue a written statement that attests to the result of a medical examination of a patient for LOA (absence from class)

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient Lab test/ imaging test result (if available)		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to clinic reception area	1. Receives the patient, takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor's room for evaluation and issuance of medical certificate	2. Physical examination of patient, evaluates lab results and issuance of medical certificate		20 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	25 Minutes	



6. Signing of University Clearance

To sign University clearance of students/alumni for whatever purpose it may serve them

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance form		From HRDO/OUR		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents clearance form to clinic reception area	1. Receives the documents and checks if client has obligations	None	5 Minutes	<i>Nurse</i> Health Services Unit
	2. Signs the clearance form		5 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	10 Minutes	



7. Processing of Pre employment Medical Examination

To screen individuals for risk factors and medical conditions that may limit their ability to perform safely and effectively

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Applicants for employment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory/ imaging test results Pre-employment medical form and pre enrolment medical form			HRDO/ HSU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to clinic reception area and presents the documents	1. Receives and checks the completeness of documents; takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor for evaluation	2. Examines and evaluates the patient; evaluates also the test results and issues pre-employment or pre-enrolment medical certificate		30 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	35 Minutes	



8. Request for Immunization/ Vaccination

To administer immunization/ vaccination upon request of an individual

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to clinic reception	1.1 Receives and accommodates the patient	None	2 Minutes	<i>Nurse</i> Health Services Unit
	1.2 Evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)		5 Minutes	<i>Doctor</i> Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation		Usually done 2 days before desired schedule	<i>Doctor</i> Health Services Unit
3. Returns as scheduled for the immunization	3. Gives the immunization shot to the patient	Cost of vaccine (if ordered for delivery)	10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	Cost of vaccine (if ordered for delivery)	2 Days, 17 Minutes	



9. Dental Consultation

A visit with your dental care provider where you can discuss your issues, concerns, and treatment options

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students and dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception	1. Receives patient and checks for availability of schedule and responds to the query	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Patient is brought into the dentist room for consultation	2. Provides consultation, examination and evaluation of dental treatment, issues prescription for medicines and/ or request for dental x-rays and post-operative instructions.		10 Minutes	<i>Dentist</i> Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Dispenses medicine if needed		5 Minutes	<i>Nurse</i> Health Services Unit
TOTAL		None	20 Minutes	



10. Oral Prophylaxis

Employing any of a variety of treatments of the teeth and adjacent tissues to restore or maintain normal oral health and function

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of the patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks into the clinic reception for Oral Prophylaxis	1. Receives and accommodates patient		3 Minutes	<i>Nurse</i> Health Services Unit
2. Dental Patient needs to pay to the cashier's office before the treatment and present the receipt to the Dentist	2. Receives payment and issues receipt to be presented to the HSU	Prophylaxis is free once a year for students and Php 60.00 for dependents	2 Minutes	<i>Cash Office Staff</i> Cash Office
3. Patient is brought to the dentist's room for treatment	3. Provides evaluation, examination and doing the proper treatment procedure		20 Minutes for mild cases 30 Minutes for moderate cases 45 Minutes for severe or heavy cases	<i>Dentist</i> Health Services Unit
4. Patient is released from the treatment area			5 Minutes	<i>Dentist</i> Health Services Unit
TOTAL		Php 60.00	25 Minutes for mild cases	



		35 Minutes for moderate cases 50 Minutes for severe or heavy cases	
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11. Dental Extraction

This is a process of removing a tooth from the dental alveolus (socket) in the alveolar bone.

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students, dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception area for tooth filling	1. Receives and accommodates patient		3 Minutes	<i>Nurse</i> Health Services Unit
2. Dental Patient needs to pay to the cashier's office before the treatment and present the receipt to the Dentist	2. Receives payment and issues receipt to be presented to the HSU	Php 50.00 /tooth	2 Minutes	<i>Cash Office Staff</i> Cash Office
3. Patient is brought to the dental room	3. Provides evaluation and examination of the case and do the procedure		1 Hour depending on the severity of the case	<i>Dentist</i> Health Services Unit
4. Patient is released from the treatment area				
TOTAL		Php 50.00 /tooth	1 Hour, 5 Minutes	



12. Dental Filling

A dental filling is a way to restore a tooth damaged by decay back to its normal function and shape

Office or Division		Health Services Unit		
Classification		Simple to Highly Technical		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students and dependents of employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception area for dental filling	1. Receives and accommodates patient	Php 75.00 dental filling/tooth Patient needs to pay in the cash office before treatment and present the receipt to the Dentist	5 Minutes	<i>Nurse</i> Health Services Unit
2. Patient is brought to the dental room	2. Provides evaluation and examination of the case and do the procedure		1 Hour	<i>Dentist</i> Health Services Unit
3. Patient is released from the treatment area				
TOTAL		Php 75.00 dental filling/tooth	1 Hour, 5 Minutes	



INTERNAL SERVICES

1. Processing of E-Hope Reimbursements

The processing of claims of reimbursement of hospital expenses of employees under E-HOPE program

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Patients hospitalization record Hospital billing/ statement of account Receipts eHope claim form			From the hospital Human Resource Development Office (HRDO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRDO submits the patient's documents to HEALTH SERVICES UNIT	1. Receives the documents and forwards them to the doctor	None	2 Minutes	<i>Nurse</i> Health Services Unit
	2. Examines the documents for completeness; evaluates claims and determines Phil Health case rate 3. Issues patient claims summary		1 Day	<i>Doctor</i> Health Services Unit
	TOTAL	None	1 Day, 2 Minutes	



2. Medical Consultation

Doctor reviews a patient's medical history, examines the patient, and makes recommendations as to care and treatment

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks into clinic reception area for consultation	1. Receives and accommodates; takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor 's room for consultation	2. Provides medical consultation, examination and evaluation, and instruction, treatment, issuance of prescription for medicines or request for diagnostic tests etc.		5 Minutes for simple medical conditions 30 Minutes for complex medical condition	<i>Doctor</i> Health Services Unit
3. Client is referred back to the clinic reception for dispensing of medicine	3. Dispenses medicine and gives treatment instruction to the patient		10 Minutes	<i>Nurse</i> Health Services Unit
	TOTAL	None	50 Minutes	



3. BP/ V/S monitoring

To check on the blood pressure and vital signs of patients for monitoring

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks into clinic reception area for V/S monitoring	1. Proceeds to take the patients vital signs and records this in the logbook	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client with abnormal V/S is referred to the doctor for management	2. Provides medical consultation and evaluation		15 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	20 Minutes	



4. Issuance of Request for diagnostic test, specialist, or admission referral

Transfer of care for a patient from one clinician or clinic to another by request

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patients		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to clinic reception area	1. Receives and accommodates the patient	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor's room for issuance of referral	2. Issues a referral for laboratory/ imaging, specialist consult or admission to the patient		10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	15 Minutes	



5. Issuance of Medical Certificate/ Fitness clearance for scholarship or physical activity or training or enrolment

To issue a written statement that attests to the result of a medical examination of a patient, for scholarship or physical activity or training; and for other purposes.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Presence of patient Medical examination form (if available) Lab test/ imaging test results (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the clinic reception area	1. Receives the patient, takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to doctor's room for evaluation and issuance of medical certificate	2. Physical examination and evaluation of patient together with lab results and issuance of medical certificate		20 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	25 Minutes	



6. Issuance of medical certificate for Leave of Absence (LOA - absence from work)

To issue a written statement that attests to the result of a medical examination of a patient for LOA (absence from class or work)

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty, REPS and Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient Lab test/ imaging test result (if available)		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to Clinic reception area	1. Receives the patient, takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor's room for evaluation and issuance of medical certificate	2. Physical examination of patient, evaluates lab results and issuance of medical certificate		15 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	20 Minutes	



7. Signing of University Clearance

To sign University clearance of employees for whatever purpose it may serve them

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance form		From HRDO/OUR		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents clearance form to clinic reception area	1. Receives the documents and checks if client has obligations	None	5 Minutes	<i>Nurse</i> Health Services Unit
	2. Signs the clearance form		5 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	10 Minutes	



8. Processing of Medical Examination for Employees

To screen individuals for risk factors that may limit their ability to perform safely and effectively

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Newly hired employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory/ imaging test results Pre-employment medical form medical form			HRDO/ HSU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to clinic reception area and presents the documents	1. Receives and checks completeness of documents, takes vital signs and records it	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor for evaluation	2. The patient is examined and evaluated, the test results are evaluated, and patient is issued pre employment or pre enrolment medical certificate		30 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	None	35 Minutes	



9. Request for Immunization

To administer immunization/ vaccination upon request of an individual

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to clinic reception	1.1 Receives and accommodates the patient	None	2 Minutes	<i>Nurse</i> Health Services Unit
	1.2 Evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)		5 Minutes	<i>Doctor</i> Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation		Usually done 2 days before desired schedule	<i>Doctor</i> Health Services Unit
3. Client returns as scheduled for the immunization	3. Gives the immunization shot to the patient	Cost of vaccine (if ordered for delivery)	10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL	Cost of vaccine (if ordered for delivery)	2 Days, 17 Minutes	



10. Dental Consultation

A non-invasive visit with your dental care provider where you can discuss your issues, concerns, and treatment options

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception	1. Receives patient and checks for availability of schedule and responds to the query	None	2 Minutes	<i>Nurse</i> Health Services Unit
2. Patient is brought into the dentist room for consultation	2. Provides consultation, examination and evaluation of dental treatment, issuance of prescription for medicines and or request for dental x-rays and post-operative instructions.		10 Minutes	<i>Dentist</i> Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Dispenses medicine if needed		5 Minutes	<i>Nurse</i> Health Services Unit
TOTAL		None	17 Minutes	



11. Oral Prophylaxis

Employing any of a variety of treatments of the teeth and adjacent tissues to restore or maintain normal oral health and function

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of the patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks into the clinic reception for Oral Prophylaxis	1. Receives and accommodates patient		3 Minutes	<i>Nurse</i> Health Services Unit
2. Dental Patient needs to pay to the cashier's office before the treatment and present the receipt to the Dentist	2. Receives payment and issues receipt to be presented to the HSU	Prophylaxis is free once a year for students and Php 60.00 for Faculty, Staff	2 Minutes	<i>Cash Office Staff</i> Cash Office
2. Patient is brought to the dentist's room for treatment	3. Provides evaluation, examination and doing the proper treatment procedure		20 Minutes for mild cases 30 Minutes for moderate cases 45 Minutes for severe or heavy cases	<i>Dentist</i> Health Services Unit
3. Patient is released from the treatment area			5 Minutes	<i>Dentist</i> Health Services Unit
TOTAL		Php 60.00	25 Minutes for mild cases	



		35 Minutes for moderate cases 50 Minutes for severe or heavy cases	
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12. Dental Extraction

This is a process of removing a tooth from the dental alveolus (socket) in the alveolar bone.

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Faculty, REPS and administrative staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception area for tooth filling	1. Received and accommodates patient		2 Minutes	<i>Nurse</i> Health Services Unit
2. Dental Patient needs to pay to the cashier's office before the treatment and present the receipt to the Dentist	2. Cash offices receives payment and issues receipt to be presented to the HSU	Php 50.00/tooth	2 Minutes	<i>Cash Office Staff</i> Cash Office
3. Patient is brought to the dental room	3. Provides evaluation and examination of the case and do the procedure		1 Hour depending on the severity of the case	<i>Dentist</i> Health Services Unit
4. Patient is released from the treatment area				
TOTAL		Php 50.00/tooth	1 Hour, 4 Minutes	



13. Dental Filling

A dental filling is a way to restore a tooth damaged by decay back to its normal function and shape

Office or Division		Health Services Unit		
Classification		Simple to Highly Technical		
Type of Transaction		G2G _ Government to Government		
Who may avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks in the clinic reception area for dental filling	1. Receives and accommodates patient	Php 75.00 dental filling/tooth Patient needs to pay in the cash office before treatment and present the receipt to the Dentist	2 Minutes	<i>Nurse</i> Health Services Unit
2. Patient is brought to the dental room	2. Provides evaluation and examination of the case and do the procedure		1 hour	<i>Dentist</i> Health Services Unit
3. Patient is released from the treatment area				
.TOTAL		Php 75.00 dental filling/tooth	1 Hour, 2 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">7. Reevaluation of process8. Corrective action9. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none">5. The office receives the complaint and directs the processing to proper authority.<ol style="list-style-type: none">b. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.6. For formal complaints, the office shall do the following:<ol style="list-style-type: none">1.11 Complaint processing1.12 Complaint investigation1.13 Corrective action1.14 Complaint resolution1.15 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 306 Email at: hsu.upcebu@up.edu.ph



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

EXTERNAL SERVICES

1. Issuance of Service Record as requested by separated employees

Service Record is issued as requested by separated employees as a requirement for claims and other purposes.

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Separated Employees of UP Cebu		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (1) for walk-in/ Online Request- request note via email or FB messenger (1)/ Call/SMS request (1)		UP Cebu - HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets a request slip from HRDO and fills it out/ sends request note via email or FB messenger/ sends request via SMS or calls HRDO.	1. Staff in-charge prepares and prints the requested Service Record and has it signed by the HRDO head.	None	3 Hours	<i>Administrative Assistant II</i> HRDO
2. Claims the requested Service Record.	2. Staff in-charge scans the document for those who would opt for a soft copy and releases the physical copy of the Service Record to the client who personally claims the document.		1 Hour	<i>Administrative Assistant II</i> HRDO
TOTAL		None	4 Hours	



2 Issuance of Certificate of Employment as requested by separated employees.

Certificate of employment is issued as requested by separated employees for future employment and other lawful purposes.

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Separated Employees of UP Cebu		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip (1) for walk-in or Online Request- request note via email or FB messenger (1) or Call/SMS request (1)			UP Cebu- HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets a request slip from HRDO and fills it out/ sends request note via email or FB messenger/ sends request via SMS or calls HRDO.	1. Staff in-charge prepares and prints the requested Certificate of Employment and has it signed by the HRDO head.	None	2 Hours	<i>Administrative Assistant II</i> <i>HRDO Chief</i> HRDO
2. Claims the requested Certificate of Employment.	2. Staff in-charge scans the document for those who would opt for a soft copy and releases the physical copy of the Certificate of Employment to the client who personally claims the document.		1 Hour	<i>Administrative Assistant II</i> <i>HRDO Chief</i> HRDO



	TOTAL	None	3 Hours
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3 Recruitment, Selection and Placement

It is an HR policy to ensure transparent and fair hiring process, select a highly qualified candidate and recruit the right people for the University.

Office of Division	HRDO			
Classification	Highly Technical			
Type of Transaction	G2C – Government of Citizen			
Who may avail	Applicants for teaching, administrative, and REPS positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application letter 2. Personal Data Sheet/ CV 3. Transcript of Records (TOR) 4. Proof of accomplishment/certificates 5. Copy of performance rating (for administrative staff and REPs applicants) 			UP Cebu- HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Applicant sends complete application requirements to hrdo.upcebu@up.edu.ph or drops application folder to HRDO or to the concerned college, if applying for a teaching position. 	<ol style="list-style-type: none"> 1.1 For administrative and REPS position applicants: HRDO receives the application, summarizes the qualification and sends the documents to the College/Office HRMPSB (for administrative staff applicants) or to the REPS Personnel Committee (for REPS position applicants) for them to schedule an interview. 	None	3 Days	<i>Administrative Aide IV</i> <i>Administrative Aide III</i> <i>HRDO Chief</i> HRDO
	<ol style="list-style-type: none"> 1.2 For faculty applicants: HRDO receives 		3 Days	<i>Administrative Aide IV</i>



	the application and gives the documents to the concerned college so that the College Academic Personnel Committee (CAPC) can schedule an interview and demo teaching.			<i>HRDO Chief</i> HRDO
	b. HRDO staff in-charge notifies the applicant of the interview schedule		1 Day	<i>Administrative Aide IV</i> HRDO
2. Confirms attendance to the interview / interview and teaching demo schedule.	2.1 The University HRMPSB / APFC / RPFC sets a meeting for the deliberation of the recommended applicants by the College/Office HRMPSB/ REPS Personnel Committee /CAPC		3 Days	<i>HRDO Chief</i> HRDO
	2.2 After the APFC/HRMPSB/RPFC meeting, HRDO prepares endorsements to be signed by the VCAA/VCA which will need the approval of the Chancellor		4 Days	<i>HRDO Chief</i> HRDO
	2.3 After the endorsement has been approved by the Chancellor, HRDO informs the college or office concerned to prepare for a basic paper which will be signed according to the following order: a. Recommending Officer b. HRMO c. Budget Officer d. VCA/VCAA e. Chancellor		5 Days	<i>HRDO Chief</i> HRDO
	2.4 Basic Paper/s approved by the Chancellor are sent back to HRDO to		1 Day	<i>HRDO Chief</i> HRDO



	inform considered applicant and for the preparation of appointment			
	TOTAL	None	20 Days	



<ul style="list-style-type: none"> • NBI Clearance (1 original copy) • Approved resignation from previous employer (1 original; 1 photocopy) • Authenticated copy of Civil Service Eligibility (1 original; 1 photocopy) <p>If transferred from another government agency, submit authenticated copy of the following:</p> <ul style="list-style-type: none"> • Approved transfer from previous employer (1 original; 1 photocopy) • Approved clearance (present original; 1 photocopy) • Complete Service Record (1 original; 1 photocopy) • Certification of Leave Credits earned (1 original; 1 photocopy) • Certification of last salary, benefits, compensation received (1 original; 1 photocopy) 		<p>Civil Service Commission</p> <p>Previous government employer</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants considered for the teaching / admin/ REPS position submits the pre-employment requirements to the HRDO.	a. HRDO checks the completeness of the documents submitted.	None	1 Day	<i>Administrative Aide IV</i> HRDO
	1.2 HRDO sends the documents to the Office of the Chancellor for the oath-taking schedule.		1 Day	<i>Administrative Aide IV</i> HRDO
	1.3 The Office of the Chancellor sets a schedule of oath-taking		1 Day	<i>Administrative Assistant II</i> Office of the Chancellor
	1.4 HRDO releases appointments to newly hired faculty and REPS after their submission of complete pre-employment documents		1 Day	<i>Administrative Assistant II</i> HRDO
	1.5 HRDO prepares copies of the complete documents of the newly hired administrative staff		2 Days	<i>Administrative Aide IV</i> HRDO
	1.6 HRDO submits the documents to the Civil		1 Day	<i>Administrative Aide IV</i> <i>Administrative Assistant II</i>



	Service Commission Field Office			HRDO
TOTAL		None	7 Days	

2 Submission of Quarterly Foreign Travel Report

It is a requirement of the Office of the President of the Philippines submitted through the Office of the Vice President for Administration of the University.

Office of Division		HRDO		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		Office of the Vice President for Administration (OVPA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OVPA reminds the submission of the foreign travel report at the end of every quarter	1.1 Staff in-charge generates report from the UP HRIS	None	3 Days	<i>Administrative Aide IV</i> <i>HRDO Chief</i> HRDO
	1.2 Staff gathers brief statement from the persons who were authorized to travel as a result of their trip/travel		2 Days	<i>Administrative Aide IV</i> <i>HRDO Chief</i> HRDO
	1.3 Staff prints the report and have it signed by the Vice chancellor for Administration and by the Chancellor		1 Day	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration <i>Chancellor</i>



				Office of the Chancellor
	1.4 Submits printed and scanned copy of the report to OVPA		1 Day	<i>HRDO Chief</i> HRDO
	TOTAL	None	7 Days	



	<p>e. Cash Office</p> <p>f. University Library</p> <p>g. HRMO</p> <p>h. Legal</p> <p>i. Vice Chancellor for Administration/Academic Affairs</p> <p>j. Chancellor</p>		<p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>30 Minutes</p> <p>1 Hour</p>	<p><i>Chief</i> Cash Office</p> <p><i>Chief</i> University Library</p> <p><i>Chief</i> HRDO</p> <p><i>Chief</i> Legal Office</p> <p><i>Vice Chancellors</i> Office of the Vice chancellor for Administration/Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
2. Fills out the necessary information and start with the college or office you once belonged to	1.2 The Office of the Chancellor returns the signed clearance to the HRDO		30 Minutes	<i>Administrative Aide VI</i> Office of the Chancellor
3. Separated employee waits for the signed University Clearance form.	1.3 HRDO notifies the separated employee via SMS, phone call or email after the University Clearance form is completely signed.		30 Minutes	<i>Administrative Aide IV</i> HRDO



	TOTAL	None	1 Day

7 Processing of retirement benefits of retired employees

It is an HR process extended to retired employees for them to be paid of their retirement claims on time.

Office of Division	HRDO			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Retired employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Forms for the retirement benefits: <ul style="list-style-type: none"> • GSIS • Pag-Ibig • Terminal Leave to be applied with DBM • ESRP / FSL 		UP Cebu- HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retired employee secures a copy of the different retirement benefit application forms from HRDO and accomplish the forms of all retirement benefits application for GSIS, Pag-Ibig, UP Provident Inc.	1.1 HRDO staff-in-charge assists and facilitates the retirement process	None	2 Days	<i>Administrative Assistant II</i> HRDO
	1.2 Staff-in-charges submits retirement benefit application forms to GSIS, Pag-Ibig, UP Provident Fund Inc.		3 Days	<i>Administrative Assistant II</i> HRDO
2. Retired employee submits to	2. HRDO receives the		1 Day	<i>Administrative Assistant II</i>



HRDO the GSIS clearance upon release of the benefit	retirement clearance form from the retire upon release of the GSIS benefit			HRDO
3. Retired employee waits for the release of all the UP e-SRP and or Faculty Sick Leave Benefits	3. Staff-in-charge computes eSRP/FSL upon completion of the University Clearance		7 Days	<i>Administrative Assistant II</i> HRDO
4. Submission of Claims for Terminal Leave Benefits	4. Staff in-charge computes the leave benefits and prepares all documents on claims for terminal leave claims and send to DBM through the UP System		7 Days	<i>Administrative Assistant II</i> HRDO
TOTAL		None	20 Days	



INTERNAL SERVICES

1. Issuance of Service Record as requested by UP Cebu employees

Service Record is issued upon the request of employees for them to know the record of their service from the start up to the current period, reconciliation of records with GSIS and other lawful purposes.

Office of Division	HRDO			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All Employees of UP Cebu			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip (1) for walk-in/ Online Request- request note via email or FB messenger (1)/ Call/SMS request (1)			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets a request slip from HRDO and fills it out/ sends request note via email or FB messenger/ sends request via SMS or calls HRDO	1. Staff in-charge prepares and prints the requested Service Record and have it signed by the HRDO head	None	7 Hours	<i>Administrative Assistant II</i> HRDO Chief HRDO
2. Claims the requested Service Record personally or through email.	2. Staff in-charge scans the document for those who would opt for a soft copy and releases the physical copy of the Service Record to the client who		1 Hour	<i>Administrative Assistant II</i> HRDO Chief HRDO



	personally claims the document.			
	TOTAL	None	1 Day	



2. Issuance of Certificate of Employment

Certificate of Employment is issued to employees be used for claims, loan applications, future employment, and many other lawful purposes.

Office of Division	HRDO			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All Employees of UP Cebu			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip or client may request via phone call, email or FB messenger		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets a request slip from HRDO and fills it out/ sends request note via email or FB messenger/ sends request via SMS or calls HRDO	1. Staff in-charge prepares and prints the requested Certificate of Employment and have it signed by the HRDO head	None	7 Hours	<i>Administrative Assistant II</i> <i>Administrative Aide IV</i> <i>HRDO Chief</i> HRDO
2. Claims the requested Certificate of Employment.	2. Staff in-charge scans the document for those who would opt for a soft copy and releases the physical copy of the Certificate of Employment to the client who personally claims the document.		1 Hour	<i>Administrative Assistant II</i> <i>Administrative Aide IV</i> HRDO



TOTAL	None	1 Day	
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3. Certification of Leave Balances of Employees

Certification of Leave Balances of Employees for them to determine the record of their leave credits, and for purposes of further leave application.

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave application form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee gets a copy and fills out the Leave Application form from the HRDO (for vacation leave, sick leave, special leave or other types of leave)	1.1 Staff in-charge updates leave credits of employee whether the leave applied for can be charged to VL, SL, Special Leave, or other types of leave	None	30 Minutes	<i>Administrative Assistant II</i> <i>HRDO Chief</i> HRDO
2. Employee asks for the approval of Leave application from their head of office and gives back to HRDO the approved Leave Application Form.	a. HRDO files a copy of the approved Leave Application and updates leave records.		30 Minutes	<i>Administrative Assistant II</i> HRDO
TOTAL		None	1 Hour	



4. Issuance of Employees ID

It is an HR requirement for every employee for purposed of identification that such an employee is a bona fide employee of the University.

Office of Division	HRDO			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	All employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID application form			UP Cebu HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes ID application form	1.1 Staff-in-charge facilitates and assists the employee in filling out and in identifying their type of employment.	None for new employees	30 minutes	<i>Administrative Assistant II Administrative Aide IV HRDO Chief HRDO</i>
2. Employee brings their accomplished ID application form and proceeds to the Office of the University Registrar (OUR) to have their picture taken.	2.1 A staff from OUR takes the picture of the employee for the ID.	Php130 pesos for ID replacement	30 minutes	<i>Administrative Aide IV Office of the University Registrar</i>
3. For ID replacement, submits an affidavit of loss and payment to the cashier	3.1 The Cashier receives the payment for the replacement of ID		30 minutes	<i>Administrative Assistant II Cash Office</i>
4. Employee claims the ID from HRDO.	4.1 HRDO validates and releases the ID to the		30 minutes	<i>Administrative Aide IV Administrative Aide III</i>



	employee			HRDO
	TOTAL	130.00	2 Hours	



5. Application for Study Leave/ Fellowships by a faculty/admin staff / REPS

It is a privilege extended by the University to qualified faculty, administrative staff and REPS for advancement and professional growth.

Office of Division	HRDO			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, Admin Staff and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application for Leave 2. University Clearance 3. Study Leave / Fellowship Contract 4. Suretyship Agreement			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/ Employee writes application for study leave or fellowship with attached certificate of admission. If fellowship is under FRASDP, with accomplished FRASDP Forms and requirements	1.1 College CAPC endorsement (faculty)	None	7 Days	<i>College Academic Personnel Committee Colleges</i>
	1.2 Endorsement by the CU: - APFC (faculty) - HRDC (admin) - RPFC (REPS)		1 Day	<i>Academic Personnel Committee Constituent University Committee</i>
	1.3 Endorsement preparation by HRDO		7 Days	<i>HRDO Chief HRDO</i>



	1.4 Endorsement/ approval of the Chancellor for submission to the UP System		3 Days	Chancellor Office of the Chancellor
	a. HRDO provides the applicant with the Orientation Manual for Study Leave / Fellowship		1 Day	HRDO Chief HRDO
2. Upon approval employee applicant accomplishes the following: - University Clearance - Study Leave / Fellowship Agreement - Suretyship agreement	2.1 HRDO provides the clearance form and prepare the necessary contracts		1 Day	HRDO Chief HRDO
3. Employee to go on Study Leave Fellowship				
TOTAL		None	20 Days	



6. Learning and Development of Staff/REPS

It is an HR process for the learning and development of every employee of the University.

Office of Division		HRDO		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Admin Staff and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Different offices give training suggestions.	a. HRDO prepares a proposal for an in house training for the admin staff and REPS with proposed budget and submit to the following office for processing:	None	7 Days	<i>Administrative Aide III</i> <i>Administrative Aide IV</i> <i>Administrative Assistant II</i> <i>HRDO Chief</i> <i>HRDO</i>
	a. Budget clearance		1 Day	<i>Budget Officer</i> <i>Budget Office</i>
	b. Approval of the Chancellor		1 Day	<i>Chancellor</i> <i>Office of the Chancellor</i>
	c. Preparation request for necessary requirements such as materials etc. and preparation of request.		1 Day	<i>Administrative Aide III</i> <i>HRDO</i>



	d. SPMO conducts bidding/canvass and other related work / posting to PhilGeps is necessary		7 Days	SPMO Chief SPMO
2. Staff attends training	2.1 HRDO facilitates the conduct of the training		2 Days	Administrative Aide IV HRDO
	2.2 HRDO gives the participants the feedback form for them to assess the training		1 Day	Administrative Aide IV HRDO
TOTAL		None	20 Days	



7. Submission of Performance Ratings of Administrative Staff and REPS

It is a requirement under Executive Order 292 that every officer and official of the Civil Service will be subjected to a system of performance measure and evaluation periodically and objectively

Office of Division		HRDO		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Admin Staff and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IPCR 2. OPCR		UP Cebu HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Each staff prepares a performance target (IPCR/OPCR) and submits the accomplished IPCR/OPCR to HRDO.	1.1 HRDO staff in-charge receives IPCR/OPCR (up to January 15 and July 15 for targets) and performance rating (up to 31 January and December of the year)	None	20 Days	<i>Administrative Aide III Administrative Aide IV HRDO Chief HRDO</i>
TOTAL		None	20 Days	



8. Application of Employees for Authority to Travel Abroad

Application for Travel Authority is a requirement for every government employee when traveling abroad for study, attendance to training and conference among others.

Office of Division	HRDO			
Classification	Simple			
Type of Transaction	G2C – Government of Citizen			
Who may avail	Admin Staff and REPS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
HRDO Form 9 – application to travel abroad			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant accomplishes HRDO Form 9 with the required attachment indicated in the form and applies for authority to travel through UIS	a. With endorsement from the applicants' respective office heads, HRDO endorses	None	15 Minutes	<i>HRDO Chief</i> HRDO
2. Applicants forwards accomplished form to endorsing offices until the Office of the Chancellor	a. OC prepares endorsement for authority to travel abroad		40 Minutes	<i>Administrative Assistant II</i> <i>Chancellor</i> Office of the Chancellor
3. Claims for Authority to Travel	3.1 HRDO releases Travel Authority		5 Minutes	<i>Administrative Assistant II</i> HRDO
TOTAL		None	1 Hour	



9. Request for UIS and UP mail account

UIS/UP mail account is a requirement to every employee joining the University. UIS is an information system where an employee used in application of some online transactions such as SALN, Authority to Travel, submission of Certificates of Service among others.

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Newly hired faculty, staff and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal Data Sheet (PDS) Signed Appointment for issuance of UP Mails 		UP Cebu HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Newly hired employee submits filled out PDS, request for UIS/HRIS and UP Mail account and wait for notification from HRDO	1.1 HRDO creates UIS/HRIS account and requests for a UP mail and UIS account from the UP system helpdesk via email.	None	2 Days	<i>Administrative Aide IV</i> <i>HRDO chief</i> HRDO
	b. Gives the new employee their email and UIS Credentials as soon as the helpdesk replies via email.		1 Day	<i>Administrative Aide IV</i> <i>HRDO chief</i> HRDO
TOTAL		None	3 Days	



10. Request for authority to fill vacant items

It is a process for the filling up of vacated items administrative employees who separated by resignation, retirement, transfer and death. The UP President authorizes the filling up of vacated items.

Office of Division		HRDO		
Classification		Complex		
Type of Transaction		G2G– Government of Government		
Who may avail		Offices with vacant items		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for authority to Fill		HRDO		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office prepares a request for authority to fill up a vacant item using the prescribed template with complete signatures of required signatories	a. HRDO assists the concerned office in preparing for the draft of request.	None	3 Days	<i>Administrative Aide IV</i> <i>HRDO Chief</i> HRDO
	b. Endorsement of the following: •Budget •HRDO •VCA		4 Hours	<i>Budget Chief</i> Budget Office
			4 Hours	<i>HRDO Chief</i> HRDO
			4 Hours	<i>Vice Chancellor</i> Office of the Vice Chancellor for Administration



	<ul style="list-style-type: none"> •Chancellor •VPA •UP President for approval 		<p>4 Hours</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Chancellor</i> Office of the Chancellor</p> <p><i>Vice President for Administration</i> Office of the Vice President for Administration</p> <p><i>UP President</i> Office of the UP President</p>
2. Office head requests for authority to fill the vacated item through UIS and attached prepare template				
3. The requesting office waits for the approval of Authority to Fill				
TOTAL		None	6 Days, 4 Hours	



11. Reward and Recognition of the Achievements of UP Cebu Employees with Service Award

It is a process required under the 2017 Omnibus Rules on Appointment and Other Human Resource Action as revised in 2018 thereby rewarding the exemplary and outstanding achievements and recognizing the dedicated service employees as well as retired employees.

Office of Division		HRDO		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Faculty, Admin staff and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Chancellor calls for Gawad Chancellor for employees with outstanding performance and achievements and Service Awards for the retired employees and employees who reached 25 years of service to the University.	a. HRDO prepares budget proposal concerning the annual event and submit for approval through:	None	5 Days	<i>HRDO Chief</i> HRDO
	a. Vice Chancellor for Administration		1 Day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
	b. Budget Clearance		1 Day	<i>Budget Chief</i> Budget Office
	c. Approval of the Chancellor		1 Day	<i>Chancellor</i> Office of the Chancellor



	1.2 Staff in-charge computes the number of years in service of service awardees.		2 Days	<i>Administrative Assistant II</i> HRDO
2. Faculty and staff submit nomination with complete documents as proof of accomplishment to the PRAISE and Nomination Committee	a. PRAISE Committee and Nomination committee deliberate on the submitted papers of the nominees.		7 Days	<i>PRAISE / Nomination Committee</i>
	2.2 HRDO prepares the requests for medals, plaques and other materials for the awards		2 Days	<i>Administrative Aide III</i> HRDO
3. Awarding Ceremonies	3.1 HRDO renders assistance during the awarding ceremonies		1 Day	<i>Administrative Aide III</i> <i>Administrative Aide IV</i> <i>Administrative Assistant II</i> <i>HRDO Chief</i> HRDO
TOTAL		None	20 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at hrdo.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">1. Reevaluation of process2. Corrective action3. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at hrdo.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none">1. The office receives the complaint and directs the processing to proper authority.<ol style="list-style-type: none">1.1 For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.2. For formal complaints, the office shall do the following:<ol style="list-style-type: none">1.1 Complaint processing1.2 Complaint investigation1.3 Corrective action1.4 Complaint resolution1.5 Organizational improvement
Contact information of HRDO	The numbers are at: (032) 232 8187 local 119 Email at: hrdo.upcebu@up.edu.ph



INFORMATION TECHNOLOGY CENTER (ITC)

EXTERNAL SERVICES

1. Answering requests from UP Cebu IT Suppliers

Technical Support for hardware, network

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Product / Service suppliers of ongoing projects in UP Cebu			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID and proof of ongoing contract with UP Cebu		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends email request	Verifies client's ID and affiliation	None	3 Days	<i>ITC Personnel</i> Information Technology Center
	Performs requested action if concern is actionable by the ITC			
	Provides Feedback			
TOTAL		None	3 Days	



2. Issuance UP Cebu WiFi Accounts for Students

Management of UP Cebu WiFi Account

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All citizens officially enrolled and classified as Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issues ID with photo *Addition requirements if requested via representative 3. Signed Authorization Letter; and 4. UP ID or any Government issues ID with photo of representative		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requirements	1. Receives and Reviews presented Requirements	None	3 Days	<i>ITC Personnel</i> <i>ITC Interns</i> Information Technology Center
2. Receives account details	2. Prints account details			
Optional: 3. Changes Password and Set-up Account Recovery	3. Assists client to Kiosk and open appropriate electronic form			
TOTAL		None	3 Days	



2 Issuance of UP Email Accounts for Students

Management of UP Mail account

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All currently enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issues ID with photo *Addition requirements if requested via representative 3. Signed Authorization Letter; and 4. UP ID or any Government issues ID with photo of representative		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Students: Sends request email with documents to helpdesk@up.edu.ph	1. For students, provides list of requirements to send to ITDC Helpdesk	None	3 Days	<i>ITC Personnel</i> <i>ITDC Staff</i> Information Technology Center
2. Receives details via email	2. ITDC to process request			
TOTAL		None	3 Days	



3 Recovery of UP Mail and UP Cebu WIFI Accounts for Students

UP Email and UP Cebu WIFI Account Management

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All currently enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issues ID with photo *Addition requirements if requested via representative 3. Signed Authorization Letter; and 4. UP ID or any Government issues ID with photo of representative		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Students: Sends request email with documents to helpdesk@up.edu.ph	1. For students, provides list of requirements to send to ITDC Helpdesk	None	3 Days	<i>ITC Personnel</i> <i>ITDC Staff</i> Information Technology Center
2. Receives details via email	2. ITDC to process request			
TOTAL		None	3 Days	



INTERNAL SERVICES

1. Issuance and Modification requests of UP Mail Account for Employees

Creation or Recovery of UP Mail account

Office or Division:		Information Technology Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		UP Cebu Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issues ID with photo *Addition requirements if requested via representative 3. Signed Authorization Letter; and 4. UP ID or any Government issues ID with photo of representative		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Students: Sends request email with documents to helpdesk@up.edu.ph	1. For students, provides list of requirements to send to ITDC Helpdesk	None	3 Days	<i>ITC Personnel</i> <i>ITDC Staff</i> Information Technology Center
2. Receives details via email	2. ITDC to process request			
TOTAL		None	3 Days	



2. Virtual Server Instances

Provisioning of virtual servers to faculty and students

Office or Division:		Information Technology Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For faculty, approved request letter from Chancellor. or Approved letter request from Dean if server is collocated		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents documents	1. Receives and reviews presented Documents	None	3 Days	<i>ITC Personnel</i> Information Technology Center
2. Fills out hosting agreement	2. Provides hosting agreement and explains context			
3. Receives details via email	3. Provisions Instance			
TOTAL		None	3 Days	



3. UP Cebu Network Help Desk

Technical Support for hardware, network, UIS, software

Office or Division:	Information Technology Center			
Classification:	Can Vary from Simple to Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID; or 2. Any Government issued ID with photo *Additional requirements if requested via Representative 3. Signed Authorization Letter 4. UP ID or any Government issued ID with photo of Representative		ITC Office Room 242 Arts and Science Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email request	1. Verifies client's ID and affiliation	None	3 – 21 Days Depending on Issue Severity	<i>ITC Personnel</i> <i>ITC Interns</i> Information Technology Center
2. Provides details and/or make device ready for checkup	2. Visits and reviews presented device			
	3. Performs troubleshooting or configuration			
3. Receives device	4. Returns device with feedback			
TOTAL		None	3 – 21 Days	



4. Requests for IT Infra Inspection

Technical Support for hardware, network, UIS, software

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. UP ID; or Any Government issued ID with photo *Additional requirements if requested via Representative 2. Signed Authorization Letter 3. UP ID or any Government issued ID with photo of Representative			ITC Office Room 242 Arts and Science Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email request	1. Verifies client's ID and affiliation	None	3 Days	<i>ITC Personnel</i> <i>ITC Interns</i> Information Technology Center
2. Provides details and/or make device ready for checkup	2. Visits and reviews target construction location or area of inspection			
	3. Performs inspection			
3. Receives feedback	4. Provides Feedback			
TOTAL		None	3 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at itc.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ol style="list-style-type: none">3. Reevaluation of process4. Corrective action5. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ol style="list-style-type: none">7. The office receives the complaint and directs the processing to proper authority.<ol style="list-style-type: none">a. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.8. For formal complaints, the office shall do the following:<ol style="list-style-type: none">1.16 Complaint processing1.17 Complaint investigation1.18 Corrective action1.19 Complaint resolution1.20 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 loc (202) Email at: itc.upcebu@up.edu.ph



OFFICE OF THE CAMPUS ARCHITECT (OCA)

EXTERNAL SERVICES

1. Evaluation of Pre-Project Construction Drawings

Construction Phase is implemented by the winning bidder/ contractor. During the Pre-Construction of the project, the contractor is required to submit contract, PERT CPM and approved construction drawings.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Contracts • PERT CPM • Architectural / Engineering Drawings 		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PERT CPM and all necessary drawings to the OCA (furnish 3 copies)	1. The Office of the Campus Architect will require the contractor to submit PERT CPM before the implementation of the project;	None	3 Days	<i>Architects</i> Office of the Campus Architect (TWG) /End – user
	2. The architects will evaluate the PERT CPM		5 Days	<i>Architects</i> Office of the Campus



				Architect
	3. Endorses to the Vice Chancellor for Administration		3 Days	<i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	4. Chancellor's action or comments		3 Days	<i>Chancellor</i> Office of the Chancellor
	5. Returns a copy of decision to the contractor		1 Day	<i>OCA Staff</i> Office of the Campus Architect
TOTAL		None	15 Days	



2. Materials evaluation and approval

During the construction phase, the contractor is required to submit fit-out and sample materials for approval.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Material sample submittal		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The contractor shall submit their material sample submittal form along with the feasible sample material and brochure.	1. Receives the request and evaluates the submitted material/s	None	3 Days	<i>OCA Staff and Architects</i> Office of the Campus Architect <i>(TWG) /End – user</i>
	2. Endorses to the Vice Chancellor for Administration		3 Days	<i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	3. Chancellor’s action on the request		3 Days	<i>Chancellor</i> Office of the Chancellor
	4. Returns materials with result/decision to the contractor		1 Day	<i>OCA Staff</i> Office of the Campus Architect



		TOTAL	None	10 Days



3. Assessment of Progress Billing

Project billing is to be submitted by the contractor for further evaluation of accomplishment works, with complete required documents.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Three (3) sets of the following: <ul style="list-style-type: none"> • Request letter to bill • Accomplishment report • Progress photographs • Affidavit of no Outstanding Account • Photocopy of Contract • Photocopy of Notice of Award • Photocopy of Notice to Proceed • Updated Performance Bond • Updated Contractor's All Risk Insurance 			Contractor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete set of documents	1. Receives the request and evaluates the submitted form	None	3 Days	<i>OCA Staff & Architects Office of the Campus Architect (TWG) /End – user</i>



	2. Endorses the request for billing of the Contractor		2 Days <i>End-user</i>
	3. Endorses the request letter to the Vice Chancellor for Administration		3 Days <i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	4. Chancellor's action on the request		2 Days <i>Chancellor</i> Office of the Chancellor
	5. Creates DV, obligation request form and prescribed billing form and generate DV number through UIS		1 Hour <i>OCA Staff</i> Office of the Campus Architect
	6. Endorses the obligation request form to the budget office		1 Day <i>Budget Officer</i> Budget Office
	7. Endorses the DV to the End-user for counter sign		1 Day <i>End-user</i>
	8. Endorses the prescribed billing form and DV to the Vice Chancellor for Administration		3 Days <i>Chancellor</i> Office of the Chancellor
	9. Chancellor's action on the prescribed billing form		3 Days <i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	10. Scans the documents for UIS attachment		1 Hour <i>OCA Staff</i> Office of the Campus Architect
	11. Submits to the Accounting Office for validation.		5 Minutes <i>Accounting Staff</i>



	*Note: If the source of fund is GAA it will be directly deposited to their account, if not, the cash office will directly call the contractor.			Accounting Office
	TOTAL	None	18 Days, 2 Hours, 5 Minutes	

4. Preparation of Punch List and Project Close Out

After a substantial accomplishment for the project and near to completion, the contractor will request for a punch list of the project for final turnover. The Office of the Campus Architect will release a Letter of Final Acceptance for the project if the project is done satisfactorily and deemed acceptable by the Chancellor.

Office or Division:	Office of the Campus Architect		
Classification:	Highly Technical		
Type of Transaction:	G2B, G2C		
Who may avail:	Contractors		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
	<ul style="list-style-type: none"> Request letter to conduct punch list Building permit Occupancy Permit As-built Drawings 	Contractor	
	<ul style="list-style-type: none"> Letter of Final Acceptance 	Office of the Campus Architect	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to conduct punch list	1. Receives the request	None	5 Minutes	<i>OCA Staff</i> Office of the Campus Architect
2. Executes the punch list	2. Evaluates through site inspection together with the Contractor		1 Day	<i>Architects</i> Office of the Campus Architect (TWG)
	3. Informs the contractor of the defects		1 Day	
	4. Creates punch list report		1 Day	
	5. Endorses the punch list to the Contractor		1 Day	<i>End – user</i>
	6. Endorses to the Vice Chancellor for Administration		3 Days	<i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	7. Chancellor’s action on the document		2 Days	<i>Chancellor</i> Office of the Chancellor
	8. Sends a copy to the contractor in order to execute the punch list		1 Day	<i>OCA Staff</i> Office of the Campus Architect
	9. If the punch list work is completed, the office will provide a Letter of Final Acceptance		1 Day	<i>Architect</i> Office of the Campus Architect
	10. Endorses the letter to the End-user		1 Day	<i>End – user</i>
	11. Endorses to the Vice Chancellor for Administration		3 Days	<i>Vice Chancellor for Administration (VCA)</i> Office of the Vice



				Chancellor for Administration
	12.Chancellor's action on the letter		2 Days	<i>Chancellor</i> Office of the Chancellor
	13.Provides a copy to the contractor		1 Day	<i>OCA Staff</i> Office of the Campus Architect
	TOTAL	None	18 Days, 5 Minutes	



INTERNAL SERVICES

1. Preparation of the Scope of Work or Terms of Reference and Drawings for the Project to be Bid Out

Approved Conceptual Drawings are given by Office of the Campus Architect to the Bids and Awards Committee (BAC) as required for bidding purposes of the project.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	End-user College or Office Bids and Award Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding documents and drawings <ul style="list-style-type: none"> • Scope of Work / Terms of Reference • Drawing Plan • Job Order Request 		Office of the Campus Architect		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Bids and Awards Committee (BAC) will request for scope of work or terms of reference and the drawings for the project to be bid out.	1. The Office of the Campus Architect, will prepare the scope of work or terms of reference, the drawings, obligation request and the job order request for the project to be bid out;	None	12 Days	<i>Architects (TWG)</i> Office of the Campus Architect



	2. Endorses the obligation request to the Budget Office		1 Day	<i>Budget Officer</i> <i>Budget Office</i>
	3. Endorses the obligation request to the Vice Chancellor for Administration		2 Day	<i>Vice Chancellor for Administration (VCA)</i> <i>Office of the Vice Chancellor for Administration</i>
	4. Endorses the job order request to the Budget Office		1 Day	<i>Budget Officer</i> <i>Budget Office</i>
	5. Endorses the job order request to the Vice Chancellor for Administration		2 Day	<i>Vice Chancellor for Administration (VCA)</i> <i>Office of the Vice Chancellor for Administration</i>
	6. Chancellor's action on the request		1 Day	<i>Chancellor</i> <i>Office of the Chancellor</i>
	7. The agency, Office of the Campus Architect, will submit the job order request, obligation request, scope of work/terms of reference and the drawing to the Bids and Awards Committee		1 Day	<i>Architects (TWG)</i> <i>Office of the Campus Architect</i>
	TOTAL	None	20 Days	



2. Preparation of Conceptual Design of the building based on the project proposal

A conceptual design is done by the Campus Architect upon the request of the End-User with their respective requirements and with approval from the Chancellor of the project proposal.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	End-User Colleges or Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request addressed to the Chancellor Schematic design of the project; Presentation of the schematic design for end-user and Chancellor's comment 		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	None	1 Day	<i>OCA staff and Architects</i> Office of the Campus Architect <i>(TWG) /End – user</i>
	2. Endorses to the Vice Chancellor for Administration		3 Days	<i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	3. Chancellor's action on the request		2 Days	<i>Chancellor</i> Office of the Chancellor
	4. Prepares the conceptual design		14 Days	<i>Architects</i>



	of the project			Office of the Campus Architect
	TOTAL	None	20 Days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at oca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. <ul style="list-style-type: none"> 10. Reevaluation of process 11. Corrective action 12. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at oca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	<ul style="list-style-type: none"> 9. The office receives the complaint and directs the processing to proper authority. <ul style="list-style-type: none"> b. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. 10. For formal complaints, the office shall do the following: <ul style="list-style-type: none"> 1.21 Complaint processing 1.22 Complaint investigation 1.23 Corrective action 1.24 Complaint resolution 1.25 Organizational improvement
Contact information	<p>The numbers are at: (032) 232 8187 loc. 127</p> <p>Email at: oca.upcebu@up.edu.ph</p>



SAFETY AND SECURITY UNIT (SSU)

EXTERNAL SERVICES

1. Application for Car Pass Sticker

To facilitate applicants who will avail of the UP Cebu Car Pass Sticker and ensure all requirements are met.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Alumni, Service Providers, Contractors, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Form • Documentary requirement's (Driver's License, OR, CR) 		Safety and Security Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets application form from the guard house at the Entrance Gate; Fills in the form then attaches OR, CR, and Driver's license; and Submits to the Guard at Entrance Gate	1. Checks and endorses the filled up application form and forwards it to the OVCA	None	1 Day	<i>Guard on duty at the Entrance Gate Safety and Security Officer (SSO) Safety and Security Unit</i>
	OVCA receives and approves the application and return the form to the client for payment		1 Day	<i>OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration</i>
Claims approved application from				



the OVCA				
Pays at the Cashier's Office	Cash Office issues receipt	For Alumni: 1 st Sticker PHP300.00 Succeeding PHP500.00 For Service Providers: 1 st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00 Students: 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
Presents Official Receipt to OVCA and claims the car sticker	OVCA reviews and issues the Car Sticker			<i>OVCA Staff Office of the Vice Chancellor for Administration</i>
	TOTAL		2 Days	



2. Visitors ID Pass Issuance

The Safety and Security Unit is in-charge of issuing and logging in visitors who come and gets in the University.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Interview with post guard upon entry		Safety and Security unit		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self for interview	1. Issuance of visitor's ID pass.	None	3 Minutes	Security Guards Safety and Security
2. Presents bags for Security check (inspection of bags)				
3. Presents a valid ID				
TOTAL		None	3 Minutes	



3. Providing Security for Official School Activity

To provide security details upon request for official school activities.

Office or Division	Safety and Security Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application Form Request letter addressed to the Chancellor through the Vice Chancellor for Administration 		Safety and Security Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form and submits Request letter to SSU	Endorses the request and forwards to the Office of the Vice Chancellor for Administration (OVCA)	None	3 Days	SSU Personnel Safety and Security
	The OVCA endorses and forwards request to the Office of the Chancellor for approval			OVCA Staff/ VCA Office of the Vice Chancellor for Administration
	The Office of the Chancellor issues decision			OC Staff/Chancellor Office of the Chancellor
2. Claims approved request from the Office of the Chancellor and submits a copy to SSU	Conducts Safety and Security Survey on the area. Provides Security during the Activity.			SSU Staff Safety and Security
TOTAL		None	3 Days	



4. Facilitating reports and claims of lost items

To log lost and found items within the University and facilitate in the claiming of said items.

Office or Division		Safety and Security unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimants will go to the SSU Office to report lost item.	1. Logs lost and found Items for safe keeping 2 Verifies the ownership of the item with claimants 3. Logs claimed item before releasing to its owner.	None	30 Minutes	<i>SSU Staff</i> Safety and Security Unit
TOTAL		None	30 Minutes	



5. Incident Investigation

To conduct initial investigation of incidents involving the University constituents provide a written report on the incident.

Office or Division	Safety and Security unit			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter for Investigation addressed to the Chancellor through the Vice Chancellor for Administration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned individual reports to the SSU incident that occurred/ submits a letter requesting for investigation of incidents involving UP Cebu constituents or properties.	1. Conducts Preliminary Investigation including Interview and Evidence Gathering 2. Makes Investigation Report 3. Submits Report to the Office of the Vice Chancellor for Administration (OVCA)	None	12 Days	SSU Investigator Safety and Security Unit
	1. OVCA endorses to the Office of the Chancellor, if applicable			OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1. The Office of the Chancellor takes necessary action, if applicable			OC Staff/ Chancellor Office of the Chancellor
2. Claims result of investigation, if applicable				SSU Investigator Safety and Security Unit
TOTAL		None	12 Days	



INTERNAL SERVICES

1. Application for Car Pass Sticker

To facilitate applicants who will avail of the UP Cebu Car Pass Sticker and ensure all requirements are met.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application Form Documentary requirement's (Driver's License, OR, CR) 		Safety and Security Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Gets application form from the guard house at the Entrance Gate; Fills in the form then attaches OR, CR, and Driver's license; and Submits to the Guard at Entrance Gate	1. Checks and endorses the filled-up application form and forwards it to the OVCA	None	1 Day	<i>Guard on duty at the Entrance Gate</i> Safety and Security Officer (SSO) Safety and Security Unit Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	OVCA receives and approves the application and return the form to the client for payment		1 Day	
Claims approved application from the OVCA				



Pays at the Cashier's Office	Cash Office issues receipt	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker PHP800.00 For Contractual Employees 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
Presents Official Receipt to OVCA and claims the car sticker	OVCA reviews and issues the Car Sticker			
TOTAL			2 Days	



2. Providing Security for Official School Activity

To provide security details upon request for official school activities.

Office or Division	Safety and Security Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Application Form Request letter addressed to the Chancellor through the Vice Chancellor for Administration 			Safety and Security Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fills out application form and submits Request letter to SSU	Endorses the request and forwards to the Office of the Vice Chancellor for Administration (OVCA)	None	3 Days	SSU Personnel Safety and Security
	The OVCA endorses and forwards request to the Office of the Chancellor for approval			OVCA Staff/ VCA Office of the Vice Chancellor for Administration
	The Office of the Chancellor issues decision			OC Staff/Chancellor Office of the Chancellor
4. Claims approved request from the Office of the Chancellor and submits a copy to SSU	Conducts Safety and Security Survey on the area. Provides Security during the Activity.			SSU Staff Safety and Security
TOTAL		None	3 Days	



3. Facilitating reports and claims of lost items

To log lost and found items within the University and facilitate in the claiming of said items.

Office or Division		Safety and Security unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimants will go to the SSU Office to report lost item.	1. Logs lost and found Items for safe keeping 2. Verifies the ownership of the item with claimants 3. Logs claimed item before releasing to its owner.	None	30 Minutes	SSU Staff Safety and Security Unit
TOTAL		None	30 Minutes	



4. Incident Investigation

To conduct initial investigation of incidents involving the University constituents provide a written report on the incident.

Office or Division	Safety and Security unit			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter for Investigation addressed to the Chancellor through the Vice Chancellor for Administration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned individual reports to the SSU incident that occurred/ submits a letter requesting for investigation of incidents involving UP Cebu constituents or properties.	1. Conducts Preliminary Investigation including Interview and Evidence Gathering 2. Makes Investigation Report 3. Submits Report to the Office of the Vice Chancellor for Administration (OVCA)	None	12 Days	<i>SSU Investigator</i> Safety and Security Unit
	1. OVCA endorses to the Office of the Chancellor, if applicable			<i>OVCA Staff/Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	1. The Office of the Chancellor takes necessary action, if applicable			<i>OC Staff/ Chancellor</i> Office of the Chancellor
2. Claims result of investigation, if applicable				<i>SSU Investigator</i> Safety and Security Unit
TOTAL		None	12 Days	



5. Safety and Security threat and Risk Assessment

To identify threat and assess the level of threat the incident has on the University, its faculty, admin, and students.

Office or Division	Safety and Security Unit			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Constituents in School Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request letter to conduct Safety and Security Threat and Risk Assessment	1. Conduct Safety and Security Threat and risk Assessment.	None	15 Days	Head of SSU Safety and Security
2. Approval from OVCA and OC for Risk Assessment Request	2. Report on findings			
TOTAL		None	15 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 13. Reevaluation of process 14. Corrective action 15. Organizational improvement
How to file a complaint	You may file feedback/complaints with our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	11. The office receives the complaint and directs the processing to proper authority. c. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. 12. For formal complaints, the office shall do the following: 1.26 Complaint processing 1.27 Complaint investigation 1.28 Corrective action 1.29 Complaint resolution 1.30 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 306 Email at: ssu.upcebu@up.edu.ph



SUPPLY PROPERTY MANAGEMENT OFFICE (SPMO)

EXTERNAL SERVICES

1. Request for Information on Opportunities at UP Cebu Posted at PhilGEPS

A supplier or prospective bidder may inquire on information on the Invitation to Bid posted at the PhilGEPS website (<https://www.philgeps.gov.ph/>).

Office of Division		SPMO / BAC Secretariat		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Suppliers and Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation to Bid		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires opportunities posted in PhilGEPS website or in the UP Cebu Website.	Provides Invitation to Bid (ITB) / Requests for Quotation (RFQ) / Checklist	Bid Docs Fee	3 Days	<i>SPMO Staff Supplies Property and Management Office</i>
TOTAL		Bid Docs Fee	3 Days	



2. Request for Quotations of the Suppliers

A supplier or prospective bidder may request for quotation in order for them to bid on the project.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP, PR, RMP		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Quotation (Alternative Mode of Procurement, such as SVP, Shopping, etc.)	Provides Request for Quotation form to Suppliers	None	3 Days	<i>SPMO Staff and BAC Staff</i> Supplies Property and Management Office BAC Office
TOTAL		None	3 Days	



3. Conduct of Pre-bid Conference

Initial forum where the Procuring Entity's representatives and the eligible bidders discuss the different aspects of the procurement at hand.

Office of Division		SPMO/BAC Secretariat		
Classification		Complex		
Type of Transaction		G2B - Government to Business G2C - Government to Citizen G2G- Government to Government		
Who may avail		Suppliers, COA, Other Representatives/NGOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents Letter of Invitation Attendance Sheet		BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schedule of Pre-Bid Conference	1. Informs BAC Members, Secretariat, TWG, End User and invites suppliers, COA Representative and two other representatives from the private sector for the pre-bid conference notice.	None	6 Days	<i>BAC Secretariat</i> BAC Office
	2. Conducts Pre-Bid		1 Day	<i>BAC Secretariat</i>



	Conference on the scheduled date.			BAC Office
	TOTAL	None	7 Days	



4. Conduct of Opening of Bids

Preliminary examination of **bids** is conducted by merely checking for the presence or absence of the documentary requirements using the non-discretionary “pass/fail” criterion.

Office of Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen G2B - Government to Business G2G – Government to Government		
Who may avail		Suppliers, COA, Other Representatives/NGOs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents, Attendance Sheet		BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Conducts Opening of Bids.	Opens the bids of the suppliers/ bidders in accordance IRR of the RA 9184.	None	3 Days	<i>BAC Chairperson, Members, BAC Secretariat and TWG BAC Office</i>
TOTAL		None	3 Days	



5. Issuance of Notice of Post Qualification or Post Disqualification

A notice provided to the bidder after being post qualified or post disqualified. During the post-qualification, the BAC through its TWG shall verify, validate, and ascertain all statements made and documents submitted by the bidder with the Lowest Calculated Bid/Highest Rated Bid, using non-discretionary criteria, as stated in the Bidding Documents.

Office of Division		SPMO/BAC Secretariat		
Classification		Complex		
Type of Transaction		G2B - Government to Business		
Who may avail		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Documents		SPMO/BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Notice of Post Qualification or Post Disqualification report.	1. TWG reviews bidding documents of the in accordance IRR of the RA 9184.	None	4 Days	<i>TWG BAC Office</i>
	2. Submits qualification disqualification report.		1 Day	<i>TWG BAC Office</i>
	3. BAC Secretariat drafts Notice of Post Qualification or Post Disqualification report to be signed by the BAC Chairperson.		1 Day	<i>BAC Secretariat BAC Office</i>
	4. BAC Secretariat contacts bidder/s for the notice for conforme/ signature.		1 Day	<i>BAC Secretariat BAC Office</i>
TOTAL		None	7 Days	



6. Issuance of BAC Resolution

A resolution signed by the BAC Members and Head of Procuring entity stating the recommendation or approval/disapproval of Procurement of Goods and Services

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR, RFQ, Abstract of Bids, Post Qualification Report		SPMO		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for BAC Resolution	1. Drafts BAC Resolution in accordance with the IRR of RA 9184.	None	1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office
	2. Routes to BAC members for review and signature.		1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office
	3. HOPE or authorized person approves and signs it.		1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office



TOTAL	None	3 Days	
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7. Issuance of Notice of Award

A notice provided to the bidder for the award of the project duly signed by Head of Procuring Entity (HOPE).

Office of Division		SPMO/BAC Secretariat		
Classification		Complex		
Type of Transaction		G2B - Government to Business		
Who may avail		Supplier/Bidder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Documents, Post-Qualification Report, Notice of Post Qualification, BAC Resolution		SPMO/BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Award of Contract	1. BAC Secretariat submits Bid Documents, Post-Qualification Report, Notice of Post Qualification, BAC Resolution together with the drafted Notice of Award for HOPE's signature.	None	6 Days	<i>BAC Secretariat</i> BAC Office
	2. BAC Secretariat contacts bidder/s for the notice of award for conforme / signature.		1 Day	<i>BAC Secretariat</i> BAC Office
TOTAL		None	7 Days	



8. Drafting & Issuance Contract

Contract of the project is drafted and issued to the bidder for signature of the different parties involved.

Office of Division		BAC Secretariat		
Classification		Highly Technical		
Type of Transaction		G2B - Government to Business		
Who may avail		Supplier/Bidder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Documents, Post-Qualification Report, Notice of Post Qualification, BAC Resolution, Notice of Award and Performance Bond		SPMO/BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for the Contract.	1. BAC Secretariat drafts contract and submits to Legal Office for review.	None	14 Days	<i>BAC Secretariat</i> BAC Office
	2. Legal office reviews, edits and endorses the contract to OVCA/OC for endorsement and approval.		3 Days	<i>Legal Staff/Counsel</i> Legal Office
	3. Informs bidder/s once contract is available for signature and notary.		3 Days	<i>BAC Secretariat</i> BAC Office
TOTAL		None	20 Days	



9. Issuance of Notice to Proceed (NTP)

A notification letter provided to the bidder indicating that project should begin duly signed by Head of Procuring Entity (HOPE).

Office of Division		BAC Secretariat		
Classification		Complex		
Type of Transaction		G2B – Government to Business		
Who may avail		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract		SPMO/BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Notice to Proceed	1. BAC Secretariat drafts Notice to Proceed for HOPE's approval and signature.	None	6 Days	<i>BAC Secretariat</i> BAC Office
	2. Informs bidder/s once NTP is available for conforme.		1 Day	<i>BAC Secretariat</i> BAC Office
TOTAL		None	7 Days	



10. Issuance of Purchase Order

A notice given to supplier/bidder which constitutes an accepted offer that will give rise to a perfected contract when the winning bidder received the same and agreed to its terms and conditions, and the bidder acted upon it.

Office of Division		SPMO		
Classification		Complex		
Type of Transaction		G2B - Government to Business		
Who may avail		Supplier/Bidder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR, Abstract, BAC Resolution and Post-Qua / Post-Disqualification		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for the Issuance of Purchase Order	Prepares Purchase Order and have the authorized personnel sign it. Informs supplier availability of the PO for conforme.	None	7 Days	<i>SPMO Staff Supplies Property and Management Office</i>
TOTAL		None	7 Days	



11. Issuance of Requisition Issue Slip (RIS)

A request for issuance of an item/equipment.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PO and Sales Invoice		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Requisition Issue Slip (RIS)	Prepares RIS and routes it for signature.	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	3 Days	



12. Conduct a physical count of supplies / materials at the Central Store

A brief conduct of physical count of inventories for the common use supplies and equipment at the Central Store.

Office of Division		SPMO		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supplies Inventory Record		SPMO		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for a physical count of supplies / materials at the Central Store.	SPMO staff conducts physical count of supplies and materials at the Central Store.	None	20 Days	<i>Central Store In-Charge Supplies Property and Management Office</i>
TOTAL		None	20 Days	



13. Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE)

Conduct of physical count of inventories for the Property, Plant and Equipment of all the offices of UP Cebu.

Office of Division		SPMO		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum for the Creation of Inventory Committee		SPMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requisition of Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE).	Conducts inventory and prepare a Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE) signed by inventory committee and head of agency.	None	20 Days	<i>SPMO Staff and Inventory Committee Supplies Property and Management Office</i>
TOTAL		None	20 Days	



14. Issuance of Request of Property Acknowledgement Receipt (PAR)

Property office issues a PAR stating the accountable officer of the issued PPE for items Php15,000.00 and above.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order Sales Invoice		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests of Property Acknowledgement Receipt (PAR)	Issuances of Property Acknowledgement Receipt (PAR) –for equipment 15,000.00 and above	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	3 Days	



15. Issuance of Inventory Custodian Slip (ICS)

Property office issues a PAR stating the accountable officer of the issued Semi-Expendable properties for items below Php15,000.00.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order and Sales Invoice		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requisition of Inventory Custodian Slip (ICS).	Issuances of Inventory Custodian Slip (ICS) for semi-expendable expenses below 15,000.00 (except disposable supplies)	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	3 Days	



16. Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)

Property Office process request for the transfer of accountability of particular PPE or SE.

Office of Division		SPMO		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		COA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request PAR / ICS		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)	Processes Request for Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)	None	7 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	7 Days	



INTERNAL SERVICES

1. Conduct of Pre-bid Conference

Initial forum where the Procuring Entity's representatives and the eligible bidders discuss the different aspects of the procurement at hand.

Office of Division		SPMO/BAC Secretariat		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End-users, TWG, BAC, BAC Sec		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents Letter of Invitation Attendance Sheet		BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Schedule of Pre-Bid Conference	1. Informs BAC Members, Secretariat, TWG, End User and invites suppliers, COA Representative and two other representatives from the private sector for the pre-bid conference notice.	None	6 Days	<i>BAC Secretariat</i> BAC Office
	2. Conducts Pre-Bid Conference on the scheduled date.		1 Day	<i>BAC Secretariat</i> BAC Office
TOTAL		None	7 Days	



2. Conduct of Opening of Bids

Preliminary examination of **bids** is conducted by merely checking for the presence or absence of the documentary requirements using the non-discretionary “pass/fail” criterion.

Office of Division		BAC Secretariat		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		End-users, TWG, BAC, BAC Sec		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents, Attendance Sheet		BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Conducts Opening of Bids.	Opens the bids of the suppliers/ bidders in accordance IRR of the RA 9184.	None	3 Days	BAC Office - BAC Chairperson, Members, BAC Secretariat and TWG
TOTAL		None	3 Days	



3. Issuance of the Abstract of Bid/Quotation

A document which summarizes the Name of the contract and its location, if applicable; Time, date and place of bid opening; and names of bidders and their corresponding calculated bid prices arranged from lowest to highest, the amount of Bid Security (if applicable) and the name of the issuing entity.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End Users		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Quotation (RFQ), PR and Post Qualification/Disqualification Report (if needed)		SPMO Staff		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests of Abstract of Bids/Quotation	Tallies all the quotations of the suppliers and identifies the lowest and most responsive bids.	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office or <i>BAC Secretariat</i> BAC Office
TOTAL		None	3 Days	



4. Issuance of BAC Resolution

A resolution signed by the BAC Members and Head of Procuring entity stating the recommendation or approval/disapproval of Procurement of Goods and Services

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR, RFQ, Abstract of Bids, Post Qualification Report		SPMO		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for BAC Resolution	1. Drafts BAC Resolution in accordance with the IRR of RA 9184.	None	1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office
	2. Routes to BAC members for review and signature.		1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office
	3. HOPE or authorized person approves and signs it.		1 Day	<i>SPMO Staff Supplies</i> Property and Management Office and <i>BAC Secretariat</i> BAC Office



TOTAL	None	3 Days	
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5. Inspection of items/equipment and acceptance of delivery

Delivered items/equipment are inspected by the inspection officers and delivered to the end users.

Office of Division		SPMO		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End users		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DR , Sales Invoice , PO and PR		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for the inspection of items/ equipment and acceptance of delivery.	Informs inspection officer of the availability of delivered goods for inspection and contacts end users for acceptance.	None	7 Days	<i>Inspection Officers</i> ITC, CMO, College of Science, CCAD
TOTAL		None	7 Days	



6. Issuance of Requisition Issue Slip (RIS)

A request for issuance of an item/equipment.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PO and Sales Invoice		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Requisition Issue Slip (RIS)	Prepares RIS and routes it for signature.	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	3 Days	



7. Delivery of items/equipment

Supplier/bidder delivers procured item/equipment to the end user or to SPMO.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IAR and RIS		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for the delivery of items/ equipment	Informs end user/ requisitioner that their items are ready for pick-up or instructs suppliers to deliver directly to end user depending on the type of item/equipment.	None	3 Days	<i>SPMO Staff Supplies Property and Management Office</i>
TOTAL		None	3 Days	



8. Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE)

Conduct of physical count of inventories for the Property, Plant and Equipment of all the offices of UP Cebu.

Office of Division		SPMO		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		End-user		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum for the Creation of Inventory Committee		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requisition of Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE).	Conducts inventory and prepare a Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant and Equipment (RPCPPE) signed by inventory committee and head of agency.	None	20 Days	<i>SPMO Staff and Inventory Committee Supplies Property and Management Office</i>
TOTAL		None	20 Days	



9. Issuance of Inventory Custodian Slip (ICS)

Property office issues a PAR stating the accountable officer of the issued Semi-Expendable properties for items below Php15,000.00.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order and Sales Invoice		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requisition of Inventory Custodian Slip (ICS).	Issuances of Inventory Custodian Slip (ICS) for semi-expendable expenses below 15,000.00 (except disposable supplies)	None	3 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	3 Days	



10. Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)

Property Office process request for the transfer of accountability of particular PPE or SE.

Office of Division		SPMO		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		End-User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request PAR / ICS		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)	Processes Request for Transfer of Property, Plant and Equipment (PPE) and Semi-Expendables (SE)	None	7 Days	<i>SPMO Staff</i> Supplies Property and Management Office
TOTAL		None	7 Days	



11. Request/Permit to Pull Out Equipment

A request/permit for the usage of PPE or SE outside of the office premises.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Cebu Officials/Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAR / ICS		SPMO		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for pull out Property, Plant and Equipment (PPE) and Semi-Expendables (SE) item/s.	1. Receives pull out slip.	None	1 Day	SPMO Staff Supplies Property and Management Office
	2. Verifies the PPE/SE through the inventory record, PAR and ICS.		1 Day	SPMO Staff Supplies Property and Management Office
	3. Signs the verified pull out and submits it to OVCA/OC for endorsement and approval.		1 Day	OVCA Staff Office of the Vice Chancellor for Administration and OC Staff Office of the Chancellor
TOTAL		None	3 Days	



12. Pre-procurement Planning and Conference

A forum to be attended by the BAC Members, BAC Secretariat, End User and TWG to discuss the details such specifications etc. prior to the posting of the invitation to bid.

Office of Division		SPMO/BAC Secretariat		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		End-User, BAC, BAC Secretariat		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEP/ PPMP		SPMO/BAC Secretariat		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End user requests for pre-procurement Planning and Conference	BAC Secretariat sends invitation to BAC Members, Secretariat, TWG and End User for the Pre-Procurement Planning and Conference	None	7 Days	<i>BAC Members, BAC Secretariat, End User and TWG BAC Office</i>
TOTAL		None	7 Days	



FEEDBACK MECHANISMS

Please let us know how we have served you by doing any of the following:

Accomplish our Customer Feedback Form Available in the office and put it in a drop box.
Send your complaints/suggestions to the Chief of the Supply and Property Management Office
You can call us at (032) 233-3497

SUPPLY, PROPERTY MANAGEMENT OFFICE

Room 107, Ground Floor, Administration Building, University of the Philippines Cebu
Gorordo Avenue, Lahug, Cebu City, Telephone No. (032) 2328187 local 121

spmou.upcebu@up.edu.ph



COLLEGES



COLLEGE OF COMMUNICATION, ART, AND DESIGN (CCAD)

EXTERNAL SERVICES

1. APPLICATION TO THE FINE ARTS PROGRAM (Certificate Program)

Application process to the Fine Arts Program (Certificate Program)

Office or Division	CCAD			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	High School Graduates Tertiary and Higher Degree Holders Special Students for Non-Credit Intake			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Form • Form 137 (High School Report card) for High School Graduates • Form 137 – A (High School Transcript of Records) for Senior High Graduates • College Diploma and Transcript of Records for Higher Education Graduates • Letter of Intent for Special Students (Non-Credit Intake) • Folio of Artworks (to be presented after the applicant passes the written and arts examinations) 		<ul style="list-style-type: none"> • CCAD Office Administrative Staff • High School Principal • High School Principal • University where the applicant graduated • Applicant • Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Office Staff accepts form	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Submits Forms 137 and 137-A	2. Program Coordinator evaluates credentials and endorses for Talent			<i>Program Coordinator</i>



<p>3. for Senior High School Graduates</p> <p>4. Submits College Diploma and Transcript of Records for Higher Education Degree Holders</p> <p>5. Submits Letter of Intent for Special Students (Non-Credit Intake)</p>	<p>Determination Test (TDT)</p> <p>3. Office Staff informs applicant through telephone and e-mail of the schedule for the TDT</p> <p>4. During the TDT, applicants bring drawing materials (pencil, pen, etc.) and folio of artworks</p>			<p>Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p>
TOTAL		None	3 Working Days	



2. REQUESTS AT THE FABRICATION LABORATORY (FABLAB)

FabLab Requests (Materials, Equipment, Rooms, etc.)

Office of Division		CCAD			
Classification		Highly Technical			
Type of Transaction		G2C – Government of Citizen			
Who may avail		General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Materials to be used		Personal			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Discusses project with office Staff	1. Office Staff accepts project	Varies depending on project specifications	20 Working Days	<i>Office Staff</i> Communication, Art, and Design	
2. Provides materials to be used for project	2. Production of Work			<i>FabLab Technician</i> Communication, Art, and Design	
3. Returns to the lab when work is completed	3. Issues Billing Statement				
4. Pays FEES TO BE PAID to the cashier					<i>Cash Office Staff</i> Cash Office
5. Collects finished project					
TOTAL		Varies depending on project specifications	20 Working Days		



3. SUGGESTIONS FROM OTHER STAKEHOLDERS

Process of handling suggestions from stakeholders

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Non-student clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		College Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder may e-mail suggestions.	1. Staff acknowledges receipt of e-mail within 3 days.	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
2. Concerned party replies through the college e-mail within 3 days.	2. Staff forwards the e-mail to the concerned party.			
	3. Staff replies to the e-mail with the response of the concerned party within the day.			
TOTAL		None	3 Working Days	



INTERNAL SERVICES

GENERAL SERVICES (STUDENTS)

1. CONSULTATION SERVICES

Process for procuring consultations with faculty

Office or Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Appointment			Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for an appointment with faculty member	1. Approval by faculty	None	1 Day	<i>Office Staff</i> Communication, Art, and Design <i>Faculty</i> Communication, Art, and Design
TOTAL		None	1 Day	



2. REQUEST FOR AUTHENTICATION OF DOCUMENTS/ CERTIFICATES

Process wherein a requestor asks for his/her documents to be authenticated by the college

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for letter of authentication 		<ul style="list-style-type: none"> Student or alumnus/alumna 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for letter of authentication	1. Staff accepts the request 2. Staff drafts, reviews, and countersigns the letter of authentication 3. College Secretary/Dean signs	None	2 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>OCS Staff</i> Office of the College Secretary <i>Dean</i> Communication, Art, and Design
TOTAL		None	2 Working Days	



3. REQUEST TO USE CLASSROOMS/FACILITIES (beyond class hours)

Students may use UPC facilities, and this is the process of requesting usage of classroom/facilities after class hours

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request form 		<ul style="list-style-type: none"> Campus Maintenance Office (CMO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Fills out request form countersigned by CMO janitor to ensure clean up after the activity and submit it to College office Pays for use of the air conditioner at the Cashier's Office if activity is non-academic 	<ol style="list-style-type: none"> Staff accepts the form and checks for available rooms. Dean approves or disapproves Cashier receives payment and issues an official receipt 	<p>None, if the activity is academic</p> <p>For non-academic activities, P50/hour for the use of one air conditioner unit</p> <p>Hourly pay for janitorial services if these fall outside their working hours</p>	1 Day	<p><i>Office Staff</i> Communication, Art, and Design</p> <p><i>FabLab Technician</i> Communication, Art, and Design</p> <p><i>Cash Office Staff</i> Cash Office</p>
TOTAL			1 Day	



4. SUGGESTIONS FROM STUDENTS

Process of handling suggestions from students

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suggestion Form		College Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student fills out suggestion form (2 copies)	1. Admin. Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary 2. College Secretary / Dean responds to the suggestion	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTAL		None	3 Working Days	



SERVICES FOR FACULTY MEMBERS, STAFFERS, AND STUDENTS

1. REQUEST FOR TRAVEL ORDER

Travel Order Application process

Office or Division	All colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, staff, and student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter to the Chancellor Online request via UIS 			<ul style="list-style-type: none"> Client UP Website 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes a request for travel order to the Chancellor, through channels stating reason for as well as dates and destination of travel Requests for a travel order through the UIS website 	<ol style="list-style-type: none"> College Academic Personnel Committee, Department Chair (if applicable), Dean, and Vice Chancellor for Academic Affairs endorse letters from faculty members. Dean and Vice Chancellor for Administration endorse letters from administrative staffs. Faculty Adviser, Dean, Office of Student Affairs and Vice Chancellor for Academic Affairs endorse requests from students. Concerned officials and Chancellor approves requests in UIS Office of the Chancellor generates and releases the travel order 	None	3 Working Days	<ul style="list-style-type: none"> Client, Office Staffs For endorsements and UIS approvals: Department Chair, Dean, Vice Chancellor for Academic Affairs for faculty, Vice Chancellor for Administration for administrative staff, Office of Student Affairs and Vice Chancellor for Academic Affairs for students Office of the Chancellor
TOTAL		None	3 Working Days	



2. APPLICATION FOR LOCAL TRAVEL

Local Travel Order Application process

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> UIS 		<ul style="list-style-type: none"> up.edu.ph UIS account 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UIS 2. Prints approved UIS generated application	1. Through Channels	None	2 Working Days	<i>Department Chair</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



3. APPLICATION FOR RESEARCH LOAD CREDIT

Research Load Credit (RLC) Application process for academic personnel

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Research Proposal 		<ul style="list-style-type: none"> Faculty Member 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes letter to the Chancellor, through channels, three months prior to the semester of effectivity Submits certification of funding (if applicable) 	<ol style="list-style-type: none"> College Academic Personnel Committee screens the proposal and recommends its endorsement or non-endorsement by the Department Chair/ Program Coordinator and Dean. Staff receives the letter and forwards to the Central Visayas Studies Center for endorsement. The Dean acts on a 3-unit proposal The Chancellor acts on a proposal of more than 3 units 	None	15 Working Days	<p>For 3-unit proposals:</p> <ul style="list-style-type: none"> Department Chair / Program Coordinator (if applicable) CAPC Dean <p>For proposals worth more than 3 units.</p> <ul style="list-style-type: none"> CVSC VCAA (through AcPFC) Chancellor
TOTAL		None	15 Working Days	



4. APPLICATION FOR LEAVE

Leave application process for academic personnel

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members, staffers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Application for Leave Leave form 		College Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty member/staff fills out the form	1. Department Chair/ Program Coordinator recommends approval 2. Dean approves the request.	None	1 Day	<i>Office Staff</i> Communication, Art, and Design <i>Department Chair or Program Coordinator</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTAL		None	1 Day	



5. APPLICATION FOR LEAVE WITHOUT PAY

Leave without pay application for academic personnel

Office or Division		All Colleges		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Application for leave Leave form 		Faculty member, College Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes a letter to the Chancellor, through channels three months before the semester of effectivity. Fills out leave form 	<ol style="list-style-type: none"> Department Chair / Program Coordinator recommends approval Dean recommends approval. Vice Chancellor for Academic Affairs recommends approval. Chancellor approves request. 	None	5 Working Days	<p><i>Office Staff</i> Communication, Art, and Design</p> <p><i>Department Chair or Program Coordinator</i> Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	5 Working Days	



6. APPLICATION FOR STUDY LEAVE

Study Leave application process for academic personnel

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of Request, • Leave Form, • Faculty Development Plan, • Notice of acceptance by concerned school 		Applicant, College Administrative Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Faculty writes letter to the Chancellor, through channels one semester before the affected semester 2. Faculty member fills out the leave form 	<ol style="list-style-type: none"> 1. College Academic Personnel Committee screens the proposal and recommends its endorsement or non-endorsement by the Department Chair/ Program Coordinator and Dean. 2. CAPC submits documents to AcPFC 3. AcPFC reviews and recommends action on request to the Chancellor 4. Chancellor reviews and acts on the request 	None	20 Working Days	<p><i>Office Staff</i> Communication, Art, and Design</p> <p><i>Department Chair or Program Coordinator</i> Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p>



				<i>Chancellor</i> Office of the Chancellor
	TOTAL	None	20 Working Days	



7. APPLICATION FOR FACULTY GRANT

Grant Application process for faculty

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Grant Form		College Administrative Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for applications for faculty grant	1. CAPC reviews documents for endorsement to AcPFC	None	20 Working Days	Office Staff Communication, Art, and Design
2. Submits form with supporting documents to the CAPC	2. AcPFC reviews applications and ranks applicants for endorsement			CAPC
	3. Chancellor reviews and approves request			AcPFC
TOTAL		None	20 Working Days	Chancellor Office of the Chancellor



8. APPLICATION FOR RESEARCH GRANT

Application for faculty to apply for a research grant through the Central Visayas Studies Center (CVSC)

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Application Research Grant Form 		Applicant College Administrative Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for proposals for research grant	1. Dean endorses the form	None	20 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Writes a letter and attach research proposal using the CVSC template	2. CVSC submits proposal for peer review			<i>Dean</i> Communication, Art, and Design
3. Submits to the Dean for endorsement	3. CVSC returns proposal to faculty for revisions			CVSC
4. Responds to the reviewer's comments and submit revised proposal to CVSC	4. CVSC endorses revised proposal to VCAA			<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	5. VCAA endorses proposal for approval by Chancellor			<i>Chancellor</i> Office of the Chancellor
	6. CVSC processes the research contract and returns it to the faculty for signing			
	7. OVCAA staff prepares the DV, OBR with the signed contract for fund release			
TOTAL		None	20 Working Days	



9. APPLICATION FOR AUTHORITY TO TRAVEL ABROAD

Application process for UP employees to apply for authority to travel abroad

Office or Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members and staffers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to the Chancellor, through channels UIS request for international travel order 			<ul style="list-style-type: none"> Client, up.edu.ph UIS account 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes a letter to the Chancellor through channels. Indicate your plan for compensating for work that will be affected. Fills out UIS: international travel 	<ol style="list-style-type: none"> Department Chair/ Program Coordinator acts and/or endorses letter request. Dean and VCAA endorse the letter. Office of the Chancellor issues the Authority to Travel Abroad 	None	2 Working Days	<p><i>Department Chair or Program Coordinator</i> Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	2 Working Days	



10. REQUEST TO HIRE NEW FACULTY

Process of hiring new faculty/lecturer for the college.

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request, faculty Loading for the entire Academic Year Basic Papers (justification for hiring, CV of the applicant, hiring criteria, medical certificate, psychological test result) 		<ul style="list-style-type: none"> Department/ Program Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair/ Program Coordinator or Dean writes a letter endorsed by CAPC to the Chancellor through channels one semester in advance with applicant's Basic Papers attached to the request	1. Submits to HRDO for AcPFC review and endorsement	None	10 Working Days	<i>Department Chair or Program Coordinator or Dean</i> Communication, Art, and Design
	2. Submits endorsed request with supporting documents for Chancellor's approval		10 Working Days	CAPC AcPFC HRDO <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



11. REQUEST FOR AUTHORITY TO HIRE

The college requests permission to hire academic personnel

Office or Division	All Colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Department Chair/Program Coordinator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of Request Academic Loading 			Department/Program Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels requesting for authority to hire a new faculty member three months before the start of the semester	1. CAPC endorses the request and forwards the letter with attachments to HRDO for AcPFC review and endorsement	None	10 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Attaches the academic loading for the entire school year or for the remaining semester	2. AcPFC forwards the request to the Chancellor for approval.		10 Working Days	HRDO AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



12. REQUEST FOR UP CEBU RESEARCH DISSEMINATION GRANT AND RELEASE OF RDG GRANT

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP Cebu

Office or Division	All Colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter to the Chancellor through channels Application Form (<u>UP-Cebu-RDG-Forms-1-2-final-2</u>) Attachments: information about the conference, and paper to be presented. 			http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes a letter to the Chancellor through channels requesting for grant Fills out UP Cebu RDG form Attaches supporting documents Once approved, follow up on the release of RDG 	<ol style="list-style-type: none"> Endorsement by the Department Chair (if applicable), Dean, CVSC Director, VCAA. Approval of the Chancellor Once approved, staff prepares the Disbursement Voucher (DV) and Obligation Request (OBR) Dean endorses the release of payment, OVCAA recommends and Chancellor approves Staff inputs data in UIS. Cashier prepares & releases the check once signed 	None	15 Working Days	<p>Applicant</p> <p>CVSC</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p> <p>Budget</p> <p>Accounting</p> <p>Cash Office</p>
TOTAL		None	15 Working Days	



	TOTAL	None	20 Working Days
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14. REQUEST FOR UP SYSTEM RESEARCH DISSEMINATION GRANTS/INTERNATIONAL PUBLICATION AWARD

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP System

Office or Division	All colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Application Form Attachments 			<ul style="list-style-type: none"> https://ovpaa.up.edu.ph/ 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Download forms from https://ovpaa.up.edu.ph/ Attaches supporting documents Checks ovpaa.up.edu.ph for the submission dates for the RDG. Sends thru e-mail scanned copies of the endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA Mails to UP (OVPAA) the printed form (with endorsements) 	<ol style="list-style-type: none"> Checks all forms need to be endorsed by the Department Chair/ Program Coordinator, Dean, CVSC Director, VCAA. OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) informs applicant by email if application is approved. Once approved, OVPAA sends an email to the applicant for the release of the grant/award. Staff prepares the Disbursement Voucher (DV) and Obligation Request and 	None	45 Working Days	<p>Applicant</p> <p>CVSC</p> <p><i>Vice Chancellor for Academic Affairs</i></p> <p>Office of the Vice Chancellor for Academic Affairs</p> <p>Office of the Vice President for Academic Affairs</p>



<p>and attachments</p> <p>6. Forwards the e-mail from OVPAA to the office staff to prepare for the release of the grant/award.</p>	<p>Status (OBR)</p> <p>5. Dean endorses, OVCAA recommends and Chancellor approves the release of payment</p> <p>6. Staff inputs data in UIS.</p> <p>7. Cashier prepares and releases the check once signed</p>			<p><i>Dean</i> Communication, Art, and Design</p> <p><i>Chancellor</i> Office of the Chancellor</p> <p><i>Cash Office Staff</i> Cash Office</p>
TOTAL		None	45 Working Days	



15. APPLICATION FOR FACULTY CLEARANCE

Clearance process for Academic Personnel

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members and staffers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Clearance Form 		<ul style="list-style-type: none"> HRDO 		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out clearance form and have it signed by concerned academic and administrative heads	1. Program Adviser, College Secretary, and Dean signs 2. Administrative Heads signs	None	3 Working Days	<i>Academic and Administrative Heads</i>
TOTAL		None	3 Working Days	



16. APPLICATION FOR FELLOWSHIP GRANT

Fellowship grant application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members, REPS, and Administrative Staffers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application form 		https://ovpaa.up.edu.ph/ovpaa-administered-programs/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up form OVPAA FRASDP Form 11.1 Masteral fellowship or OVPAA FRASDP Form 11.2 Doctoral Fellowship	1. Submits to Dean, VCAA and Chancellor for endorsement	None	20 Working Days	<i>Academic and Administrative Heads</i>
TOTAL		None	20 Working Days	



17. APPLICATION FOR PLANTILLA ITEM

Plantilla Item application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members, REPS, and Admin Staffers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for call for filling up of items.	1. CAPC reviews documents and ranks applicants	None	20 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Submits document on accomplishments/ performance to the CAPC for evaluation and ranking	2. CAPC endorses the assignment of plantilla item to the Chancellor			<i>Dean</i> Communication, Art, and Design
	3. Chancellor reviews and acts on the request			CAPC AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



18. APPLICATION FOR TENURE

Tenure application process for academic personnel

Office or Division	All colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Letter of application for tenure • Evaluation Form • Supporting documents (publication, SET, etc) 			<ul style="list-style-type: none"> • Office Staffer • Faculty members 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submits a letter of application for tenure to the Dean of the College 2. Attaches supporting documents. 	<ol style="list-style-type: none"> 1. Dean sends letter, together with tenure evaluation form and supporting documents to the CAPC for evaluation. 2. If all papers are complete, CAPC endorses the application for evaluation by the tenured faculty members of the college. 3. Dean convenes tenured faculty members to evaluate the application and attachments. 4. Tenured faculty members act on the application, tenure evaluation form, and other supporting documents. 5. Dean sends recommendation of tenured faculty members, together with all supporting documents, to HRDO for AcPFC evaluation and endorsement. Cover letter 	None	45 Working Days	<p><i>Applicant</i></p> <p>CAPC</p> <p><i>Tenured Faculty</i> Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p> <p>HRDO</p> <p>AcPFC</p> <p><i>Chancellor</i> Office of the Chancellor</p>



	<p>shall be made indicating the decision of the majority on the tenure application.</p> <p>6. AcPFC reviews recommendation in (5) and acts on the recommendation.</p> <p>7. AcPFC sends recommendation to the Chancellor for final action on the application for tenure.</p> <p>8. Chancellor acts on the recommendation.</p> <p>9. Sends application of the recommended applicant to the Board of Regents (BOR) for approval.</p>			<p><i>Board of Regents</i></p>
	<p>TOTAL</p>	<p>None</p>	<p>45 Working Days</p>	



19. APPLICATION FOR SUPPLIES

To request for supplies for office use

Office or Division	All colleges			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members, REPS, and Administrative Staffers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Requisition form • Obligation Request form • Line Item Budget (if API) • Project Procurement Management Plan (PPMP) 			UIS	
			UIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fills out Purchase Requisition (PR) and Obligation Request (OBR) forms to be signed by the Dean 2. Submits PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) to Budget Office 	<ol style="list-style-type: none"> 1. Budget Officer checks availability of funds to purchase the requested items and endorses OBR to VCA or Chancellor for approval 2. VCA or Chancellor approves request 3. Submits approved PR with attached documents to the Bids and Awards Committee (BAC) office for mode of procurement 4. Supply and Property Management Office (SPMO) facilitates procurement 	None	7 Working Days	<p><i>Office Staff</i> Communication, Art, and Design</p> <p><i>Dean</i> Communication, Art, and Design</p> <p>Budget Office</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs or <i>Chancellor</i> Office of the Chancellor</p>



				BAC Chair
				SPMO
TOTAL			None	7 Working Days

20. REQUEST FOR OFFICIAL TIME

Current faculty's request for an official time from the Chancellor

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter to the Chancellor 		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter to the Chancellor through channels, indicating if applicable a plan to compensate for missed classes and administrative work.	1. Endorsements of the Dean, VCAA, and Chancellor	None	3 Working Days	Applicant <i>Dean</i> Communication, Art, and Design <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
2. Fills out UIS for travel order, if applicable				
TOTAL		None	3 Working Days	



21. PROCESSING OF CASH ADVANCE (CA) REIMBURSEMENT, OR LIQUIDATION

Cash Advance / Reimbursement / Liquidation processes

Office or Division		All colleges		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Travel Order • Approved letter of funding • Itinerary of the travel, Airline ticket, boarding passes, Certificate of Appearance, and other documentary requirements • DV, OBR 		<ul style="list-style-type: none"> • Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FOR CA:</p> <p>1. Submits travel order, itinerary of travel, airline tickets, and other documentary requirements.</p> <p>FOR Reimbursement/Liquidation:</p> <p>1. Submits travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements</p>	<p>1. Staff prepares DV and OBR.</p> <p>2. Dean signs documents</p> <p>3. Staff inputs request in the UIS website</p> <p>4. Staff submits the signed DV to Budget Office, Accounting, and then OVCA</p> <p>5. If papers are complete, Cash Office staff prepares and releases the signed check</p>	None	7 Working Days	<p>Applicant</p> <p><i>Dean</i> Communication, Art, and Design</p> <p>Cash Office</p> <p><i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	7 Working Days	



22. APPLICATION FOR MERIT PROMOTION

Merit Promotion process for academic personnel

Office or Division	All colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Letter addressed to the UP President • Promotion instrument • Supporting documents 			<ul style="list-style-type: none"> • Applicant 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion	1. CAPC reviews and evaluates application and endorses it to HRDO for AcPFC review.	None	45 Working Days	<i>Applicant</i>
2. Assigns points to your entries in the promotion instrument	2. AcPFC reviews, evaluates, and makes recommendation on the application			CAPC
3. Prepare two sets of supporting documents	3. Chancellor acts on the application			<i>Dean</i> Communication, Art, and Design
4. If crossing ranks, prepares corresponding justification	4. Chancellor forwards application to BOR if client is crossing rank to Associate or Full Professor			AcPFC <i>Chancellor</i> Office of the Chancellor Board of Regents
TOTAL		None	45 Working Days	



23. APPLICATION FOR AUTOMATIC PROMOTION

Merit Promotion process for academic personnel

Office or Division	All colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter to the Chancellor through channels Proof of completion of MA/MS/Doctoral/PhD degree Publications and proofs of equivalent and other accomplishments if request is for automatic promotion with merit 			<ul style="list-style-type: none"> Applicant 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion together with supporting documents	1. CAPC reviews and evaluates application. 2. CAPC submits endorsed application to AcPFC. 3. AcPFC reviews, evaluates, and recommends action on the application to the Chancellor. 4. Chancellor reviews and acts on the recommendation.	None	20 Working Days	<i>Applicant</i> CAPC <i>Dean</i> Communication, Art, and Design AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



24. REQUEST FOR PERMISSION FOR LIMITED PRACTICE OF PROFESSION (LPP)

Current faculty's request for permission for limited practice of his/her profession.

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> LPP form 		<ul style="list-style-type: none"> UIS 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out LPP form on UIS	1. Dean endorses 2. VCAA recommends 3. Chancellor approves or disapproves	None	3 Working Days	<i>Applicant</i> <i>Dean</i> Communication, Art, and Design <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



SERVICES FOR OTHER COLLEGES

1. COURSE OFFERINGS

Process for requesting of course offerings from another college.

Office or Division	All Colleges			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter of request 			<ul style="list-style-type: none"> Client 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair (if applicable) or Program Coordinator writes a letter of request for a course [endorsed by the Dean] addressed to the Dean of the servicing unit. 2. The request includes the proposed schedule.	1. Dean of the servicing unit receives the request and identifies the faculty member who is available to handle the requested course 2. Servicing unit approves the request including changes made to the proposed schedule.	None	7 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design <i>Dean</i> College of receiving unit <i>Dean</i> College of servicing unit
TOTAL		None	7 Working Days	



2. REQUEST FOR FACULTY

Request for acquiring the services of a faculty member from another college

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Department Chair (if applicable) or Program Coordinator writes a letter of request for a faculty member [endorsed by the Dean] addressed to the Dean of the concerned college. The request includes the proposed schedule. 	<ol style="list-style-type: none"> The concerned faculty is asked for his/her availability Servicing unit, either through the Dean or the faculty members, replies in writing whether the college can accommodate request If the servicing unit or college cannot accommodate the request, then the client needs to look for their own lecturer 	None	3 Working Days	<i>Department Chair</i> <i>or</i> <i>Program Coordinator</i> Communication, Art, and Design <i>Dean</i> College of receiving unit <i>Dean</i> College of servicing unit
TOTAL		None	3 Working Days	



3. REQUEST FOR OFFICIAL DATA/ INFORMATION

Process for a UP Faculty/student to request official data/information that is within the limits of the Data Privacy Act (RA 10173)

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submits a letter to the Dean responsible for for the specific data/document, stating the purpose of the request. Signs the request letter to signify receipt of the data/document. 	<ol style="list-style-type: none"> The Dean, after legal clearances, forwards the request to the concerned department/unit. Depending on the nature of the request, the concerned department/unit should be able to produce the requested data/document within days. The Dean releases the data/document 	None	3 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design <i>Dean</i> College of receiving unit <i>Dean</i> College of servicing unit
TOTAL		None	3 Working Days	



COLLEGE OF SCIENCE (CS)

EXTERNAL SERVICES

1. Application to Graduate Programs

The College of Science offers Master's Program in Computer Science and Environmental Studies. The Master of Science in Computer Science (MSCS) is offered under the Department of Computer Science (DCS) while the Master of Science in Environmental Studies is offered under the Department of Biology and Environmental Science (DBES). This service is intended for MSCS and MSES applicants.

Office of Division		COLLEGE OF SCIENCE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Applicants for the Master of Environmental Studies and Master of Science in Computer Science Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Letter • Application Form • TOR • Recommendation Form 		<ul style="list-style-type: none"> • Applicant • Office of the College of Secretary (OCS) • DBES Office • DCS Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests application documents (Application Form and Recommendation Form)	1.1 Furnishes requested application documents	None	1 Day	OCS Staff Office of the College Secretary
	1.2 Asks applicant to pay non-refundable application fee	MSCS: <ul style="list-style-type: none"> • (local): Php 100.00 • (foreign resident): Php 200.00 • (foreign non-resident): USD 25.00 MSES: <ul style="list-style-type: none"> • (local): Php 250.00 	2 Minutes	



		<ul style="list-style-type: none"> (foreign): USD 25.00 		
2. Submits accomplished application documents and TOR *Make sure non-refundable application fee is paid at the Cash Office	1.1 Receives the application documents and TOR	None	5 Minutes	
	2.2 Evaluates the TOR		1 Day	
	2.3 Evaluates the application documents		1 Day	<i>Department Chair, Program Adviser, and Program faculty</i> College of Science
	2.4 Releases evaluation result		1 Day	<i>OCS Staff</i> Office of the College Secretary
	TOTAL	MSCS: <ul style="list-style-type: none"> (local): PHP100.00 (foreign resident): PHP200.00 (foreign non-resident): USD25.00 MSES: <ul style="list-style-type: none"> (local): PHP250.00 (foreign): USD 25.00 	4 Days, 7 Minutes	



2. Admission Test for Non-Degree Graduate Program

The Department of Computer Science (DCS) offers a non-degree graduate program in Computer Science to applicants who do not meet the undergraduate program requirement of the MSCS program. The Admission Test measures the applicant's readiness to undertake a non-degree program that will eventually qualify him/her for a Masters in Computer Science program in the university.

Office of Division		COLLEGE OF SCIENCE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Applicants for Master of Science in Computer Science Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Payment Slip • MSCS application evaluation result 		<ul style="list-style-type: none"> • DCS 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for non-degree program	1.1 Releases payment slip	Php 700.00	5 Minutes	OCS Staff Office of the College Secretary
2. Submits official receipt for testing fee	2.1 Receives official receipt for testing fee		5 Minutes	
	2.2 Schedules the admission test		1 Day	Program Adviser College of Science
3. Takes admission test	3.1 Administers admission test		4 Hours	Designated Faculty College of Science
	3.2 Checks the admission test		3 Days	Program Faculty College of Science
	3.3 Releases admission test results		5 Minutes	OCS Staff Office of the College Secretary
	3.4 Releases letter of acceptance		5 Minutes	
TOTAL		Php 700.00	4 Days, 4 Hours, 20 Minutes	



3. Request for Services

As part of UP's mandate to serve, our faculty accepts requests from external stakeholders for services in a form of consultancy, as judge in research competition, as resource speaker and the like.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail		Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Invitation		• Personal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter of invitation	1.1 Receives letter of invitation	None	5 Minutes	<i>Program Faculty</i> College of Science
	1.2 Evaluates letter of invitation		1 Day	
	1.3 Informs client of the decision of the invitation		5 Minutes	
TOTAL		None	1 Day, 10 Minutes	



4. Application for OJT to College of Science

The College of Science caters to requests from external educational institutions for their students to conduct On the Job Training (OJT) in any of our research programs in the college.

Office of Division		COLLEGE OF SCIENCE		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen, G2B – Government to Business G2G – Government to Government		
Who may avail		Requesting Institution		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request MOA 		<ul style="list-style-type: none"> Requesting Institution College 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for OJT addressed to the department/program	1.1 Receives the letter request for OJT	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Evaluates the feasibility of offering OJT		2 Days	<i>Department Chair / Program Coordinator</i> College of Science
	1.3 Submits the recommendation to the Dean for action		10 Minutes	<i>Department Staff</i> College of Science
	1.4 Receives recommendation		5 Minutes	<i>College Staff</i> College of Science
	1.5 Evaluates recommendation		5 Days	<i>Dean</i> College of Science
	1.6 Approves/Disapproves the recommendation		5 Minutes	
	1.7 Sends communication to the requesting institution to initiate the drafting of MOA, if approved		10 Minutes	<i>College Staff</i> College of Science
2. Submits draft MOA	2.1 Receives draft MOA		5 Minutes	



	2.2 Reviews draft MOA		5 Days	<i>Dean</i> College of Science
	2.3 Forwards to legal office for evaluation and clearance		10 Minutes	<i>College Staff</i> College of Science
	2.4 Receives cleared MOA from legal office		5 Days	
	2.5 Schedules MOA signing.		1 Day	<i>Focal Person (Faculty)</i> College of Science
3. Visits UP Cebu for MOA signing	3.1 Signs MOA together with the requesting institution for notarization		2 Hours	<i>Chancellor</i> Office of the Chancellor <i>Dean</i> College of Science
	3.2 Communicates with the focal person of the requesting institution for the mechanics of the OJT program.		1 Hour	<i>Focal Person (Faculty)</i> College of Science
TOTAL		None	17 Days, 3 Hours, 50 Minutes	



INTERNAL SERVICES

1. Request for Local Travel Order

The faculty in the college has to request for local travel order at least three (3) days prior to their scheduled official travel.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • UIS • Letter Request for Travel • Invitation Letter • Acceptance Letter • Itinerary 		Online: https://uis.up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies local Travel Order through UIS *Application should be made at least three (3) days before the official travel	1.1 Receives the application for Travel Order	None	5 Minutes	<i>Department Chair</i> College of Science
	1.2 Evaluates the application for Travel		1 Hour	
	1.3 Approves the application for Travel Order		2 Minutes	
	1.4 Receives the application for Travel Order		5 Minutes	<i>Dean</i> College of Science
	1.5 Evaluates the application for Travel		1 Hour	
	1.6 Approves the application for Travel Order		2 Minutes	
2. Submits letter request for travel with complete	2.1 Receives the letter request for travel		5 Minutes	<i>Department Staff</i> College of Science



attachments (UIS printed Travel Order, Invitation Letter, Acceptance Letter, Itinerary)	2.2 Endorses the letter request for travel		10 Minutes	<i>Department Chair</i> College of Science
	2.3 Forwards the letter request for travel to the Office of the Dean for endorsement		10 Minutes	<i>Department Staff</i> College of Science
	2.4 Receives the letter request for travel		5 Minutes	<i>College Staff</i> College of Science
	2.5 Endorses the letter request for travel		10 Minutes	<i>Dean</i> College of Science
	2.6 Forwards the letter request for travel to the Office of the Vice Chancellor for Academic Affairs		10 Minutes	<i>College Staff</i> College of Science
TOTAL		None	3 Hours, 9 Minutes	



2. Request for International Travel Order

The faculty in the college has to request for international travel order at least three (3) days prior to their scheduled official travel.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • UIS • Application for Authority to Travel Abroad • Letter Request for Travel • Invitation Letter • Acceptance Letter • Itinerary 		Online: https://uis.up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies international Travel Order through UIS *Application should be made at least three (3) days before the official travel	1.1 Receives the application for Travel Order	None	5 Minutes	<i>Department Chair</i> College of Science
	1.2 Evaluates the application for Travel		1 Hour	
	1.3 Approves the application for Travel Order		2 Minutes	
	1.4 Receives the application for Travel Order		5 Minutes	<i>Dean</i> College of Science
	1.5 Evaluates the application for Travel		1 Hour	
	1.6 Approves the application for Travel Order		2 Minutes	
2. Submits letter request for travel with complete attachments (Invitation Letter, Application for	2.1 Receives the letter request for travel	None	5 Minutes	<i>Department Staff</i> College of Science
	2.2 Endorses the letter request for travel		10 Minutes	<i>Department Chair</i> College of Science



Authority to Travel Abroad, Acceptance Letter, Itinerary)	2.3 Forwards the letter request for travel to the Office of the Dean for endorsement		10 Minutes	<i>Department Staff</i> College of Science
	2.4 Receives the letter request for travel		5 Minutes	<i>College Staff</i> College of Science
	2.5 Endorses the letter request for travel		10 Minutes	<i>Dean</i> College of Science
	2.6 Forwards the letter request for travel to the Office of the Vice Chancellor for Academic Affairs		10 Minutes	<i>College Staff</i> College of Science
TOTAL		None	3 Hours, 9 Minutes	



3. Request for Funding for Local Travel Through API

The College of Science faculty and staff shall submit request if official local travel is to be charged through API funds.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request for Funding 		<ul style="list-style-type: none"> Personal Office of the College of Science 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request for Funding	1.1 Receives the letter request for funding for travel	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Endorses the letter request for funding for travel		10 Minutes	<i>Department Chair</i> College of Science
	1.3 Forwards the letter request for funding for travel to the Office of the Dean for endorsement		10 Minutes	<i>Department Staff</i> College of Science
	1.4 Receives the letter request for funding for travel		5 Minutes	<i>College Staff</i> College of Science
	1.5 Endorses the letter request for funding for travel		10 Minutes	<i>Dean</i> College of Science
	1.6 Forwards the letter request for funding for travel to the Central Visayas Studies Center		10 Minutes	<i>College Staff</i> College of Science
TOTAL		None	50 Minutes	



4. Request for Funding for Local Travel through Fund Source

The College of Science faculty and staff shall submit request if official local travel is to be charged through UP fund source.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request for Funding 		<ul style="list-style-type: none"> Personal Office of the College of Science 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request for Funding	1.1 Receives the letter request for funding for travel	None	5 Minutes	Department Staff College of Science
	1.2 Endorses the letter request for funding for travel		10 Minutes	Department Chair College of Science
	1.3 Forwards the letter request for funding for travel to the Office of the Dean for endorsement		10 Minutes	Department Staff College of Science
	1.4 Receives the letter request for funding for travel		5 Minutes	College Staff College of Science
	1.5 Endorses the letter request for funding for travel		10 Minutes	Dean College of Science
	1.6 Forwards the letter request for funding for travel to the Budget Office		10 Minutes	College Staff College of Science
TOTAL		None	50 Minutes	



5. Request for Funding for International Travel through Research Dissemination Grant

Any faculty in the College of Science whose research is accepted for presentation in an international conference is eligible to apply for funding through the UP Research Dissemination Grant.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request for Funding Research Dissemination Grant Application Form 		<ul style="list-style-type: none"> Personal Office of the College of Science 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request for Funding with attached accomplished Research Dissemination Grant Application Form	1.1 Receives the letter request for funding for travel	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Endorses the letter request for funding for travel		10 Minutes	<i>Department Chair</i> College of Science
	1.3 Forwards the letter request for funding for travel to the Office of the Dean for endorsement		10 Minutes	<i>Department Staff</i> College of Science
	1.4 Receives the letter request for funding for travel		5 Minutes	<i>College Staff</i> College of Science
	1.5 Endorses the letter request for funding for travel		10 Minutes	<i>Dean</i> College of Science
	1.6 Forwards the letter request for funding for travel to the Budget Office		10 Minutes	<i>College Staff</i> College of Science
	1.7 Retrieves the endorsed letter request for funding for travel and RDG Application Form from the Office of the Chancellor		5 Minutes	<i>Department Staff</i> College of Science
	1.8 Forwards the letter request for funding for travel and RDG Application Form to Office of the Vice President for Academic Affairs		10 Minutes	<i>Department Staff</i> College of Science
TOTAL		None	1 Hour, 5 Minutes	



6. Nomination of Guidance/Advisory Committee

As part of the graduate thesis guidelines, the MSCS and MSES students who are to enroll in CS 300 and ENS 300 respectively, shall process the constitution of the Guidance/Advisory Committee before conducting their thesis.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student (MSCS and MSES)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Nomination Form CV of experts from external institutions 		<ul style="list-style-type: none"> Graduate Student Department/Program Office College of Science 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Nomination Form	1. Furnishes Nomination Form	None	5 Minutes	<i>OCS Staff Office of the College Secretary</i>
2. Submits accomplished Nomination Form (signed by Thesis Advisory Committee) for sequential signing	2.1 Receives accomplished Nomination Form		5 Minutes	<i>Department Staff College of Science</i>
	2.2 Endorses Nomination Form		5 Minutes	<i>Program Adviser College of Science</i>
	2.3 Forwards Nomination Form to the Office of the Department Chair		10 Minutes	<i>Department Staff College of Science</i>
	2.4 Receives Nomination Form		5 Minutes	<i>Department Chair College of Science</i>
	2.5 Recommends approval of Nomination Form		5 Minutes	
	2.6 Forwards Nomination Form to the Office of the Dean		10 Minutes	<i>Department Staff College of Science</i>
	2.7 Receives Nomination Form		5 Minutes	<i>College Staff College of Science</i>
	2.8 Approves/Disapproves		5 Minutes	<i>Dean</i>



	Nomination Form			College of Science
	2.9 Forwards Nomination Form to the Office of the Department Chair		10 Minutes	<i>College Staff</i> College of Science
	2.10 Receives Nomination Form		5 Minutes	<i>Department Staff</i> College of Science
	2.11 Furnishes Copy of Nomination Form		1 Day	
TOTAL		None	1 Day, 1 Hour, 5 Minutes	



7. Application for Thesis Defense

As part of the graduate thesis guidelines, the MSCS and MSES students who are enrolled in CS 300 and ENS 300 respectively, shall have an approved application for proposal/thesis defense before the scheduled proposal/thesis defense.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Thesis Proposal/Oral Defense Application Form 		<ul style="list-style-type: none"> Office of the College Secretary Office of the College Secretary 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Thesis Proposal/Oral Defense Application Form	1. Furnishes Thesis Proposal/Oral Defense Application Form	None	5 Minutes	OCS Staff Office of the College Secretary
2. Submits accomplished Thesis Proposal/Oral Defense Application Form (signed by Thesis Advisory Committee) for sequential signing * The advisory panel is furnished a copy of the thesis proposal/manuscript at least 2 weeks prior to the defense	2.1 Receives accomplished Thesis Proposal/Oral Defense Application Form		5 Minutes	Department Staff College of Science
	2.2 Endorses Thesis Proposal/Oral Defense Application Form		5 Minutes	Program Adviser College of Science
	2.3 Forwards Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair		10 Minutes	Department Staff College of Science
	2.4 Receives Thesis Proposal/Oral Defense Application Form		5 Minutes	Department Chair College of Science
	2.5 Recommends approval of Thesis Proposal/Oral Defense Application Form		5 Minutes	
	2.6 Forwards Thesis Proposal/Oral Defense Application Form to the Office of the Dean		10 Minutes	Department Staff College of Science



	2.7 Receives Thesis Proposal/Oral Defense Application Form		5 Minutes	<i>College Staff</i> College of Science
	2.8 Approves/Disapproves Thesis Proposal/Oral Defense Application Form		5 Minutes	<i>Dean</i> College of Science
	2.9 Forwards Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair		10 Minutes	<i>College Staff</i> College of Science
	2.10 Receives Thesis Proposal/Oral Defense Application Form		5 Minutes	<i>Department Staff</i> College of Science
	2.11 Furnishes Copy of Thesis Proposal/Oral Defense Application Form		1 Day	
	TOTAL	None	1 Day, 1 Hour, 5 Minutes	



8. Request of Thesis Defense Report

The graduate student can request for the release of his/her defense report a day after conducting his proposal/oral defense.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Document Request Form		• Office of the College Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Document Request Form	1. Furnishes Document Request Form	None	5 Minutes	<i>OCS Staff</i> Office of the College Secretary
2. Submits accomplished Document Request Form *Thesis Defense Report	2.1 Receives accomplished Document Request Form	None	5 Minutes	<i>Department Staff</i> College of Science
	2.2 Approves release of Thesis Proposal Defense Report	None	5 Minutes	<i>Department Chair</i> College of Science
	2.2 Releases Thesis Defense Report	None	5 Minutes	<i>Department Staff</i> College of Science
TOTAL		None	20 Minutes	



9. Request for Appointment of External Critic/Reader

As part of the constitution of the Thesis Oral Examination/Defense Committee, the graduate student needs to request the appointment of an external critique.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student External Critic		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Conforme • CV • MOA 		<ul style="list-style-type: none"> • Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form * with concurrence of the thesis advise	1.1 Receives name of external critic/reader	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Evaluates external critic/reader CV		1 Day	<i>Department Chair</i> College of Science
	1.3 Recommends approval of external critic/reader		5 Minutes	
	1.4 Forwards name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form to the Office of the Dean		10 Minutes	<i>Department Staff</i> College of Science
	1.5 Receives name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form		5 Minutes	<i>College Staff</i> College of Science
	1.6 Evaluates name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form		1 Day	<i>Dean</i> College of Science
	1.7 Releases appointment of external critic/reader to the Office of the Department Chair		5 Minutes	
TOTAL		None	1 Day, 30 Minutes	



10. Request for Change of Adviser/Panel Member

The graduate student is allowed to request for a change of Adviser or Panel member in the event that the adviser or member of the Thesis Panel is no longer available for a valid reason or that the graduate student finds it necessary to change the constitution of his/her panel to resolve issues in research specialization.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request Conforme 		<ul style="list-style-type: none"> Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	1.1 Receives letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Endorses letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		5 Minutes	<i>Thesis Adviser</i> College of Science
	1.3 Evaluates letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		1 Day	<i>Department Chair</i> College of Science
	1.4 Recommends approval of letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		5 Minutes	
	1.5 Forwards letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member to the Office of the Dean		10 Minutes	<i>Department Staff</i> College of Science
	1.6 Approves/Disapproves letter request		5 Minutes	<i>Dean</i>



	for Change of Adviser/Panel Member with Conformance from new Adviser/Panel Member			College of Science
	1.7 Furnishes Copy of Approved/Disapproved request for Change of Adviser/Panel Membership to the Office of the Department Chair		5 Minutes	<i>College Staff</i> College of Science
	TOTAL	None	1 Day, 35 Minutes	



11. Releasing of Thesis Panel Honoraria

The members of the Thesis Guidance/Advisory Committee are entitled to receive honoraria after the graduate student has already submitted the hardbound copy of his/her MS thesis.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request Report of Oral Thesis Defense Acceptance sheet Appointment of Guidance Committee members 		<ul style="list-style-type: none"> Department Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for the release of Thesis Panel honoraria	1.1 Receives request	None	5 Minutes	Department Staff College of Science
	1.2 Endorses request		5 Minutes	Department Chair College of Science
	1.3 Forwards to Office of the Dean		10 Minutes	Department Staff College of Science
	1.4 Receives endorsed request		5 Minutes	College Staff College of Science
	1.5 Approves request		5 Minutes	Dean College of Science
	1.6 Submits approved request to Accounting Office		10 Minutes	College Staff College of Science
TOTAL		None	40 Minutes	



12. Request for Official Student Travel

This request applies to the faculty whose students are to travel and conduct field work as part of the requirements of the course.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request for Official Student Travel 		<ul style="list-style-type: none"> Personal Online: https://uis.up.edu.ph 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for Official Student Travel with attachments (Waiver etc.)	1.1 Receives the letter request for Official Student Travel	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Endorses the letter request for Official Student Travel		10 Minutes	<i>Department Chair</i> College of Science
	1.3 Forwards the letter request for Official Student Travel to the Office of the Dean for endorsement		10 Minutes	<i>Department Staff</i> College of Science
	1.4 Receives the letter request for Official Student Travel		5 Minutes	<i>College Staff</i> College of Science
	1.5 Endorses the letter request for Official Student Travel		10 Minutes	<i>Dean</i> College of Science
	1.6 Forwards the letter request for Official Student Travel to Office of Student Affairs		10 Minutes	<i>College Staff</i> College of Science
TOTAL		None	50 Minutes	



13. Assistance to Students in the Conduct of OJT

As part of the course requirements of the BS Computer Science program, the students have to enroll in a CS course for them to conduct their On the Job Training (OJT) to external institution/company.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Memorandum of Agreement with Company		• Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits prepared Memorandum of Agreement	1.1 Receives prepared Memorandum of Agreement	None	5 Minutes	<i>College Staff</i> College of Science
	1.2 Signs the Memorandum of Agreement		5 Minutes	<i>Dean</i> College of Science
	1.3 Forwards the Memorandum of Agreement for notarization		10 Minutes	<i>College Staff</i> College of Science
TOTAL		None	20 Minutes	



11. Request for Short term use of Laboratory Equipment and Non-Consumable Material(Chemistry, Physics, Biology, Computer Science, and Stat)

The students enrolled in any laboratory course in the college shall process request for the use of laboratory equipment and non-consumable materials.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Student Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Borrower's Slip User's Logbook 		<ul style="list-style-type: none"> Laboratory 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests use of equipment and non-consumable material through borrower's slip/logbook.	1.1 Receives request	None	5 Minutes	<i>Lab Technician</i> College of Science
	1.2 Releases requested items	None	10 Minutes	<i>Lab Technician</i> College of Science
2. Returns the borrowed items	2.1 Receives the borrowed items.	None	5 Minutes	<i>Lab Technician</i> College of Science
	2.2 Checks for broken materials or damaged equipment	None	10 Minutes	<i>Lab Technician</i> College of Science
	2.3 Records the accountability of the student/faculty in case of broken materials or damaged equipment	None	5 Minutes	<i>Lab Technician</i> College of Science
TOTAL		None	35 Minutes	



12. Request for Long term Use of Laboratory Equipment and Non-Consumable Material (Chemistry, Physics, Biology)

The students enrolled in any laboratory course in the college shall process request for the use of laboratory equipment and non-consumable materials.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Student Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter Request User's Logbook 			<ul style="list-style-type: none"> Laboratory 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits three (3) copies of letter request for long term use of equipment and non-consumable material.	1.1 Receives request	None	5 Minutes	<i>Department Staff</i> College of Science
	1.2 Evaluates the request		1 Hour	<i>Department Chair</i> College of Science
	1.3 Endorses request to the Office of the Dean		5 Minutes	<i>College Staff</i> College of Science
	1.4 Evaluates the Request		1 Hour	<i>Dean</i>
	1.5 Approves/Disapproves request		5 Minutes	College of Science
2. Submits a copy of the approved letter request	2.1 Receives approved letter request		5 Minutes	<i>Lab Technician</i> College of Science
	2.2 Allows the use of the requested equipment.		5 Minutes	
3. Returns the equipment within the approved period in the letter	3.1 Receives the equipment		5 Minutes	
	3.2 Checks for broken materials or damaged equipment		10 Minutes	
	3.3 Countersigns the approved letter (2 copies) to indicate the return.		5 Minutes	



4. Submits the countersigned approved letter to the faculty MR Holder	4. Receives the countersigned letter		5 Minutes	<i>MR Holder/Faculty College of Science</i>
TOTAL		None	2 Hours, 50 Minutes	



13. Request Use for Consumable/Disposable Laboratory Materials (Chemistry, Biology)

The students enrolled in Chemistry and Biology laboratory courses in the college shall process request for the use of laboratory equipment and consumable materials.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Student Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form		• Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests use consumable material	1.1 Receives request	None	5 Minutes	<i>Lab Technician</i> College of Science
	1.2 Releases requested items		10 Minutes	
TOTAL		None	15 Minutes	



14. Student Department Clearance

At every end of the semester, the students are required to process their clearance in the department as a requirement for their enrolment in the next semester.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> All borrowed equipment are returned to the lab stockroom Payment of UPECS dues 		<ul style="list-style-type: none"> Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits clearance form for sequential signing	1.1 Receives and signs clearance form	None	5 Minutes	<i>Laboratory Technician / Laboratory-in-charge College of Science</i>
	1.2 Receives and signs clearance form		5 Minutes	<i>Program-based Organization Adviser College of Science</i>
	1.3 Receives and signs clearance form		5 Minutes	<i>Program Adviser College of Science</i>
	1.4 Receives and signs clearance form		5 Minutes	<i>Department Chair College of Science</i>
2. Submits accomplished clearance	2.1 Receives accomplished clearance		5 Minutes	<i>College Clerk College of Science</i>
TOTAL		None	25 Minutes	



COLLEGE OF SOCIAL SCIENCES (CSS)

EXTERNAL SERVICES

1. Suggestion from other stakeholders

Stakeholders who want to submit suggestions for the college.

Office or Division:		All Colleges		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Non-student stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		College Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder may email suggestions. 2. Concerned party replies to the email through the college email within 3 days.	1. Staff acknowledges the receipt of email within 3 days. 2. Staff forwards the email to the concerned party. 3. Staff replies to the email with the response of the concerned party within the day.	None	3 Working Days	<i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	3 Working Days	



INTERNAL SERVICES

1. Student Request for Consultation Services

Process for procuring consultations with faculty

Office or Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for Appointment 		<ul style="list-style-type: none"> Faculty, College Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for an appointment.	1. Approval by Faculty	None	1 Working Day	<i>College Staff</i> College of Social Sciences <i>Faculty</i> College of Social Sciences
TOTAL		None	1 Working Day	



2. Request for Authentication of Documents / Certificates

Process wherein a requestor asks for his/her documents to be authenticated by the college

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter for authentication 		<ul style="list-style-type: none"> Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter for authentication	1. Staff accepts, reviews, and countersigns the letter 2. College Secretary/Dean signs	None	2 Working Days	<i>College Staff</i> College of Social Sciences <i>OCS Staff</i> Office of the College Secretary <i>Dean</i> College of Social Sciences
TOTAL		None	2 Working Days	



3. Request to use classrooms/facilities (outside of class hours)

Students may use UPC facilities, and this is the process of requesting usage of classroom/facilities after class hours

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu faculty, staff, and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request form 		<ul style="list-style-type: none"> Campus Maintenance Office (CMO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Fills up the request form and submits it to the respective college/division. CMO (janitor) also signs on the request form to ensure clean up after the activity. Pays at the Cashier's Office for use of the aircon if authority for free use was not granted 	<ol style="list-style-type: none"> Staff accepts and checks for the availability of the room. Dean approves or disapproves Cashier receives payment and issues an OR 	<p>None, if academic-related</p> <p>For non-academic use, P50/hour is charged for one air-conditioning unit</p> <p>Pay per hour for cleaner/s if use goes beyond working hours of the janitor.</p>	1 Working Day	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>Cash Office Staff</i> Cash Office</p>
TOTAL		Case-to-case Basis	1 Working Day	



4. Suggestions from Students

Process of handling suggestions from students

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Suggestion form 		<ul style="list-style-type: none"> College Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student accomplishes suggestion form (two copies) available in respective colleges	1. Admin Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary 2. College Secretary / Dean responds to the suggestion	None	3 Working Days	<i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	3 Working Days	



5. Request for Official Travel Order

Process of requesting for Official Travel Order

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, staff, and student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter addressed to the Chancellor UIS Official Travel Order 		<ul style="list-style-type: none"> up.edu.ph account 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Faculty, staff, or student makes a request letter addressed to the Chancellor, through channels, detailing why, when, and where. Faculty, staff, and student access and fill up the UIS 	<ol style="list-style-type: none"> Letter to be endorsed by Department Chair (if applicable), Dean, then VCAA for faculty. For Admin staff, it should be endorsed by the Dean and VCA. For students, it should be endorsed by the Adviser, Dean, OSA, and VCAA. Through UIS and through channels Chancellor approves Office of the Chancellor makes and releases the Travel Order 	None	3 Working Days	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Department Chair</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>For faculty:</i> <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>For admin staff:</i> <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration</p>



				For students: OSA Director Office of Student Affairs and <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
		TOTAL	None	3 Working Days



6. Application for Local Travel Order (non-official)

Local Travel Order Application process

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> UIS 		<ul style="list-style-type: none"> up.edu.ph UIS account 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UIS 2. Prints approved UIS	1. Through Channels	None	2 Working Days	<i>Department Chair</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



7. Application for Research Load Credit

Research Load Credit (RLC) Application process for academic personnel

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Research Proposal 		<ul style="list-style-type: none"> Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes letter addressed to the Chancellor, through channels, three months prior to the affected semester Submits certification of funding (if applicable) 	<ol style="list-style-type: none"> CAPC reviews & recommends (or not), Department Chair's (if applicable) and Dean's endorsement. Staff receives the letter and forwards to CVSC for endorsement. If three units only, Dean approves (or not). If more than three units, the Chancellor approves (or not) 	None	15 Working Days	<p>If request is only three units: <i>Department Chair</i> College of Social Sciences</p> <p>CAPC</p> <p><i>Dean</i> College of Social Sciences</p> <p>If request is more than 3 units: <i>CVSC Director</i> Central Visayas Studies Center</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	15 Working Days	



8. Application for Leave

Leave application for academic personnel

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Leave Form 		<ul style="list-style-type: none"> College Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/staff accomplishes the form	1. Department Chair recommends for approval (In the case of CS) 2. Dean approves the request.	None	1 Working Day	<i>College Staff</i> College of Social Sciences <i>Department Chair</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	1 Working Day	



9. Application for Leave Without Pay

Leave without pay application for academic personnel

Office or Division		All Colleges		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request, Leave Form 		<ul style="list-style-type: none"> Personal, College Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Faculty writes a letter addressed to the Chancellor, through channels, three months before the affected semester. Faculty accomplishes the Leave Form 	<ol style="list-style-type: none"> Department Chair recommends for approval (In the case of CS). Dean recommends for approval. Vice Chancellor for Academic Affairs recommends for approval. Chancellor approves the request. 	None	5 Working Days	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Department Chair</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	5 Working Days	



10. Application for study leave

Study Leave application process for academic personnel

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request, Leave Form, Faculty Development Plan, School acceptance 		<ul style="list-style-type: none"> Personal, College Administrative Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Faculty writes letter addressed to the Chancellor, through channels, one semester before the affected semester Faculty fills up the leave form 	<ol style="list-style-type: none"> CAPC reviews & recommends (or not), Department Chair's (if applicable) and Dean's endorsement CAPC submits endorsement to AcPFC AcPFC reviews & recommends action on request to the Chancellor Chancellor reviews and acts on the request 	None	20 Working Days	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Department Chair or Program Coordinator</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	20 Working Days	



11. Application for Faculty Grant

Grant Application process for faculty

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Faculty Grant Form 		<ul style="list-style-type: none"> College Administrative Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Faculty waits for the call for faculty grant Submits form with supporting documents to the CAPC for endorsement 	<ol style="list-style-type: none"> CAPC reviews documents for endorsement AcPFC reviews, ranks for endorsement Chancellor reviews and approves request 	None	20 Working Days	<i>Staff</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



12. Application for Research Grant

Application for faculty to apply for a research grant through the Central Visayas Studies Center (CVSC)

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Research Grant Form 		<ul style="list-style-type: none"> College Administrative Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Faculty waits for the call for research grant Faculty writes a letter and attach the CVSC research template Submits to the Dean for endorsement Faculty responds to the reviewer's comments and submit revised proposal to CVSC 	<ol style="list-style-type: none"> Dean endorses the form CVSC sends the research document out for peer review CVSC returns proposal to faculty for revisions CVSC endorses revised proposal to VCAA VCAA endorses proposal for Chancellor's approval CVSC processes the research contract and returns to faculty for signature OVCAA staff prepares the Disbursement Voucher (DV), Obligation Request (OBR) with the signed contract for fund release 	None	20 Working Days	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>CVSC Director</i> Central Visayas Studies Center</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>OVCAA Staff</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p>
TOTAL		None	20 Working Days	



13. Application for Authority to Travel Abroad

Application process for UP employees to apply for authority to travel abroad

Office or Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to the Chancellor, through channels UIS: international travel order 			<ul style="list-style-type: none"> up.edu.ph UIS account 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter addressed to the Chancellor through channels. If academic / administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work.	1. Department Chair (if applicable), Dean, VCAA endorse the letter.	None	1 Working Day	<i>Department Chair</i> College of Social Sciences
2. Accomplishes form at UIS: international travel	2. Once approved, the office of the Chancellor issues the Authority to Travel Abroad		1 Working Day	<i>Dean</i> College of Social Sciences <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



15. Request Authority to Hire

The college requests permission to hire academic personnel

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Department Chair/Program Coordinator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request, Academic Loading 		<ul style="list-style-type: none"> Personal, Department/Program Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair/Program Coordinator writes a letter addressed to the Chancellor through channels asking for authority to hire new faculty (three months before the start of the semester)	1. CAPC endorses the request and forwards the letter and the attachments to HRDO for AcPFC review and endorsement	None	10 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
2. Attaches the academic loading for the entire school year or the remaining semester	2. AcPFC forwards the request to the Chancellor for approval.		10 Working Days	AcPFC <i>HRDO Head</i> Human Resource Development Office <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



16. UP Cebu Research Dissemination Grant (RDG) and Funding

Request for UP Cebu Research Dissemination Grant (RDG) and Release of RDG Fund

Office or Division	All colleges			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter addressed to the Chancellor through channels Application Form (UP-Cebu-RDG-Forms-1-2-final-2) Attachments: information about the conference, and paper to be presented. 			<ul style="list-style-type: none"> http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/ 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Writes letter request addressed to the Chancellor through channels Accomplishes UP Cebu RDG form Attaches supporting documents Once approved, follows up on the release of RDG 	<ol style="list-style-type: none"> Endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA Approval of the Chancellor Once approved, staff prepares the DV and OBR status Dean endorses the release of payment, OVCAA recommends and Chancellor approves Staff inputs in UIS Cashier prepares & releases 	None	15 Working Days	<p><i>Applicant</i></p> <p><i>CVSC Director</i> Central Visayas Studies Center</p> <p><i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p> <p><i>College Staff</i> College of Social Sciences</p> <p>Budget Office</p>



	the check once signed			Accounting Office <i>Cash Office Staff</i> Cash Office
	TOTAL	None	15 Working Days	



17. Renewal of Faculty

Process of Renewal of a faculty's appointment for the next academic term/s

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Program Coordinator/Department Chair		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request, SET 		<ul style="list-style-type: none"> Personal, Department/Program Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Department Chair/Program Coordinator writes a letter addressed to the Chancellor through channels (two months before the semester starts) Department Chair/Program Coordinator attaches the following documents: justification with CAPC endorsement, recent SET of faculty, faculty loading for the next school year 	<ol style="list-style-type: none"> CAPC endorses the request and forward the letter and the attachments to HRDO for AcPFC review and endorsement. AcPFC forwards the request to the Chancellor for approval. 	None	10 Working Days 10 Working Days	<i>Department Chair or Program Coordinator College of Social Sciences</i> <i>Dean or CAPC College of Social Sciences</i> <i>HRDO Head Human Resources Development Office</i> <i>Vice Chancellor for Academic Affairs or AcPFC Office of the Vice Chancellor for Academic Affairs</i>
TOTAL		None	20 Working Days	



18. Request for UP System RDG Grants/International Publication Award

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP System

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application Form Attachments 		<ul style="list-style-type: none"> https://ovpaa.up.edu.ph/ 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Accesses and downloads forms from https://ovpaa.up.edu.ph/ Attaches supporting documents Checks ovpaa.up.edu.ph for the submission dates for the RDG. Emails scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA 	<ol style="list-style-type: none"> Forms need to be endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA. OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) will inform applicant by email if application was approved. Once approved, OVPAA sends an email to the applicant for the release of the grant/award. Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR) 	None	45 Working Days	<p><i>Applicant</i></p> <p><i>CVSC Director</i> <i>Central Visayas Studies Center</i></p> <p><i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i></p> <p><i>Office of the Vice President for Academic Affairs</i></p> <p><i>Staff</i> <i>College of Social Sciences</i></p>



5. Mails to UP (OVPAA) the printed form (with endorsements and attachments) 6. Forwards the email of OVPAA to staff to prepare for the release of the grant/award.	5. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 6. Staff inputs in UIS. 7. Cash office staff prepares & releases the check once signed			<p style="text-align: center;"><i>Dean</i> College of Social Sciences</p> <p style="text-align: center;"><i>Chancellor</i> Office of the Chancellor</p> <p style="text-align: center;"><i>Cashier</i> Cash Office</p>
TOTAL		None	45 Working Days	



19. Application for Faculty/Staff Clearance

Clearance process for Academic Personnel

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Clearance Form 		<ul style="list-style-type: none"> HRDO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/staff accomplishes clearance form and have it signed by concerned academic and administrative heads	1. Program Adviser, College Secretary, and Dean signs 2. Administrative Head signs	None	3 Working Days	<i>All Academic and Administrative Heads</i>
TOTAL		None	3 Working Days	



20. Application for UP Fellowship Grant

Fellowship grant application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, and Admin Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter to OVPAA through channels Proof of university acceptance Faculty Development Plan 		<ul style="list-style-type: none"> Personal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter through the Dean with supporting documents	1. CAPC reviews application for fellowship 2. Submits endorsement to AcPFC 3. AcPFC reviews application and makes recommendation to the Chancellor 4. Chancellor reviews AcPFC endorsement and submits application to OVPAA	None	20 Working Days	<i>Dean</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor Office of the Vice President for Academic Affairs
TOTAL		None	20 Working Days	



21. Application for Plantilla Item

Plantilla item application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, and Admin Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty waits for the call for filling up of items. 2. Submits document on accomplishments/ performances to the CAPC for evaluation and ranking	1. CAPC reviews documents and ranks applicants 2. CAPC endorses the assignment of plantilla item to the Chancellor 3. Chancellor reviews and acts on the request	None	20 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences Chairs <i>Dean</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



22. Application for Tenure

Tenure application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of application for tenure • Evaluation Form • Supporting documents (publication, SET, etc) 		<ul style="list-style-type: none"> • Office Staff • Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for tenure to the Dean of the College	1. Dean sends letter, together with tenure evaluation form and supporting documents, to the CAPC for evaluation.	None	45 Working Days	Applicant
2. Prepares and attaches supporting documents.	2. If all papers are complete, CAPC endorses the application for evaluation by the tenured faculty of the college.			CAPC
	3. Dean calls a meeting with the tenured faculty to evaluate the application and attachments.			Tenured Faculty
	4. Tenured faculty endorses (or does not endorse) based on the application, tenure evaluation form, and other supporting documents.			<i>Dean</i> College of Social Sciences
	5. If endorsed, Dean sends recommendation			<i>HRDO Head</i>



	<p>of tenured faculty, together with all supporting documents, to HRDO for AcPFC evaluation and endorsement. Cover letter shall be made indicating the decision of the majority on the tenure application.</p> <p>6. AcPFC reviews recommendation in (5) and acts on the recommendation.</p> <p>7. AcPFC sends recommendation to the Chancellor for final action on the application for tenure.</p> <p>8. Chancellor acts on the recommendation.</p> <p>9. If recommended, sends the application to the BOR for approval.</p>			<p>Human Resource Development Office</p> <p>AcPFC</p> <p>Chancellor Office of the Chancellor</p> <p>Board of Regents</p>
TOTAL		None	45 Working Days	



23. Request for Supplies

To request supplies from the Supply Property Management Office

Office or Division	All colleges			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, REPS, and Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Purchase Requisition form • Obligation Request form • Line Item Budget (if API) • Project Procurement Management Plan (PPMP) 			<ul style="list-style-type: none"> • UIS 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Staff makes Purchase Request (PR) and OBR to be signed by the Dean 2. Submits PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) to the Budget Office 	<ol style="list-style-type: none"> 1. Budget Officer checks funds availability for the purchase of requested items and signs OBR and endorses this to VCA or Chancellor for approval 2. VCA or Chancellor approves request 3. Approved PR with attached documents is submitted to (Bids and Awards Committee) BAC office for mode of procurement 4. Supply and Property Management Office (SPMO) 	None	7 Working Days	<p><i>College Staff</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>Budget Officer</i> Budget Office</p> <p><i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration or <i>Chancellor</i> Office of the Chancellor</p> <p><i>BAC Chair</i></p>



	for procurement			Supply Property Management Office
	TOTAL	None	7 Working Days	



24. Request for Official Time

Current faculty's request for an official time from the Chancellor

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter addressed to the Chancellor 		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor through channels, If academic/ administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work. 2. Fills up UIS for travel order, if applicable	1. Dean, VCAA, and Chancellor endorses	None	3 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



25. Processing of Cash Advance (CA) /Reimbursement/Liquidation

Cash Advance / Reimbursement / Liquidation processes

Office or Division		All colleges		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Travel Order Approved letter of funding Itinerary of the travel, Airline ticket, boarding passes, Certificate of Appearance, and other documentary requirements DV, OBR 		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR CA: 1. Submits travel order, itinerary of travel, airline tickets, and other documentary requirements. FOR Reimbursement/Liquidation: 1. Submits travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	1. Staff prepares DV and OBR. 2. Dean signs 3. Staff enters request in UIS 4. Staff submits the signed DV Budget, Accounting, and then OVCA 5. If all papers are complete, Cash office staff prepares and releases the signed check	None	7 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Cashier</i> Cash Office <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration <i>Chancellor</i> Office of the Chancellor
TOTAL		None	7 Working Days	



26. Application for Merit Promotion

Merit Promotion process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter addressed to the UP President • Promotion instrument • Supporting documents 		<ul style="list-style-type: none"> • Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion	1. CAPC reviews and evaluates application.	None	45 Working Days	<i>Applicant</i>
2. Self-evaluates based on the promotion instrument	2. Submits to HRDO for AcPFC.			CAPC
3. Prepares two sets of supporting documents	3. AcPFC reviews, evaluates, and recommends			<i>Dean</i> College of Social Sciences
4. If cross-ranking, prepares justification for cross-ranking	4. Chancellor recommends			AcPFC
	5. BOR if cross-ranking to Associate Professor and Full Professor			<i>Chancellor</i> Office of the Chancellor
TOTAL		None	45 Working Days	Board of Regents (if cross-ranking from Associate Professor to Full Professor)



27. Application for Automatic Promotion

Automatic Promotion process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter addressed to the Chancellor thru channels • Proof of completion of MA/PhD degree • Publications if request is for automatic promotion with merit 		<ul style="list-style-type: none"> • Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion together with supporting documents	1. CAPC reviews and evaluates application. 2. Submits to AcPFC for evaluation. 3. AcPFC reviews, evaluates, and recommends action to the Chancellor. 4. Chancellor reviews and acts on the recommendation.	None	20 Working Days	<i>Applicant</i> CAPC <i>Dean</i> College of Social Sciences AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



28. Request for Limited Practice of Profession

Current faculty's request for permission for limited practice of his/her profession.

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> LPP form 		<ul style="list-style-type: none"> UIS 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills LPP form in UIS	1. Dean endorses 2. VCAA recommends 3. Chancellor approves or disapproves	None	3 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



29. Request for Course Offerings from Other Colleges

Process for requesting of course offerings from another college.

Office or Division		All Colleges		
Classification		Complex		
Type of Transaction		G2C – Government to Government		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request 		<ul style="list-style-type: none"> Requester 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair (if applicable) or Program Coordinator writes a letter of request for a course [endorsed by the Dean] addressed to the Dean of the servicing unit. 2. The request includes the proposed schedule.	1. Dean of the servicing unit receives the request and identifies the faculty who is available to handle the requested course 2. Servicing unit replies in writing the approval of the requests including changes made to the proposed schedule.	None	7 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Dean</i> College that is servicing the unit
TOTAL		None	7 Working Days	



30. Request for Faculty from Other Colleges

Request for acquiring the services of a faculty member from another college

Office or Division		All colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> Requester 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair (if applicable) or Program Coordinator writes a letter of request for a faculty [endorsed by the Dean] addressed to the Dean of the concerned college.	1. The concerned faculty is asked for his/her availability	None	3 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
2. The request includes the proposed schedule.	2. Servicing unit, either through the Dean or the faculty, replies in writing if the college can accommodate request or not			<i>Dean</i> College of Social Sciences
	3. If the servicing unit or college cannot accommodate the request, then the requester needs to look for their own lecturer			<i>Dean</i> College that is servicing the unit
TOTAL		None	3 Working Days	



31. Request for Official Data/Information

Process for a UP Faculty/student to request official data/information that is within the limits of the Data Privacy Act (RA 10173)

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter 		<ul style="list-style-type: none"> Requester 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Submits a letter to the Dean of the concerned department or college about the request for the specific data/document including the purpose of the request. Signs the request letter to signify receipt of the data/document. 	<ol style="list-style-type: none"> The Dean, after legal clearances, forwards the request to the concerned department/unit. Depending on the nature of the request, the concerned department/unit should be able to produce the requested data/document within a minimum of 3 days. The Dean releases the data/document 	None	3 Working Days	<p><i>Department Chair or Program Coordinator</i> College of Social Sciences</p> <p><i>Dean</i> College of Social Sciences</p> <p><i>Dean</i> College that is servicing the unit</p>
TOTAL		None	3 Working Days	



32. Hiring Procedure of New Faculty (Full time and lecturer)

Process of hiring new faculty and lecturer for the college

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Application Letter Addressed to the Dean ● CV ● TOR 		<ul style="list-style-type: none"> ● Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits application documents to the Office of the Dean	1. College receives the applications. 2. CAPC reviews the applications based on hiring criteria and schedules interview and demo teaching of short-listed applicants. 3. College informs non-shortlisted applicants of the result of their application 4. College calls short-listed applicants for interview and demo teaching and submission of other requirements. 5. CAPC conducts interviews, observes demo teaching, reviews other requirements, evaluates, and rates	None	45 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor



	<p>short listed applicants, and submits endorsement to AcPFC through HRDO.</p> <p>6. Informs the recommended faculty of the AcPFC action and for him/her to submit employment requirements.</p> <p>7. Informs faculty to report for duty upon issuance of his/her appointment from the Office of the Chancellor</p>			
TOTAL		None	45 Working Days	



33. Endorsement of Request for Use of Rooms/Facilities

Processing of endorsement of requests for the use of UP Cebu Rooms / Facilities

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Requester		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter Room Use Form 		<ul style="list-style-type: none"> Requester CMO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Requesting party secures request for room use form from CMO and fills it up. 2. Requesting party brings form to staff of college where the room/facility requested is located. 	<ol style="list-style-type: none"> 1. College staff checks availability of room/facility. 2. Dean endorses request. 	None	1 Working Day	<i>Requester</i> <i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	1 Working Day	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: css.upcebu@up.edu.ph Call: (032) 232 8187 local 203 Write: The Dean College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	<ul style="list-style-type: none">• All feedbacks/complaints will be received with utmost professionalism and courtesy.• Expect an acknowledgement from the staff three working days upon receipt of email.• The feedback/complaint will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action.• The complainant will be informed of the response/action on their feedback/complaint.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	



MASTER OF EDUCATION PROGRAM (M.Ed. Program)

EXTERNAL SERVICES

1. Application to the Graduate Program

The Master of Education Program accepts applicants for Biology, Chemistry, Physics, English, Filipino, Mathematics, and Social Studies specializations.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Undergraduate/Graduate students (2 nd Courser)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application Form • 1 pc. 2x2 ID picture • Photocopy of TOR 		Office of the Master of Education (M.Ed.) Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application form and submits it together with the Transcript of Records (TOR) and 1 pc. 2x2 ID picture	1.1 Accepts and reviews accomplished application form and documents submitted	PHP250.00	30 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
	1.2 Issues processing fee payment slip		5 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
2. Pays processing fee to Cashier's Office	2. Issues Official Receipt (O.R.)		10 Minutes	<i>Cashier's Staff</i> Cash Office
3. Presents official receipt (O.R.)	3. Copies Official Receipt (O.R.) number to the applicant's filled up Application Form		5 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
4. Waits for the result of the evaluation of application –	4.1 Forwards application to the faculty evaluator/s for		30 Minutes	<i>M.Ed. Staff</i> Office of the Master of



will be informed thru text or call	assessment of credentials			Education Program
	4.2 Assesses / Evaluates the application and credentials submitted		1 Day	<i>M.Ed. Faculty Evaluator</i> Office of the Master of Education Program
	4.3 Informs applicant of the assessment/evaluation results		10 Minutes	<i>M.Ed. Staff and Faculty Evaluator</i> Office of the Master of Education Program
TOTAL		PHP250.00	1 Day, 1 Hour, 30 Minutes	



2. Take the Master of Education Entrance Test (MEET)

All qualified applicants after assessment and evaluation of their requirements will take the scheduled Master of Education Entrance Test which shall be administered by the Office of Students Affairs (Part 1) and the M.Ed. Program (Part 2).

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Qualified applicants to the graduate program after evaluating their applications		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Test Permit Slip • Ballpen and Pencil 		Office of the Master of Education (M.Ed.) Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the M.Ed. Office to get the testing fee slip	1. Issues Testing Fee Slip	PHP600.00	5 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
2. Pays testing fee to Cashier's Office	2. Issues Official Receipt (O.R.)		10 Minutes	<i>Cash Office Staff</i> Cash Office
3. Presents official receipt (O.R.)	3. Copies Official Receipt (O.R.) number to the applicant's filled up Application Form and issues Test Permit Slip		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
4. Takes the Master of Education Entrance Test (MEET) as per the scheduled date in the approved M.Ed. Program academic calendar	4.1 The Office of Students Affairs (OSA) administers the IQ exam while the M.Ed. staff administers the ESSAY test		1 Day	<i>OSA Staff</i> Office of Students' Affairs <i>M.Ed. Staff</i> Office of the Master of Education Program
	4.2 Checks the examinations administered	17 Days	<i>OSA Examiner & Corrector (for the IQ part)</i> Office of Students' Affairs <i>3 M.Ed. Faculty Members (for</i>	



				<i>the Essay Part)</i> M.Ed. Program
5. Gets the examination result as per scheduled date of releasing	5. Releases test results		1 Day	<i>M.Ed. Staff</i> Office of the Master of Education Program
		TOTAL	PHP600.00	19 Days, 25 Minutes



3. Enrolment to the Graduate Program of Newly Qualified Applicants

All passers of the Master of Education Entrance Test will have to accomplish all the needed requirements for their enrolment to the specific specialization they opted to enroll.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		MEET Passers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Admission Slip Hon. Dismissal from school last attended Transcript of Records (TOR) 4 pcs. 2x2 ID picture Medical Lab. Results Original NSO Birth Certificate Photocopy of NSO Marriage Cert. for female married applicants Medical Certificate issued by the UPC Health Services Unit Letters of Recommendation from former professors and/or immediate supervisors 		<ul style="list-style-type: none"> Office of the Master of Education (M.Ed.) Program 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicant submits and secures a medical certificate from UP clinic	1. Checks requirements and issues medical certificate	Tuition Fees: P 600/unit	15 Minutes	<i>HSU Staff Health Services Unit</i>
2. Enrollee submits all required documents to the Office of the University Registrar (OUR)	a. Receives and checks the documents	(P 3,600 for 6 units, which is the regular load of an M.Ed. student per semester	20 Minutes	<i>OUR Staff Office of the University Registrar</i>
	2.2 Encodes the enrollee to SAIS website and issues his/her SAIS account.		20 Minutes	<i>OUR Staff Office of the University Registrar</i>
		Miscellaneous Fees: P		



3. Enrollee proceeds back to the M.Ed. Office and presents the SAIS account	3.1 M.Ed. staff checks on the subjects to be taken and/or pre-registered to make sure that they are correct	895	10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
	3.2 M.Ed. program adviser checks/ advises and calculates tuition and other fees		20 Minutes	<i>M.Ed. Adviser</i> Office of the Master of Education Program
4. Enrollee proceeds to the Cashier's Office for payment of tuition and other fees	4. Prints UP Form 5 and issues Official Receipt (O.R.)		20 Minutes	<i>Cash Office Staff</i> Cash Office
5. Goes to the staff of the CSS College Secretary for final encoding in the SAIS website and stamping registered of his/her Form 5	5. Encodes in the SAIS website, stamps registered the UP Form 5 and releases the student's copy to the enrollee		15 Minutes	<i>CSS College Secretary</i> Office of the College Secretary
TOTAL		Case-to-case basis	2 Hours	



4. Enrollment of Continuing Students to the Graduate Program

The Master of Education Program prepares the subjects to be offered every trimester and plots the schedule for all continuing and returning students.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		1 st to 3 rd year continuing and returning students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Two printed copies of temporary Form 5A 		<ul style="list-style-type: none"> The student who wishes to enroll will do the pre-registration on the scheduled date and prints two copies of his/her temporary Form 5A 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the printed copy of the Temp. Form 5	1.1 Checks on the subjects to be taken and/or pre-registered to make sure that they are correct	Laboratory Fees	10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
	1.2 M.Ed. program adviser checks/ advises and calculates tuition and other fees	Biology Majors: PHP400.00	20 Minutes	<i>M.Ed. Adviser</i> Office of the Master of Education Program
2. Enrollee proceeds to the Cashier's Office for payment of tuition and other fees	2. Prints UP Form 5 and issues Official Receipt (O.R.)	Chemistry Majors: PHP100.00	20 Minutes	<i>Cash Office Staff</i> Cash Office
3. Goes to the staff of the CSS College Secretary for final encoding in the SAIS website and stamping registered of his/her Form 5	3. Encodes in the SAIS website, stamps registered the UP Form 5 and releases the student's copy to the enrollee	Physics Majors: PHP100.00	15 Minutes	<i>CSS College Secretary</i> Office of the College Secretary
TOTAL		Case-to-case basis	1 Hour, 5 Minutes	



INTERNAL SERVICES

1. Administer the Online Students Evaluation of Teachers (SET)

The online Student Evaluation of Teachers (SET) is done every trimester to all M.Ed. Program classes. The students' faculty evaluation results will be generated thru the website and printed. Copies of which will be submitted to the Chancellor, Dean and the each faculty will be given a copy of their evaluation results.

Office or Division	College of Social Sciences (M.Ed. Program)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Currently enrolled M.Ed. students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Generated Username and Password for the Online SET 		<ul style="list-style-type: none"> Office of the Master of Education (M.Ed.) Program 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officially enrolled students get their generated username and passwords	1.1 Encodes the names of the faculty, subjects handled, and other information to the Online SET website	None	40 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
	1.2 Gets the names of the officially enrolled students from the SAIS website which is needed in generating the username and passwords		1 Hour	<i>M.Ed. Staff</i> Office of the Master of Education
	1.3 Generates the student's username and passwords for the Online SET		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education
2. Logs in to the website and do the Online evaluation of their teachers for all the subjects taken	2.1 Assists and facilitates the students' evaluation of their teachers per subject. Makes sure that all students have done the online evaluation.		2 Days	<i>M.Ed. Staff</i> Office of the Master of Education
	2.2 Prints the evaluation results and distributes them to the concerned faculty, College Dean, and the Office of the		3 Hours	<i>M.Ed. Staff</i> Office of the Master of Education



	Chancellor			
	3. Keeps copies of the SET in the M.Ed. office for filing		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education
	TOTAL	None	2 Days, 5 Hours	



2. Preparation of Lecturer/s Renewal of Appointments

The Office of the Master of Education (M.Ed.) Program prepares all the necessary documents needed for the hiring of new faculty/renewal of appointments of lecturers.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty Lecturers for Renewal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty Lecturer undergoes with all the medical laboratories as required for his/her renewal of appointment and submits the results to UP clinic for issuance of medical certificate after thorough checking of the lab. results	1. Receives and thoroughly checks the laboratory results and issues a medical certificate	None	30 Minutes	<i>HSU Staff</i> Health Services Unit
2. The faculty then submits the medical certificate to the staff of the M.Ed. program	2.1 Receives the medical certificate and prepares the needed forms and other documents for the renewal of the faculty lecturer		2 Days	<i>M.Ed. Staff</i> Office of the Master of Education
	2.2 Writes and prepares the letter for renewal and justifications.		2 Days	<i>M.Ed. Program Coordinator</i> Office of the Master of Education
	2.3 Submits the renewal documents to HRDO to be included in the scheduled meeting		30 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education
TOTAL		None	2 Days, 1 Hour	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: med.upcebu@up.edu.ph Call: (032) 232 8187 local 204 Write: The M.Ed. Coordinator Master of Education Program College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	<ul style="list-style-type: none">• All feedbacks/complaints will be received with utmost professionalism and courtesy.• Expect an acknowledgement from the staff three working days upon receipt of email.• The feedback/complaint will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action.• The complainant will be informed of the response/action on their feedback/complaint.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	



UP CEBU HIGH SCHOOL PROGRAM

EXTERNAL SERVICES

1. Application to the Junior and Senior High Schools

UP High School Cebu is envisioned to be the center of excellence in basic education for instruction, research, and extension that helps build a just and humane society through quality education and democratized access.

Office or Division		College of Social Sciences (High School Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Grade 6 graduates, Grade 10 completers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application Form 		<ul style="list-style-type: none"> Office of the High School Principal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application guidelines	1. Office Clerk accepts application form	PHP300.00	15 Minutes	<i>Office staff</i> Office of the High School Program
2. Submits complete requirements	2. Admission Committee evaluates credentials submitted		15 Minutes	<i>Application Committee</i> Office of the High School Program
3. Fills up application form	3. Reviews application form		15 Minutes	<i>Office staff</i> Office of the High School Program
4. Pays processing fees at the Cashier's office)	4. Conducts individual interview of applicants.		30 Minutes	
5. Qualified applicants claims test permits	5. Approves qualified applicants.		5 Minutes	
	6. Releases test permits.			
6. Gets Test Results	7. Releases Test Results	5 Minutes		
TOTAL		PHP300.00	1 Hour, 25 Minutes	



2. Admission of Qualified Applicants to Junior and Senior High

Only applicants who meet the requirements and passed the High School entrance exam will be admitted to the program.

Office or Division		College of Social Sciences (High School Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Grade 6 graduates, Grade 10 completers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Admission Form 		<ul style="list-style-type: none"> Office of the High School Principal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes requirements for enrollment	1. Office staff accepts required documents (medical, report card, etc.)	None	4 Hours	<i>Office Staff</i> Office of the High School Program
2. Submits all required credentials	2. Office staff evaluates credentials submitted			<i>H.S. Faculty</i> Office of the Faculty
3. Fills out the enrollment form	3. Issues enrollment forms			<i>Office Staff</i> Office of the High School Program
4. Follows enrollment procedures	4. Accepts the official enrollment form			<i>Homeroom Adviser</i> Year level Classroom
TOTAL		None	4 Hours	



INTERNAL SERVICES

1. Administer the Students Evaluation of Teachers (SET)

The Student Evaluation of Teachers (SET) is done every semester to all High School classes. The students' faculty evaluation results will be encoded and tallied to get the average rating. Copies of which will be submitted to the Chancellor, Dean and each faculty will be given a copy of their evaluation results.

Office or Division		College of Social Sciences (High School Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Currently enrolled High School students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Printed copy of the SET 		<ul style="list-style-type: none"> Office of the High School Program 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officially enrolled students gets their own copy	1.1 Encodes the names of the faculty, subjects handled, and other information	None	30 Minutes	High School Staff Office of the High School Program
	1.2 Distributes copies of SET to the teachers in-charge of evaluation		10 Minutes	
	1.3 Encoding of Student's responses		20 Hours	
2. Encoding of the Final Rating	2.1 Assists and facilitates the students' evaluation of their teachers per subject. Makes sure that all students have done the evaluation.		30 Minutes	
	2.2 Prints the evaluation results and distributes them to the concerned faculty, College Dean, and the Office of the Chancellor		5 Minutes	
3. Checking all entries of the SET of their teachers for all the subjects taken	3.1 Keeps copies of the SET in the High School office for filing		30 Minutes	
			10 Minutes	
TOTAL		None	2 Days, 2 Hours, 15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: uphigh.upcebu@up.edu.ph Call: (032) 232 8187 local 301 Write: The Principal UP High School Cebu College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	<ul style="list-style-type: none">• All feedbacks/complaints will be received with utmost professionalism and courtesy.• Expect an acknowledgement from the staff three working days upon receipt of email.• The feedback/complaint will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action.• The complainant will be informed of the response/action on their feedback/complaint.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	



SCHOOL OF MANAGEMENT (SOM)

EXTERNAL SERVICES

1. ENDORSEMENT OF REQUEST FOR THE USE OF ROOMS / FACILITIES

Processing of endorsement of requests for the use of UP Cebu Rooms / Facilities

Office of Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Requester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Room Use Form		Requestor Campus Maintenance Office (CMO)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Room Use Form.				
2. Submits the form to the College Staff of the college where the room/facility requested is located.	2.1 College Staff checks the availability of room/facility.		30 Minutes	<i>College Staff</i> College
	2.2 Dean endorses the request.		30 Minutes	<i>Dean</i> College
3. Student pays a fee to the Cashier		If UP students rent for academic reasons - free from 8 AM to 5 PM. If UP students renting for non-academic reasons - free use of room from 8 AM to 5	30 Minutes (if payment is required)	



		<p>PM but pay for the use of the aircon unit (P50/unit/hr)</p> <p>If outsiders, SoM room rental as follows: Regular Room with 2 ACU = P300/hr Small room with 2 ACU = P250/hr</p> <p>Small room with 1 ACU = P200/hr Multimedia Projector = P150/hr Sound System P100/hr</p>	30 Minutes	
TOTAL			2 Hours	



2. HIRING OF NEW FACULTY

Process of hiring new faculty for the college.

Office of Division	School of Management			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	New Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter (1 original) Curriculum Vitae (1 original) Teaching Demo (1 electronic) Justification (1 original, 1 photocopy) Transcript of Records (1 photocopy) Diploma (1 photocopy) Other requirements (2 original each)			Applicant Human Resource Department Office (HRDO)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for schedule for teaching demo	1. The Dean schedules the applicant for a Teaching Demo	None	1 Day	Dean College
2. Teaching demo and panel interview	2.1 The Dean, College Academic Program Committee and Faculty members evaluates the applicant using the Hiring of New Faculty Evaluation Form from HRDO		1 Day	Dean College College Academic Program Committee (CAPC) College
	2.2 If an applicant is qualified, the Dean prepares the endorsement letter & other necessary documents to be signed by the Dean & CAPC Members: Cover Letter, Justification of the newly		1 Day	Dean College CAPC College



	hired Faculty with attached teaching demo, Faculty Loading, Application Letter, CV, TOR, Diploma & other requirements c/o HRDO			
	2.3 College Staff informs the new hire to prepare other documentation as required by the HRDO.		1 Day	<i>College Staff</i> College <i>Head</i> Human Resource Department Office
3. Submits the requirements to the HRDO	3. HRDO Staff accepts the requirements.		1 Day	<i>HRDO Staff</i> Human Resource Department Office
TOTAL		None	5 Days	



3. HIRING PROCEDURE OF NEW FACULTY (FULL TIME AND LECTURER)

Process of hiring new faculty/lecturer for the college.

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty Applicant			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter addressed to the Dean (1 original) Curriculum Vitae (1 original) Transcript of Records (1 photocopy)			Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents to the Office of the Dean	1.1 Dean receives the applications.	None	1 Day	Dean College
	1.2 CAPC reviews the applications based on hiring criteria and schedules interviews and demo teaching of short-listed applicants.		1 Day	College Academic Program Committee (CAPC) College
	1.3 College informs non-shortlisted applicants of the result of their application		1 Day	Staff College
	1.4 College calls short-listed applicants for interview and demo teaching and submission of other requirements.		3 Days	Staff College
	1.5 CAPC conducts interviews, observe demo teaching, review other requirements, evaluate and rate short listed applicants, and submit		7 Days	College Academic Program Committee (CAPC) College



	<p>endorsement to APFC through HRDO.</p> <p>1.6 HRDO informs the college when the APFC will convene to discuss the applications.</p> <p>1.7 APFC forwards their recommendation to the Chancellor.</p> <p>1.8 College Staff informs the recommended faculty of the decision of the Chancellor.</p> <p>1.9 College Staff informs faculty to submit necessary documents to the HRDO</p>		<p>5 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Staff</i> Human Resource Development Office</p> <p><i>Academic Personnel Fellowship Committee (APFC)</i></p> <p><i>Chancellor</i> Office of the Chancellor</p> <p><i>Staff</i> College</p>
2. Submit all required documents (assume within 7 days)	<p>2.1 HRDO receives all documents</p> <p>2.2.HRDO issues notice of appointment</p> <p>2.3 College staff informs the new faculty when to report for duty</p>		<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Staff</i> Human Resource Development Office</p> <p><i>Chancellor</i> Office of the Chancellor</p> <p><i>Staff</i> College</p>
TOTAL		None	30 Days	



4. SUGGESTION FROM OTHER STAKEHOLDERS

Stakeholders who want to submit suggestions for the college.

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Non-student Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email account		Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails suggestions to som.upcebu@up.edu.ph	1.1 College Staff acknowledges the receipt of email.	None	1 Day	College Staff College
	1.2 College Staff forwards the email to the concerned party		5 Minutes	
	1.3 Concerned party replies through the College Staff.		2 Days	Concerned party
	1.4 College Staff replies to the email with the response of the concerned party within the day.		5 Minutes	College Staff College
TOTAL		None	3 Days	



INTERNAL SERVICES

1. APPLICATION FOR AUTHORITY TO TRAVEL ABROAD

Application process for UP employees to apply for authority to travel abroad

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A request letter addressed to the Chancellor (1 original) UIS account		Requestor Information Technology Center (ITC)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter addressed to the Chancellor through channels. If academic/administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work.	1.1 CAPC endorses the request VCAA endorse the letter.	None	1 Hour	CAPC College
	1.2 Dean endorses the request		1 Hour	Dean College
	1.3 VCAA endorses the request		3 Hours	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.4 Once approved, the Office of the Chancellor issues the Authority to Travel Abroad		1 Day	Chancellor Office of the Chancellor
2. Encodes the approved request in UIS: International Travel				Requester
TOTAL		None	2 Days	



2. APPLICATION FOR FACULTY CLEARANCE (University Clearance)

Clearance process for Academic Personnel

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Academic Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (x copies)		Human Resource Department Office (HRDO)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the clearance form and have it signed by concerned academic and administrative heads	1.1 Program Adviser/Coordinator, College Secretary, and Dean signs the form	None	1 Day	<i>Program Adviser</i> College
	1.2 Administrative Heads signs the form. These are the following offices: -Library -Financial/Accounting -Property (SPMO) -Cash Office -Research (CVSC) -Health Services Unit -HRDO -UP Cooperative -Legal Office -OUR for Academic responsibilities -Vice-Chancellor for Administration -Vice-Chancellor for Academic Affairs -Chancellor		3 Days	<i>College Secretary</i> Office of the College Secretary <i>Dean</i> College <i>Administrative Heads</i> Respective Office <i>Chancellor</i> Office of the Chancellor
TOTAL		None	4 Days	



3. APPLICATION FOR FACULTY GRANT

Grant Application process for faculty

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Grant Form		College Administrative Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for Faculty Grant	CVSC makes the announcement	None		<i>Applicant</i>
2. Submits the form with supporting documents to the Dean for endorsement	Dean endorses the application		30 Minutes	<i>Dean</i>
2. Submits the form to CVSC through the office staff	2.1 Staff submits CVSC for review and endorsement		4 Days	<i>College Staff CVSC Director</i>
	2.2 After CVSC endorses, Staff brings the paper to the Vice-Chancellor for Academic Affairs then to the Chancellor for their signature		1 Day	<i>Vice-Chancellor for Academic Affairs Chancellor Office of the Chancellor</i>
	2.3 CVSC informs college that the grant was approved (or not approved)		1 Day	<i>CVSC College Staff</i>
	2.4 Once grant is approved, CVSC prepares the contract	15 Days	<i>Legal Office</i>	
3. Faculty signs the contract	3.1 Staff forwards the contract to the		10 Minutes	<i>Staff</i>



<p>and returns the contract to the college staff (assume 1 day)</p>	<p>Chancellor. 3.2 Once signed, the contract will be notarized 3.3 Gives notarized contract back to the college 3.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.</p>		<p>5 Days 10 Minutes 3 Days</p>	<p><i>College</i> <i>Chancellor</i> <i>Office of the Chancellor</i> <i>Staff</i> <i>Legal Office</i> <i>Staff</i> <i>College</i> <i>Staff</i> <i>Office of the Vice Chancellor for Administration</i></p>
<p>4. Applicant picks up the check from the Cash Office</p>				<p><i>Applicant</i></p>
TOTAL		None	30 Days	



4. APPLICATION FOR LEAVE (UP Cebu-HRDO Form 6a)

Leave application for academic personnel

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the form and submits it to the College Staff for the Dean's approval	1.1 College Staff receives it and forwards it to the Dean for the approval of the request 1.2 Submits to HRDO.	None	1 Hour 10 Minutes	<i>College Staff</i> College <i>Dean</i> College <i>HRDO staff</i> Human Resource Development Office
TOTAL		None	1 Hour, 10 Minutes	



5. APPLICATION FOR LEAVE WITHOUT PAY

Leave without pay application for academic personnel

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Leave Form		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor, through channels, three (3) months before the affected semester.	1.1 CAPC recommends, and Dean endorses the request.	None	1 Day	CAPC College Dean College
2. Fills up the Leave Form.	1.2 Forwards to the OVCAA for endorsement for approval.		1 Day	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request.		2 Days	Chancellor Office of the Chancellor
TOTAL		None	4 Days	



6. APPLICATION FOR LOCAL TRAVEL ORDER (non-official)

Local Travel Order Application process

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UIS account		uis.up.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up University Information System (UIS)	1.1 Forwards request to the Dean for endorsement	None	1 Day	<i>Dean</i> College
	1.2 Forwards to the Chancellor for approval		1 Day	<i>Chancellor</i> Office of the Chancellor
2. Prints approved request from University Information System (UIS) and submits to the college staff	2.1 Staff receives the printed approval and files it			
TOTAL		None	2 Days	



7. APPLICATION FOR MERIT PROMOTION

Merit Promotion process for academic personnel

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the UP President, Promotion Instrument/s, Supporting Document				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a letter of application for promotion. The following are the attachments: 1. Self-evaluation based on the promotion instrument. 2. Two sets of supporting documents. 3. If cross-ranking, prepare a justification for cross-ranking.	1.1 CAPC reviews and evaluates the application.	None	5 Days	CAPC College
	1.2 Submits to HRDO for APFC (wait for APFC meeting).		15 Days	HRDO
	1.3 APFC reviews, evaluates and recommends		10 Days	APFC Office of the Vice-Chancellor for Academic Affairs
	1.4 Chancellor recommends		10 Days	Chancellor Office of the Chancellor
	1.5 BOR if cross-ranking to Association Professor and Full Professor		20 Days	Board of Regents (if cross-ranking)
TOTAL		None	60 Days	



8. APPLICATION FOR RESEARCH GRANT

Application for faculty to apply for a research grant through the Central Visayas Studies Center (CVSC)

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Grant Form (1 copy)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for a research grant	CVSC makes the announcement			
2. Writes a letter and attach the CVSC research template				Applicant
3. Submits to the Dean for endorsement	3.1 Dean endorses the form.		30 Minutes	Dean College
	3.2 College Staff forwards it to CVSC		15 Minutes	College Staff College
	3.3 CVSC sends the research document out for peer review		20 Days	CVSC Staff CVSC
	3.4 CVSC returns the proposal to the faculty for revisions		1 Day	
4. Respond to the reviewer's comments and submit a revised proposal to CVSC. (assume 10 days)	4.1 CVSC endorses the revised proposal to VCAA.		1 Day	CVSC Staff CVSC
	4.2 VCAA endorses the proposal for Chancellor's approval.		1 Day	Vice-Chancellor for Academic Affairs (VCAA)



	4.3 CVSC processes the research contract and returns it to faculty for signature		10 Days	<i>Staff</i> Legal Office <i>Chancellor</i> Office of the Chancellor <i>CVSC Staff</i> CVSC
5. Faculty signs the contract and returns the contract to the college staff (assume 1 day)	5.1 Staff forwards the contract to the Chancellor.		10 Minutes	<i>Staff</i> College
	5.2 Once signed, the contract will be notarized		5 Days	<i>Chancellor</i> <i>Office of the Chancellor</i>
	5.3 Gives notarized contract back to the college		10 Minutes	<i>Staff</i> College
	5.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.		3 Days	<i>staff</i> Office of the Vice Chancellor for Academic Affairs
6. Pick up the check			1 Day	<i>Cashier's Office</i> <i>Applicant</i>
TOTAL		None	43 Days	



9. APPLICATION FOR RESEARCH LOAD CREDIT

Research Load Credit (RLC) Application process for academic personnel

Office of Division	School of Management			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request (1 copy) Research Proposal (1 copy) Certification of funding (if applicable, 1 copy)			Self	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor (through channels), 3 months prior to the affected semester. Also submit the certification of funding (if applicable)	1.1 CAPC reviews and recommends the application.		1 Day	CAPC College
	1.2 Dean endorses the application.		30 Minutes	Dean College
	College Staff forwards applications to CVSC for endorsement.		2 Days	CVSC Staff CVSC
	If three (3) units only, Dean approves the application. If more than three units, the request goes to the HRDO and APFC for recommendation and then to the Chancellor for approval.		30 Minutes 20 Days (if more than 3 units)	Dean College HRDO staff APFC VCAA Chancellor Office of the Chancellor
TOTAL		None	4 Days (if 3 units) 25 Days (if more than 3 units)	



10. APPLICATION FOR STUDY LEAVE / FELLOWSHIP

Study Leave application process for academic personnel

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 copy) Leave form (1 copy)		Personal College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter addressed to the Chancellor, through channels, one (1) semester before the affected semester and fill up the leave form	1.1 CAPC endorses the form for approval.	None	1 Day	CAPC College
	1.2 Dean endorses form for approval		30 Minutes	Dean College
	1.3 College Staff forwards the form to HRDO for APFC deliberation.		30 Minutes	College Staff College
	1.4 College Staff forwards the form to HRDO for APFC deliberation. Waits for the schedule.		15 Days	HRDO staff
	1.5 APFC / VCAA endorses the form for approval.		1 Day	APFC / Vice-Chancellor for Academic Affairs (VCAA) HRDO Vice-Chancellor for Academic Affairs (VCAA)



	1.6 The Chancellor approves requests.		1 Day	<i>Chancellor</i> Office of the Chancellor
	1.7 College Staff informs the faculty once the request is approved.			<i>College Staff</i> College
	TOTAL		20 Days	



11. Application for Tenure

Tenure application process for academic personnel

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of application for tenure (1 copy) Supporting Documents (publication, SET, etc. – 1 copy) Evaluation Form (1 copy)			Self College Staff	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for tenure to the Dean of the College with supporting documents.	1.1 Dean sends the letter, together with the tenure evaluation form and supporting documents, to the CAPC for evaluation.	None	2 Hours	Dean College
	1.2 If all papers are complete, CAPC endorses the application for evaluation by the tenured faculty of the college.		1 Day	CAPC College
	1.3 Dean calls a meeting with the tenured faculty to evaluate the application and attachments.		3 Days lead time	Dean
	1.4 Tenured faculty endorses based on the application, tenure evaluation form, and other supporting documents.		1 Day	Tenured Faculty
			3 Days	



	<p>1.5 Dean sends a Recommendation of tenured Faculty, together with all supporting documents, to HRDO for APFC evaluation and endorsement.</p> <p>1.6 Makes the cover letter indicating the decision of the majority on the tenure application.</p> <p>1.7 Waits for the APFC schedule. APFC reviews the recommendation in step 1.5 and acts on the recommendation.</p> <p>1.8 APFC sends the recommendation to the Chancellor for final action on the application for tenure.</p> <p>1.9 The Chancellor acts on the recommendation.</p> <p>1.10 If recommended, sends the application to the BOR for approval.</p>		<p>15 Days</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Dean</i> HRDO Staff HRDO</p> <p><i>APFC</i> Office of the Vice-Chancellor for Academic Affairs</p> <p><i>Chancellor</i> Office of the Chancellor</p> <p><i>Board of Regents</i> Office of the Secretary of the University</p>
TOTAL		None	25 Days	



12. APPLICATION TO MBA BRIDGE COURSE PROGRAM

MBA Bridge Course Program application for MPAT passers who have been recommended to take additional courses prior to enrollment to the MBA Program

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		MBA Program Admission test passers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter In cases where Signed Authorization letter (1 copy) Copy of Valid ID (1 photocopy)		College or MBA Staff		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the acceptance letter	MBA Staff fills out the payment slip with the amount required and gives it to the enrollee.	None	10 Minutes	<i>MBA Staff</i> College
2. Pays all required courses	Cash office staff receives payment and signs the payment slip, and issues an OR	PHP 11,000 for all courses	5 Minutes	<i>Cashier</i> Cash Office
3. Returns the payment slip to the SoM staff with the signature of the cash office	MBA Staff receives the payment slip			<i>MBA Staff</i> College
TOTAL		PHP 11,000	15 Minutes	



13. Application to MBA Comprehensive Exam

MBA Comprehensive Exam application process for graduating MBA students

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		MBA Students who have completed their required courses with GWA of 2.000 or better		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Comprehensive Exam (1 copy)		School of Management Office		
Certificate of GWA (1 copy)		Office of the College Secretary		
UP Form 5 (1 copy)		Office of the Vice-Chancellor for Administration (OVCA)		
Events Form (1 copy)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for GWA	OCS Staff issues a certificate of GWA	PHP 50	3 Days	OCS Staff Office of the College Secretary
2. Submits an Application for Comprehensive Exam together with Certificate of GWA	1.1 MBA Staff receives the documents 1.2 MBA Staff fills out the payment slip with the amount required.		5 Minutes	MBA Staff College
3. Pays for the Comprehensive Exam	Cash office staff receives the payment	PHP 200	10 Minutes	Cash Office Staff Cash Office
Before the Comprehensive Exam				
4. Provides two (2) USB drives two (2) weeks before the exam date	MBA Staff receives the USB drives and assigns codes to it for usage on the exam date		1 Day	Dean College
5. Block Representative writes a letter requesting for the use of the	MBA Staff receives the letter request and have the Program Coordinator and Dean endorse the letter.		1 Day	Program Coordinator College



computer laboratory and technical assistance Attachment: OVCA Events form to	MBA Staff forwards it to the concerned			Dean College MBA Staff College
6. Pays the required amount	Cash office staff receives payment	PHP 450 / hour; up to PHP 5,850.00	10 Minutes	Cash Office Staff Cash Office
7. Pays the technical Staff their honorarium		Technical Staff's hourly rate		Dean College
8. Block representative sends a request to VECO for no power interruption on the exam date				Block Representative
TOTAL		GWA - PHP50.00 Comprehensive Exam – PHP200.00 Lab use – PHP450/hr up to PHP5,850.00 + Tech Staff hourly rate	3 Days	



14. APPLICATION TO MBA PROGRAM

MBA Program application process for aspiring applicants

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Bachelor's degree holder with at least two (2) years of work experience			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Forms 2. Transcript of Records (1 scanned copy sent via email) 3. Letter of Recommendation from two (2) former professors and/or immediate supervisors (1 copy from each) 4. Certificate of Employment / Business Permit (1 copy / 1 photocopy for Business Permit) 5. 2x2 ID Photo, white background (2 copies) 6. GMAT and TOEFL scores for overseas applicants			School of Management or online (http://som.upcebu.edu.ph/master-of-business-administration/mba-applicant-notice/)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Transcript of Records (TOR) for evaluation through email	MBA Staff evaluates the TOR If the applicant is qualified, MBA Staff sends an email with the list of requirements; else MBA Staff sends an email for the applicant to apply next time with the initial requirements	None	1 Hour 1 Hour	<i>MBA Staff College</i>
2. Submits all MPAT requirements	MBA Staff receives the requirements		1 Hour	
3. Pays the MPAT fee	Cash office staff receives payment and issues OR	PHP700.00		<i>Cash Office Staff Cash Office</i>
TOTAL		PHP700.00	3 Hours	



15. ASSIST STUDENTS IN THE USE OF SOM FACILITIES

Process to procure assistance from the college in the use of SOM facilities

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form		School of Management Admin Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Reservation Form and submits to the College Staff.	College Staff checks the availability of the requested room If for academic use If for non-academic usage and will use the air-conditioning unit LCD Projector use	None PHP 50 / unit x no. of hours PHP 150 / unit x no. of hours	5 Minutes	<i>College Staff</i> College
2. Gets an approval of the Dean	Dean approves the request		2 Minutes	<i>Dean</i> College
3. Submits the approved Reservation Form to the Cashier and pay the fees	Cash office staff receives payment		5 Minutes	<i>Cash Office Staff</i> Cash Office
4. Submits the paid form to the College Staff	College Staff receives the form and confirms the reservation of the Room		2 Minutes	<i>College Staff</i> College
TOTAL		Academic Use - PHP 50/unit x no. of hours Non-academic use	14 Minutes	



	- PHP 150 / unit x no. of hours		
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16. CONSULTATION SERVICES

Process for procuring consultations with faculty

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Appointment		Faculty, College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for an appointment through the College Staff	1.1 College Staff receives the request and contacts the concerned Faculty	None	30 Minutes	<i>College Staff</i> College
	1.2 Faculty gives consent		10 Minutes	<i>Faculty</i> College
	1.3 College Staff informs the student		10 Minutes	
TOTAL		None	50 Minutes	



17. REQUESTING FOR COURSE OFFERINGS

Process for requesting of course offerings from another college.

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 original copy)		Program Coordinator of requesting college		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Program Coordinator writes a letter of request for a course addressed to the Dean of the servicing unit. The request includes the proposed schedule	Dean of the servicing unit receives the request and identifies the faculty who is available to handle the requested course. Servicing unit replies in writing the approval of the requests, including changes made to the proposed schedule.	None	3 Days 3 Days	<i>Dean</i> College of servicing unit
TOTAL		None	6 Days	



18. PREPARATION OF LECTURER'S MONTHLY SALARY

Process of preparation of lecturer's monthly salary by the assigned Staff

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Lecturer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR)		School of Management		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your signed DTR to the College Staff	1.1 College staff prepares Disbursement Voucher (DV), Obligation Request & Status (OBR), sign-in to UIS for Disbursement Voucher Number, and submit them to the Budget Office (with notice of appointment in the first month). Documents must have a DTS sticker.		2 Days	<i>College Staff</i> College <i>Budget Staff</i> Budget Office <i>Accounting Staff</i> Accounting Office <i>Cash Office Staff</i> Cash Office
	1.2 Processing and signing of checks. For checks above PHP 100,000, the Chancellor's signature is required.		3 Days	Dean College <i>Vice-Chancellor for Administration</i> Office of the Vice-Chancellor for Administration <i>Chancellor</i>



				Office of the Chancellor
	1.3 When the check is available, College Staff informs the lecturer to pick up the check	None	10 Minutes	College Staff College
2. Picks up the Check at the Cash Office			10 Minutes	Cash Office Staff Cash Office
TOTAL			5 Days, 20 Minutes	



<p>For CA Liquidation: Submits the travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements</p>	<p>Travel, DV & ObR to Budget, Accounting, and then OVCA</p> <p>If all documents are complete, the Cash office prepares and releases the signed check</p> <p>College Staff prepares the Liquidation Report, Itinerary Travel, Certificate of Travel Completed and input to the University Information System (UIS) all expenses incurred during travel</p> <p>The traveler & Dean signs the Liquidation Report, Certificate of Travel Completed and Itinerary of Travel.</p>		<p>30 Minutes</p> <p>2 Hours</p> <p>30 Minutes</p> <p>15 Minutes</p> <p>2 Hours</p>	<p><i>Vice-Chancellor for Administration</i> Office of the Vice-Chancellor for Administration</p> <p><i>Cash Office Staff</i> Cash Office</p>
<p>For CA Reimbursement:</p>	<p>Submits signed documents together with the supporting documents to the Accounting office for checking and approval to the Chief Accountant</p> <p>College staff prepares Disbursement Voucher & Obligation Request</p> <p>Dean signs the Disbursement Voucher & Obligation Request</p> <p>College Staff submits the DV, ObR, and attaches the approved</p>		<p>2 days</p>	



	documents by the Chief Accountant such as CA Liquidation Report, Itinerary Travel, Certificate of Travel Completed, and other necessary documents to the Budget office, Accounting, OVCA & Cash office.			
	TOTAL	None	6 Days	



20. RENEWAL OF APPOINTMENT OF FACULTY

Process of Renewal of a faculty's appointment for the next academic term/s

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 original)			Requesting Program Coordinator / Department Chair	
SET (1 original)			College Staff	
Justification for Renewal (1 original)				
Annual Academic Loading (1 original)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels two (2) months before the term starts. Attaches the following documents: Justification of Renewal with CAPC endorsement, recent SET of Faculty, Annual Academic Loading of Faculty	1.1 College Staff receives the documents for endorsement by the CAPC. CAPC endorses the request and forwards the letter and attachments to the HRDO for APFC review and endorsement. (wait for the schedule of APFC)	None	1 Day 20 Days	<i>College Staff</i> College <i>AcPFC</i> Office of the Vice-Chancellor for Academic Affairs (OVCAA)
	1.2 APFC forwards the request to the Chancellor for approval		3 Days	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	24 Days	



21. RENEWAL OF APPOINTMENT OF LECTURERS

Process of renewal of appointment of lecturers for the next academic term/s

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Lecturer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original) Justification of the Renewal Appointment (1 original) Basic Paper (1 original) Student Evaluation for Teaching Result (SET, 1 original) Tentative Faculty Loading (1 original)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Program Coordinator prepares the faculty loading for the entire year or for the remaining semester, approved by the Dean	None	5 Days	<i>Program Coordinator</i> College
	Program Coordinator / Dean writes a letter addressed to the Chancellor through channels to request the renewal of the faculty with attachments endorsed by the CAPC. Attached are the justification of the renewal / appointment, basic papers, student evaluation for teaching results, and the Tentative Faculty Loading		5 Days	<i>Program Coordinator / Dean</i> College
	College Staff forwards the request and other attachments to the		10 Minutes	<i>College Staff</i> College



	HRDO for APFC review, endorsement, and approval of the Chancellor. Wait for APFC meeting.		15 Days	<i>HRDO Staff</i> Human Resource Development Office APFC Office of the Vice-Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
	HRDO issues the Notice of Appointment (NOA) and informs the college. College Staff picks up the NOA.		1 Day	<i>HRDO Staff</i> Human Resource Development Office
	College Staff informs the lecturer/s of the NOA		2 Minutes	<i>College Staff</i> College
Lecturer picks up the NOA	College Staff releases the NOA		2 Minutes	<i>College Staff</i> College
TOTAL		None	26 Days, 14 Minutes	



22. REQUEST AUTHORITY TO HIRE AN ACADEMIC PERSONNEL

The college requests permission to hire academic personnel

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Department Chair / Program Coordinator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Academic Loading		Applicant College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair / Program Coordinator writes letter addressed to the Chancellor through channels asking for authority to hire new faculty (3 months before the start of the term). Attach the academic loading for the entire academic year or the remaining sem/trimesters.	1.1 CAPC endorses the request and forwards the letter and the attachments to HRDO for APFC review and endorsement.	None	1 Day	<i>Program Coordinator</i> College
	1.2 Waits for the scheduled APFC meeting		17 Days	<i>Dean</i> College
	1.3 APFC forwards the request to the Chancellor for approval.		1 Day	<i>HRDO Staff</i> HRDO
	1.4 Chancellor approves		1 Day	<i>APFC</i> OVCAA
	1.5 Approval goes back to the college staff and Staff informs the department chair/dean.			<i>Chancellor</i> Office of the Chancellor
				<i>Staff</i> College
TOTAL			20 Days	



23. REQUEST FOR AUTHENTICATION OF DOCUMENTS / CERTIFICATES

Process wherein a requestor asks for his/her documents to be authenticated by the college

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for Authentication Some documents that are authenticated (but not limited to):		Requestor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document for authentication to the College Staff	1.1 College Staff accepts the document/s and countersigns for authentication to the relevant party.	None	30 Minutes	<i>College Staff</i> College
	1.2 College Secretary / Dean signs the document/s.		30 Minutes	<i>College Secretary</i> Office of the College Secretary <i>Dean</i> College
	1.3 College Staff releases the document/s to the requestor		1 Minute	<i>College Staff</i> College
TOTAL		None	1 Hour, 1 Minute	



24. REQUEST FOR FACULTY FROM OTHER COLLEGES

Request for acquiring the services of a faculty member from another college

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Proposed Schedule		Program Coordinator as Requester		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request for a faculty (endorsed by your Dean) addressed to the Dean of the college where the faculty currently belongs. The request includes the proposed schedule.	1. The college asks the faculty for his / her availability The servicing unit, either through the Dean or the Faculty, replies in writing if the college can accommodate the request. If the request cannot be accommodated, the requester has to look for a lecturer.	None	3 Days	<i>Dean</i> College of requesting unit <i>Faculty</i> College of servicing unit <i>Dean</i> College of servicing unit
TOTAL		None	3 Days	



25. REQUEST FOR LIMITED PRACTICE OF PROFESSION

Current faculty's request for permission for limited practice of his/her profession.

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Limited Practice of Profession Form		UIS (http://uis.up.edu.ph)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in and fills up form in UIS	1.1 Dean endorses request in UIS	None	1 Hour	<i>Dean College</i>
	1.2 VCAA endorses request in UIS		4 Hours	<i>Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs</i>
	1.3 Chancellor approves/disapproves request in UIS		4 Hours	<i>Chancellor Office of the Chancellor</i>
TOTAL		None	9 Hours	



26. REQUEST FOR OFFICIAL DATA / INFORMATION

Process for a UP Faculty/student to request official data/information that is within the limits of the Data Privacy Act (RA 10173)

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Faculty / Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Dean about the request for the specific data/document, including the purpose of the request.	The Dean gets clearance from legal. Once cleared by legal, forwards the request to the concerned department/unit.	None	5 Days 10 Minutes	<i>Dean</i> College <i>Legal Office</i> <i>Staff</i> Concerned Department / Unit
2. Signs the request letter to signify receipt of the data/document.	College Staff releases the document		1 Minute	<i>College Staff</i> College
TOTAL		None	5 days, 11 Minutes	



27. REQUEST FOR OFFICIAL TIME

Current faculty's request for an official time from the Chancellor

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the Chancellor (1 original) Request for Official Time, if applicable		Applicant UIS - http://uis.up.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor through channels. If academic /administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work. Fills up UIS for travel order, if applicable.	1.1 Dean endorses the request.	None	1 Hour	<i>Dean</i> College
	1.2 VCAA endorses the request.		4 Hours	<i>Vice-Chancellor for Academic Affairs (VCAA)</i> Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request		4 Hours	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	9 Hours	



28. REQUEST FOR OFFICIAL TRAVEL ORDER

Process of requesting for Official Travel Order

Office of Division	School of Management			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Faculty, Staff, and Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter addressed to the Chancellor Itinerary (1 original) UIS account Line Item Budget (1 original) Obligation Request (OBR, 1 original) Disbursement Voucher (DV, 1 original) Approved Travel Order (1 original)			Applicant http://uis.up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter addressed to the Chancellor, through channels, detailing why, when, and where. Include flight details if outside Cebu, line-item budget if the travel requires funding. Accesses and fills up UIS: Request for Travel	1. Submits the letter to the College Staff for endorsement of the Dean. Dean endorses the request.	None	4 Hours	<i>College Staff</i> College CAPC Office of the Vice-Chancellor for Academic Affairs <i>Dean</i> College
	1.2 VCAA endorses the request.		4 Hours	<i>Vice-Chancellor for Academic Affairs (VCAA)</i> Office of the Vice-Chancellor for Academic Affairs (OVCAA)



	1.3 Chancellor approves the request. Office of the Chancellor makes and releases the travel order		1 Day	Chancellor Office of the Chancellor
If funding was requested	1.4 College Staff prepares and prints the Itinerary of Travel, OBR, Status, and DV with attached supporting documents		1 Day	College Staff College
	Staff encodes in the UIS portal the DV entry to secure the DV number. Staff also scans the approved pertinent documents & attached them to the UIS DV entry.		4 Hours	College Staff College
	Staff submits the documents for budget clearance and approval:			Dean College Head Budget Office Vice-Chancellor for Administration Office of the Vice-Chancellor for Administration Chancellor Office of the Chancellor
	Once request has been approved, College Staff informs the applicant			
	TOTAL	None	4 Days	



29. REQUEST FOR UP CEBU RDG AND RELEASE OF RDG FUND

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP Cebu

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP Cebu RDG Application Form Request letter addressed to the Chancellor through channels Attachments: <ul style="list-style-type: none"> • Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper • Official information about the conference • Abstract of the paper (For associate and full professors, this must include the citation of the ISI-indexed publication to be presented at the conference.) 			http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/ Applicant Organizer	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with the accomplished application form and attach supporting documents to the College Staff	1.1 College Staff receives a request with attachments for endorsement of the Dean Dean endorses the request. The college staff sends the request to the CVSC office.	None	10 Minutes	<i>College Staff</i> College
	1.2 CVSC Director reviews the document and endorses the request		30 Minutes	<i>Dean</i> College
	1.3 VCAA reviews and endorses the		10 Minutes	<i>Collge Staff</i> College
			3 Days	<i>CVSC Director</i> Central Visayas Studies Center
			4 Hours	<i>Vice-Chancellor for</i>



	request.			<i>Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.4 Chancellor approves the request.		4 Hours	<i>Chancellor</i> Office of the Chancellor
	1.5 Once approved, the College Staff prepared the Disbursement Voucher and Obligation Request and Status. Dean endorses the release of payment		4 Hours 10 Minutes	<i>College Staff</i> College <i>Dean</i> College
	1.6 OVCAA endorses the release of payment.		4 Hours	<i>Vice-Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.7 Chancellor approves the release of payment.		4 Hours	<i>Chancellor</i> Office of the Chancellor
	1.8 College Staff inputs request in UIS. The Cashier prepares the check for signature. Then routes it for signature College Staff informs the applicant that the check is ready for pickup		1 Hour 4 Hours 4 Hours 1 Minute	<i>College Staff</i> College <i>Cash Office Staff</i> Cash Office <i>Vice-Chancellor for Academic Affairs or Chancellor</i> <i>College Staff</i> College
2. Pick up the check from the Cash Office	Cashier releases signed check		10 Minutes	<i>Cashier</i> Cash Office
TOTAL		None	8 Days	



30. REQUEST FOR UP SYSTEM RDG GRANTS / INTERNATIONAL PUBLICATION AWARD

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP System

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Request letter addressed to the Chancellor through channels Attachments: <ul style="list-style-type: none"> • Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper • Official information about the conference • Abstract of the paper (For associate and full professors, this must include the citation of the ISI-indexed publication to be presented at the conference.) 		https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/ Applicant Organizer		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with the accomplished application form and attach supporting documents to the College Staff	1.1 College Staff receives the request with attachments for endorsement of the Dean. Dean endorses the request.	None	4 Hours	College Staff College Dean College
	1.2 CVSC Director endorses the request		3 Days	CVSC Director Central Visayas Studies Center
	1.3 VCAA endorses the request.		1 Day	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.4 Chancellor endorses the		1 Day	Chancellor



	request.			Office of the Chancellor
2. Emails scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA. Mails to UP (OVPAA) the printed form (with endorsements and attachments)	2.1 OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) informs the applicant by email if the application was approved. Once approved, OVPAA sends an email to the applicant for the release of the grant/award.	None	17 Days	OVPAA Staff Office of the Vice President for Academic Affairs
	2.2 College Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR). Dean endorses the release of payment.		1 Day	College Staff College Dean College
	2.3 OVCAA endorses release of payment		4 Hours	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	2.4 Chancellor approves the release of payment.		4 Hours	Chancellor Office of the Chancellor
3. Forwards the email of OVPAA to College Staff to prepare the release of the grant/award.	3.1 College Staff inputs request in UIS. Cash office staff prepares the check for signature. Routing of checks for signature.		30 Minutes 4 Hours 4 Hours 10 Minutes	College Staff College Cash Office Staff Cash Office Vice-Chancellor for Administration



	College Staff informs the applicant that the check is ready for pickup			<i>Chancellor</i>
4. Picks up the check	3.2 Cash office staff releases signed check			<i>College Staff</i> <i>Cash Office Staff</i> <i>Cash Office</i>
TOTAL		None	26 Days	



31. REQUEST TO HIRE NEW FACULTY

The process to get a request to hire new faculty from the Chancellor.

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Program Coordinator / Dean		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 original) Faculty Loading for entire Academic Year (1 original) Basic Papers: <ul style="list-style-type: none"> • Justification for hiring (1 original) • Curriculum Vitae of applicant (1 original) • Hiring Criteria (1 original) • Medical Certificate (1 original) • Psychological Test Result (1 original) 		Program Coordinator / Dean Faculty Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Coordinator or Dean writes a letter of request endorsed by CAPC addressed to the Chancellor through channels, one (1) semester in advance together with attached basic papers	1.1 College Staff submits the request to HRDO for APFC review and endorsement. Waits for the APFC schedule. APFC evaluates and deliberates. Recommends action to the Chancellor.	None	10 Minutes	<i>Program Coordinator / Dean</i>
	1.2 HRDO Staff submits the endorsed request with supporting documents for Chancellor's approval.		18 Days	<i>College Staff CAPC College</i>
			1 Day	<i>HRDO Staff APFC Office of the Vice-Chancellor for Academic Affairs</i>
			1 Day	<i>Chancellor Office of the Chancellor</i>
TOTAL		None	20 Days, 10 Minutes	



32. REQUEST TO USE CLASSROOMS/FACILITIES (AFTER CLASS HOURS)

Students may use UPC facilities, and this is the process of requesting usage of classroom/facilities after class hours

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Campus Maintenance Office (CMO)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the request form and submits it to the respective college/ division. CMO (janitor) also signs on the request form to ensure clean up after the activity.	College Staff accepts and checks for the availability of the room. Dean approves or disapproves the request	Hourly rate of the janitor, pay directly to the janitor	1 Day	<i>CMO Staff / Janitor</i> Campus Maintenance Office <i>College Staff</i> College <i>Dean</i> College
2. Pays for the use of the aircon	Cash office staff receives payment and issues an OR	None, if academic-related. For non-academic purpose, PHP 50 / hr per unit of aircon usage		<i>Cash Office Staff</i> Cash Office
TOTAL		Academic-related – None Non-academi - PHP 50/hr per unit of aircon usage + Janitor fee	1 Day	



33. STUDENT APPLYING FOR OFFICIAL TRAVEL (LOCAL)

Process of applying for Official Travel of UP students

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request Other Requirements: Itinerary of Travel Flight Schedule Ticket (1 photocopy) Line-Item Budget			Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter of request addressed to the Chancellor. Submits the letter together with the Itinerary of Travel, Flight Schedule, Ticket to the Program Adviser / Program Coordinator and Dean for endorsement	1.1 Program Adviser / Program Coordinator endorses the letter. Dean endorses the letter.	None	5 Minutes	<i>Program Adviser / Program Coordinator</i> College <i>Dean</i> College
2. Submits the signed documents to the College Staff	College Staff prepares Obligation Request & Status (OBR) and Disbursement Voucher (DV) and attaches it to the request.		15 Minutes	<i>College Staff</i> College
	College Staff enters the request in the University Information System (UIS) – DV Entry to secure the DV		5 Minutes	<i>College Staff</i> College



	number			
	College Staff routes the necessary documents for budget clearance, endorsements, and approval of the Chancellor		10 Minutes	<i>Head Budget Office</i> <i>Guidance Counselor Office of Student Affairs</i> <i>VCAA Office of the Vice-Chancellor for Academic Affairs</i> <i>Chancellor Office of the Chancellor</i>
	Once approved, College Staff scans the documents as attachments to the request on UIS		5 Minutes	<i>College Staff College</i>
	Once all papers are complete, Cashier issues the check and routes it for signatures		1 Day and 4 Hours	<i>Cash Office Staff</i> <i>Vice Chancellor for Administration</i>
	College Staff informs the student to pick up check from the Cash Office		5 Minutes	<i>College Staff College</i>
Claim Check	Cashier issues check		1 Minute	<i>Cash Office Staff Cash Office</i>
TOTAL		None	3 Days	
Upon return from travel, liquidate items for cash advance. Submit boarding passes, receipts, certificates of attendance, and other supporting documents required.	College Staff submits the necessary documents to Accounting for liquidation	None		



34. SUGGESTIONS FROM STUDENTS

Process of handling suggestions from students

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suggestions Form (2 original)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up suggestion form and submit to the College Staff	1.1 College Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary	None	10 Minutes	<i>College Staff</i> College <i>College Secretary</i> Office of the College Secretary
	1.2 College Secretary / Dean responds to the suggestion		2 Days	<i>College Secretary</i> Office of the College Secretary <i>Dean</i> College
	1.3 College Staff replies to the student if required		<i>College Staff</i> College	
TOTAL		None	2 Days, 10 Minutes	



35. TAKING THE MBA COMPREHENSIVE EXAM AND RESULTS

Processes involved during and after the MBA Comprehensive Exams

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Comprehensive Exam applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Graduating student		College Secretary Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays for comprehensive exam fee to the Cashier		Php200	10 Minutes	<i>Applicant Cash Office Staff</i>
2. On the specified date, be at the test location 30 minutes before the start of the Comprehensive Exam	2.1 Examiner starts registration 30 minutes before the exam		30 Minutes	<i>Examiner</i>
	2.2 Examiner assigns code numbers to examinees randomly by drawing lots. An IT Staff is present at all times for any technical service		1 Minute	<i>Examiner IT Staff ITC</i>
	2.3 Takes the comprehensive exams on the specified dates		2 Days	<i>Applicant</i>
	2.4 Checks the comprehensive exams		15 Days	<i>Comprehensive Exam committee checkers</i>
	2.5 MBA Staff sends out a notification to the examinees to pick up the MBA Comprehensive Exam results		1 Day	<i>MBA Staff College</i>
3. Gets the results from the MBA Staff	3.1 MBA Staff issues the results. For examinees who failed, MBA Staff			<i>MBA Staff College</i>



	informs the examinee of the schedule of the retake.			
	TOTAL	Php200.00	18 Days, 41 Minutes	



36. TAKING THE MPAT AND GETTING THE RESULTS.

This process explains how to take the MPAT and how to get the results.

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Anyone who has paid the MPAT fee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit to take the MPAT		Issued by the School of Management MBA Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On the date of the exam, comes in 30 minutes before the start of the exam, show permit	MBA Staff registers applicant	None	1 Minute	<i>MBA Staff</i> College
	Examiner conducts the written exam in the morning, followed by a panel interview in the afternoon.		1 Day	<i>Examiners</i>
2. Goes home after the exam				
	Checks exams, deliberation of the admission committee. The MBA Program Coordinator prepares the notification letter containing the results of the MPAT examinees, signed by the coordinator and the dean.		14 Days 1 Day	<i>MPAT Checkers</i> Admissions Committee <i>Dean</i> College
	MBA Staff notifies all MPAT examinees to pick up the MPAT results		30 Minutes	<i>MBA Staff</i> College
3. Picks up the letter at the School of Management Office	MBA Staff issues the letter.		1 Minute	<i>MBA Staff</i> College
TOTAL		None	16 Days, 32 Minutes	



OFFICE OF THE COLLEGE SECRETARY (OCS)

1. CHANGE OF MATRICULATION

Request for adding / removing courses to/from your study load during the period of 1 week after regular registration (see Academic Calendar)

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change of Matriculation (1 copy)		OCS, Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Change of Matriculation Form (pink form)			5 Days	
2. Gets endorsement from your adviser and instructor/s	2.1 Adviser and instructor/s signs the form			<i>Program Adviser</i> Home College <i>Instructor</i> College where course is offered
3. Submits pink form with Registered Form 5 to OCS Staff for approval of the College Secretary	3.1 OCS staff assesses for and submits it to the College Secretary for approval. College Secretary signs the form			<i>OCS Staff</i> Office of the College Secretary
4. If there is a fee, pays it at the Cash Office	4.1 Cash office staff accepts payment and writes OR# number on form	PHP 10.00 / unit		<i>Cash Office Staff</i> Cash Office
5. Submits paid form to OCS Staff	5.1 OCS Staff processes form and issues student copy to student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		PHP 10.00 / unit	5 Days	



2. DROPPING OF COURSES

Application for a student to drop his / her course/s within the dropping period set in the Academic Calendar

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students who are enrolled in the current semester		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dropping Form (1 copy)		OCS, Office of the University Registrar (OUR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Dropping Form			5 Days	
2. Submits form to your instructor	Instructor indicates the student's class standing and signs the form.			<i>Instructor</i> College where course is offered
3. Submits form to OCS	OCS Staff checks form and forwards it to the College Secretary for action. College Secretary signs the form.			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary
4. Pays the fee	Cash Office staff accepts payment and writes the Official Receipt # on the form.	PHP 10.00 / unit		<i>Cash Office Staff</i> Cash Office
5. Submits form to OCS	OCS Staff records the dropping and issues one (1) copy to the student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		varies	5 Days	



3. APPLICATION FOR GRADUATION

A student's application to graduate from his / her degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students who are expecting to graduate in the current term		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form (Blue Form, 3 copies)		OCS, Office of the University Registrar (OUR)		
Updated Program Checklist with Program Adviser's signature (1 photocopy)		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Application for Graduation			3 Days	
2. Secures the signature of Program Adviser (PA).	Program Adviser / Program Coordinator examines updated checklist and signs the form.			<i>Program Adviser / Coordinator College</i>
3. Pays the fee at the Cash Office.	Cash office staff accepts payment and writes the Official Receipt (OR) number on the forms.	PHP 300.00		<i>Cash Office Staff Cash Office</i>
4. Submits to the OCS Staff the duly accomplished form together with the copy of your updated Program Checklist.	OCS staff accepts the application, stamps the date of receipt, and writes his/her signature on the forms and issues one (1) copy to the student.			<i>OCS Staff Office of the College Secretary</i>
TOTAL		PHP 300.00	3 Days	



4. APPLICATION FOR LEAVE OF ABSENCE (LOA)

Application for a student to go on official leave for one (1) term only per application

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students who are: <ul style="list-style-type: none"> • enrolled the previous term • enrolled during the current term • are currently in LOA 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for LOA Form (3 copies) Accomplished University Clearance (1 copy) UP ID Medical certificate (for medical-related leave, 1 copy)			Office of the College Secretary (OCS), Office of the University Registrar (OUR) Student Authorized Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fill out the Application for LOA 2. Secures required signatures. 3. Submits the signed form accompanied with an accomplished University Clearance for action of the College Secretary to the OCS.	The Department Chair / Program Coordinator signs the form OCS Staff checks form and forwards it to the College Secretary for action. College Secretary signs the form		3 Days	<i>Department Chair / Program Coordinator</i> <i>College</i> <i>OCS Staff</i> <i>Office of the College Secretary</i> <i>College Secretary</i>



	(also signs for the Dean).			Office of the College Secretary
4. If approved, pays the fee at the Cash Office	Cash office staff receives the payment and writes the Official Receipt # (OR #) on the form.	PHP 150.00		Cash Office Staff Cash Office
5. Submits the duly paid form, clearance and UP ID to the OCS.	OCS Staff receives the documents and UP ID. OCS Staff stamps form with "RECEIVED", including date and initials and gives one (1) copy to the student.			OCS Staff Office of the College Secretary
TOTAL		PHP 150.00	3 Days	



5. APPLICATION FOR OVERLOAD

Application for a student to take more than the allotted units per semester

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Students who are expected to graduate in the current academic year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Overload Form (3 copies) Updated Program Checklist (1 photocopy)		OCS, Office of the University Registrar (OUR) Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Application for Overload Form.	OCS Staff evaluates the application, signs the form and returns it to the student.	None	3 Days	<i>OCS Staff</i> Office of the College Secretary
2. Submits the Form to the OCS Staff.				<i>Program Adviser</i> College <i>Program Coordinator</i> College <i>Dean</i> College
3. Secures the signatures of Program Adviser, Program Coordinator, and the College Dean	<i>OCS Staff</i> Office of the College Secretary			
4. Submits the approved form to the OCS.				
TOTAL		None	3 Days	



6. APPLICATION FOR READMISSION AND WAIVER OF MAXIMUM RESIDENCY RULES (MRR)

Application for readmission of students into the College.

Office of Division	Office of the College Secretary (OCS)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students who have incurred one or a combination of the following: <ul style="list-style-type: none"> went on Absence without Leave (AWOL) for at least one term from his/her last enrolled term Dismissal or Permanent Disqualification status as of the end of last active term exceeded his/her residency in the UP System according to the Maximum Residency Rule (MRR) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Appeal (1 copy) Plan of Study (1 copy) Appeal for Readmission Form (1 copy) True Copy of Grades (1 copy) For Absence without Leave (AWOL) cases, additional documents are required: Medical Certificate or equivalent such as latest Annual Physical Exam results (if working) University Clearance (for AWOL cases, 3 copies)		Student OCS, Office of the University Registrar (OUR) Health Services Unit OCS, OUR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a Letter of Appeal, addressed to the Dean of your College, stating the compelling reason(s) for your status. Please also indicate what steps have been or will be undertaken in order to ensure good academic standing or continued schooling (if from AWOL).			3 Days	OCS Staff Office of the College Secretary



2. Secures True Copy of Grades from the OCS.	OCS Staff issues the TCG upon request.	PHP 50 / page		
3. Fills out the Appeal for Readmission Form.				
4. Prepares a Plan of Study detailing the courses to be taken from the time of readmission until graduation.				
5. Gets endorsement from your Department Chair / Program Coordinator.	Program Coordinator / Department Chair signs the form.			<i>Program Coordinator / Department Chair College</i>
6. Gets endorsement from Office of the Student Affairs (OSA) (for undergraduate students only)	Guidance Counselor signs the form.			<i>Guidance Counselor Office of Student Affairs</i>
7. Gets endorsement from your College Secretary	College Secretary signs the form.			<i>College Secretary Office of the College Secretary</i>
8. Submits the Letter of Appeal, Plan of Study, TCG, Application for Readmission Form to the OCS Staff for action of the Dean	8.1 OCS staff prepares additional documents to attach to the application. He/she then advises the student as to when to expect feedback from the application (duration is on a case to case basis).			<i>OCS Staff Office of the College Secretary</i>



	<p>8.2 If student has incurred a "Good Academic Standing" as of the end of their last enrolled term, the College Dean approves the appeal. OCS Staff then advises the student when the Notice of Action (NOA) will be issued.</p> <p>For approved readmission from AWOL cases, OCS Staff issues a College Readmission Slip. Student proceeds to payment at the Cash Office (Step 10).</p> <p>For all other cases, the College Dean endorses the application to the Admissions Committee.</p> <p>The Notice of Action (NOA) is issued on the next business day after the Admissions Committee meeting.</p> <p>(Note: Admissions Committee meets only once per semester / trimester)</p>			<p><i>Dean</i> College</p> <p><i>OCS Staff</i> Office of the College Secretary</p>
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9. Gets the NOA from the Office of the Vice-Chancellor for Academic Affairs (OVCAA) and submits it to OCS	9.1 OVCAA Staff issues three (3) copies of the NOA to the student			<i>OVCAA Staff</i> Office of the Vice Chancellor for Academic Affairs
	9.2 OCS Staff gets a copy of the NOA. For approved readmission from AWOL cases, OCS staff issues a College Readmission Slip. For all approved cases, OCS Staff updates the student's account.			<i>OCS Staff</i> Office of the College Secretary
10. If you were issued a College Readmission Slip, pays the readmission fee. Also, please accomplish a University Clearance.	Cash office staff receives the payment.	PHP 225		<i>Cashier</i> Cash Office
11. Submits the forms to the OCS	OCS Staff receives the forms and issues a copy of the paid Readmission Slip and University Clearance to the student. He / She then provides instructions for enrollment to the student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		TCG – PHP 50.00/page Readmission Fee – PHp 225.00	20 Days	



7. APPLICATION FOR SHIFTING OF PROGRAM

Application for a student to transfer to another program of study

Office of Division	Office of the College Secretary (OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Shifting (1 copy)			OCS, Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Application for Shifting of Program Form.			5 Days	
2. Gets endorsement from the Program Adviser, Department Chair / Program Coordinator, and College Secretary of your current college.	Program Adviser, Program Coordinator / Department Chair, and College Secretary signs the form			<i>Program Adviser</i> Current College <i>Program Adviser / Program Coordinator</i> Current College <i>College Secretary</i> Office of the College Secretary of Current College
3. Have your GWA and Total Units Earned computed by the OCS Staff of the accepting college.	OCS Staff of the accepting college computes the GWA and writes it on the form			<i>OCS Staff</i> Office of the College Secretary of Accepting College
4. Gets the endorsement of the College Secretary and approval of the Dean of the accepting college.	The College Secretary and Dean sign the form upon approval of the application.			<i>Dean</i> Accepting College <i>College Secretary</i> Office of the College Secretary of Accepting College
5. Submits the approved	OCS Staff receives the form			<i>OCS Staff</i>



application form to the OCS of the accepting college.	and issues one (1) copy to the student. OCS Staff then updates the student's account.			Office of the College Secretary of Accepting College
TOTAL		None	5 Days	



8. VALIDATION OF COURSES

A student's request to have his or her previously taken courses from other universities to be credited to his or her current program.

Office of Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students whose have taken up courses from another university		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Advance Credit (Form 44A, 3 copies)		Office of the University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills up the form.		None	10 Days	
2. Submits the form to the Office of the University Registrar for action	University Registrar signs the form.			<i>University Registrar</i> Office of the University Registrar
3. Have the subjects validated by the faculty.	Faculty checks records and documents relative to the course/s needing validation. Faculty signs the form.			<i>Faculty</i> College of courses to be validated
3. Submits the accomplished form to your college's OCS	OCS Staff records the validation and issues one (1) copy to the student			<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	10 Days	



9. ENROLLMENT OF INCOMING GRADUATE STUDENTS

Enrollment for students who are enrolled in a Master's degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students (Graduate Program)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip (1 copy)		Office of the University Registrar (OUR)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			3 Days	
1. Goes to the OCS and submit your Admission Slip.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A.			OCS Staff Office of the College Secretary
2. Have the Form 5A assessed by the College Clerk and signed by the Program Coordinator	College Clerk indicates amount to be paid on the Form 5A. Program Coordinator signs the Form 5A.			College Staff College
3. Pays fees at the Cashier's Office.	Cash office staff receives payment and issues three (3) copies of Form 5	Tuition Fees + Other School Fees		Cash Office Staff Cash Office
4. Have the Form 5 signed by the Program Coordinator	Program Coordinator signs the Form 5.			Program Coordinator College
5. Submits all copies of the Form 5 and 5A	OCS Staff validates enrollment and issues one (1) copy of the Form 5 stamped with "Registered". This will serve as your study load.		OCS Staff Office of the College Secretary	



TOTAL	Tuition Fees + Other School Fees	3 Days	
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10. ENROLLMENT OF INCOMING UNDERGRADUATE STUDENTS

Enrollment for students who are enrolled in a Bachelor's degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		New UP students who qualified through the UP College Admission Test (UPCAT) or the Iskolar ng Bayan (INB) Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip (1 copy)		Office of the University Registrar (OUR)		
Opt-out Form		OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			2 Days	
2. Submits Admission Slip to OCS.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A. If student is eligible under the Free Tuition (FT) Scheme (RA 10931), OCS Staff validates your enrollment and issues one (1) copy of the Form 5 to the student which serves as your Study Load. Else, OCS Staff issues an Opt-out Form and continues with Step #3	None if FT-eligible.		OCS Staff Office of the College Secretary
3. If you opt out of the FT scheme or not FT-eligible, pays the fee at the Cash Office and return to the	Cash office staff receives payment and issues the Form 5 (3 copies).	Tuition Fees + Other School Fees		Cash Office Staff Cash Office



OCS				
4. Submits the Form 5 to the OCS Staff. You can submit the accomplished Opt-out Form (if applicable) on a later date.	OCS Staff validates your enrolment and issues one (1) copy of the Form 5 stamped with "REGISTERED". This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		varies	2 Days	



11. FILING FOR RESIDENCY

Enrollment of students for Residency

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who meet 1 or more of the following criteria: <ul style="list-style-type: none"> • Have no more courses to take during the current semester and is planning to apply for graduation within one (1) academic year • Have 1 or more courses with “Incomplete” or 4.0 to remove 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to OCS for enlistment	OCS Staff enlists student in Residency. OCS Staff then issues two (2) copies of Temporary Form 5A for assessment. College staff assesses fees and signs the form.		2 Days	<i>OCS Staff</i> Office of the College Secretary
2. Submits form to Program Adviser / Program Adviser	Program Adviser / Program Coordinator signs the form			<i>College Staff</i> College
3. Pays fee at the Cash Office	Cash office staff accepts payment and issues three (3) copies of the Form 5	PHP 200		<i>Program Adviser / Coordinator</i> College
TOTAL		PHP 200	2 Days	<i>Cash Office Staff</i> Cash Office



12. ENROLLMENT OF RETURNING STUDENTS FROM LEAVE OF ABSENCE (LOA)

Enrollment for continuing students who went on official leave of absence during the previous semester or term

Office of Division		Office of the College Secretary (OCS)			
Classification		Simple			
Type of Transaction		G2C – Government to Citizen			
Who may avail		UP Students who went on LOA during the previous term			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Letter of Intent (1 copy)		Student			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Writes a letter addressed to the Dean indicating your intent to continue your program for starting this incoming term		None	1 Day		
2. Gets endorsement from the Program Adviser, Department Chair/ Program Coordinator and the Dean	Program Adviser, Program Coordinator, and College Secretary (for the Dean) signs the form upon approval				<i>Program Adviser</i> College <i>Program Coordinator</i> College <i>College Secretary</i> Office of the College Secretary
3. Submits the letter to the OCS	OCS staff receives the approved letter and updates the student's account and advises student when his/her school ID will be released.				<i>OCS Staff</i> Office of the College Secretary
4. Proceeds with Validation of Enrollment for Continuing Undergraduate / Graduate Students					
TOTAL		None	1 Day		



13. ENROLLMENT OF SHIFTEES

Enrollment for continuing students from other programs

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Transferees from other UP Programs / Colleges / Constituent Units (CU)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Application for Shifting of Course Form (1 copy)			OCS	
True Copy of Grades (TCG, 1 copy) Program Study Plan (1 copy)			OCS of home college	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your Program Study Plan and TCG to the accepting college's Program Adviser or Program Coordinator	Program Adviser or Program Coordinator checks courses that can be credited and determines courses to be enrolled	PHP 50 / page for TCG	3 Days for TCG	<i>Program Adviser / Coordinator</i> College
2. Submits your requirements to the OCS Staff.	OCS Staff / Program Adviser checks and encodes the courses. If you are eligible under the Free Tuition Scheme (RA 10931), OCS Staff issues a Form 5 which serves as your study load, else, continue with Step #3.	None if FT-eligible.		<i>Program Adviser</i> College <i>OCS Staff</i> Office of the College Secretary
3. If not FT-eligible, pays the calculated fee.	Cash office staff issues three (3) copies of Form 5.	Tuition Fees (PHP 1,000 / unit) + Other School Fees		<i>Cash Office Staff</i> Cash Office



4. Proceeds to OCS	OCS Staff validates enrollment and issues one (1) copy of the Form 5 stamped with "Registered". This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
	TOTAL	Eligible for Free-Tuition - None TCG - PHP 50/page Tuition Fees (PHP 1,000 / unit) + Other School Fees	3 Days	



14. ENROLLMENT OF TRANSFEREES

Enrollment for students from other UP Constituent Units or other universities

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Transferees from other UP units and other universities / institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		Office of the University Registrar (OUR)		
Program Study Plan		OCS		
True Copy of Grades (1 copy)		Home UP Unit		
Copy of Official Transcript of Records (OTR for non-UP transferees, 1 photocopy)		Transferee's home university / institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your Program Study Plan and True Copy of Grades / copy of Official Transcript of Records to your Program Adviser / Program Coordinator.	Program Adviser / Program Coordinator checks courses that can be credited and determines courses to be enrolled.	None	3 Days	<i>Program Adviser / Coordinator</i> College
2. Submits your Admission Slip to the OCS Staff	OCS Staff encodes the courses.			<i>OCS Staff</i> Office of the College Secretary
3. Proceeds with Validation of Enrollment for Incoming Undergraduate/ Graduate Students.				
TOTAL		None	3 Days	



15. REMOVAL OF GRADE OF “INCOMPLETE” (INC) OR “4”

A student’s request to remove / complete his or her incomplete / 4.0 grade in any UP course and still within 1 academic year from when the grade was incurred.

Office of Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students with grades of “INCOMPLETE” (INC) or “4”		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit for Removal of Incomplete / 4.0 (Form 26A, 1 copy)		OCS / Office of the University Registrar (OUR)		
Report for Completion / Removal of Grades (Form 13C, 1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out a copy of the Form 26A and Form 13C for every subject where an Incomplete or 4.0 needs to be removed				
2. Secures signature of instructor.	The instructor signs the form.			<i>Instructor</i> College
3. Submits the forms to the Office of the College Secretary for checking and signature.	OCS staff checks form and forwards it to the College Secretary for action. The College Secretary signs the form.			<i>OCS Staff</i> Office of the College Secretary
4. Secures signature from the University Registrar (UR).	The University Registrar signs the form.			<i>University Registrar</i> Office of the University Registrar
5. Pays the fee at the Cash Office		P20.00 or none if		<i>Cash Office Staff</i> Cash Office



		removal exam or submission of requirement/s falls within the "Removal Examination Period" of the Academic Calendar	20 Days	
6. Submits duly paid Form 26A and Form 13C to your instructor for action.	<p>6.1 Instructor administers method of compliance for the student through an exam or submission of requirement/s and proceeds to grade the student accordingly.</p> <p>6.2 Once the grades have been encoded in the form, the instructor submits the form to their College Clerk for recording and transmittal to the OCS.</p> <p>6.3 OCS Staff records the grade and issues a copy of the form to the student.</p>			<p><i>Instructor</i> College where course is offered</p> <p><i>College Staff</i> College</p> <p><i>OCS Staff</i> Office of the College Secretary</p>
TOTAL		None or P20.00	20 Days	



16. ISSUANCE OF PERMIT TO CROSS-ENROL

Permit for a student to cross enroll in another UP campus or university

Office of Division	Office of the College Secretary			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Permit to Cross-Register Form College Clearance (2 copies) True Copy of Grades from previous term (1 copy)			OCS, Office of the University Registrar (OUR) Website	
Updated Program Study Plan and UP ID			Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Request to Cross-Register Form. Attaches the other documents in support of the request to cross-enroll.			5 Days	
2. Requests for validation of subjects to cross-register from your Program Adviser.	Program Adviser / Program Coordinator validates the subjects and signs the form			<i>Program Adviser / Coordinator</i> College
3. Submits the form to the OCS Staff Dean and the University Registrar.	OCS Staff checks and validates the form. The College Secretary signs the form as approval (for the Dean).			<i>OCS Staff</i> Office of the College Secretary
4. Submits the form to the OUR	The University Registrar signs the form			<i>University Registrar</i> Office of the University



<p>5. For cross-registration outside the UP System, submits the form for action of the Vice Chancellor for Academic Affairs (VCAA). Else, proceeds to Step #6</p>	<p>The VCAA signs the form</p>			<p>Registrar <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs</p>
<p>6. Upon approval, pays the registration fee at the Cash Office.</p>	<p>Cash office staff receives the payment and indicates the OR# on form.</p>	<p>P 40.00</p>		<p><i>Cash Office Staff</i> Cash Office</p>
<p>7. Submits one (1) copy of the accomplished form to the OUR at the end of the semester.</p>	<p>OUR Staff records the cross-registration in the student jacket.</p>			<p><i>OUR Staff</i> Office of the University Registrar</p>
TOTAL		<p>P 40.00</p>	<p>5 Days</p>	



17. REQUEST FOR SUBSTITUTION OF COURSES

Request for a student for his or her previous course/s taken to be credited towards his/her current program

Office of Division	Office of the College Secretary (OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Substitution Form (3 copies) True Copy of Grades (TCG, 1 copy)			OCS, Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Substitution Form.			5 Days	
2. Have it endorsed by the signatories in the form except the Dean.	2.1 Instructors sign the form. 2.2 Program Adviser signs the form 2.3 Program Coordinator / Dept Chair signs the form			<i>Instructor</i> College/s offering requested subject/s <i>Program Adviser</i> College/s offering requested subject/s <i>Program Coordinator / Department Chair</i> College/s offering requested subject/s
3. Submits the requirements to the OCS.	3.1 OCS Staff receives the documents and checks form for compliance. 3.2 College Secretary signs the form (for the Dean). 3.3 OCS Staff issues one (1) copy of the form to the student.			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary <i>OCS Staff</i> Office of the College Secretary
TOTAL		None	5 Days	



18. REQUEST FOR TRUE COPY OF GRADES (TCG) / CERTIFICATE OF GENERAL WEIGHTED AVERAGE (GWA)

Request for a student's copy of grades and / or certificate of general weighted average

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College Request Slip (Form 1.1F)			OCS	
UP ID and Valid ID for authorized representatives (1 copy)			Student	
Authorization Letter with photocopy of the Valid ID of authorized representative (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the College Request Slip.			3 Days	
2. Secures the signature of the Library and Accounting Office.	2.1 Library Staff signs the form			<i>Library Staff</i> Library
	2.2 Accounting Office Staff signs the form			<i>Accounting Staff</i> Accounting Office
3. Pays the fee at the Cash Office.	Cash office staff receives payment, issues an Official Receipt (OR), and signs the form.	PHP 50.00 / page		<i>Cash Office Staff</i> Cash Office
4. Submits the Official Receipt (OR) together with the Request Slip.	OCS Staff checks the form and provides turnaround time for completion of request.		<i>OCS Staff</i> Office of the College Secretary	



5. To claim, presents your OR and UP ID. If you are an authorized representative, also present your Valid ID, photocopy of said ID and authorization letter to OCS	OCS Staff releases the document.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		PHP 50.00 / page	3 Days	



19. REQUEST FOR WAIVER OF PREREQUISITES

Request for a student to take a course despite not yet passing the required prerequisite/s.

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who wish to take a course without having passed the prerequisite course/s		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Waiver of Prerequisites Form (3 copies)		OCS, Office of the University Registrar (OUR) Website		
Updated Program Checklist / Study Plan		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out Waiver of Prerequisites.			5 Days	
2. Gets endorsement from the signatories in the form except for the College Secretary	2.1 Program Adviser / Program Coordinator signs the form. 2.2 Course Instructors signs the form.			<i>Program Adviser / Coordinator</i> College where courses are offered <i>Instructor</i> College where courses are offered
3. Submits forms to OCS for action	3.1 OCS Staff checks form for compliance and forwards it to the College Secretary for action. College Secretary signs the form on approval / disapproval. 3.2 OCS Staff issues one (1) copy to the student			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary
TOTAL		None	5 Days	



20. VALIDATION OF ENROLLMENT OF CONTINUING GRADUATE / UNDERGRADUATE STUDENTS

Enrollment for continuing students who are enrolled in a Bachelor's degree program

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Continuing UP Students who have enrolled during the previous semester / trimester			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 5A (3 copies printed on A4 size paper, landscape orientation) Updated Program Checklist (1 copy, for undergraduate programs) Other accomplished requirements as needed, but not limited to: Application for Waiver of Prerequisites (3 copies) Application for Student Overload (3 copies)			SAIS OCS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists classes in SAIS during pre-enlistment period and prints Form 5A.			3 Days	
2. Submits Form 5A and updated Program Checklist to Program Adviser / Program Coordinator	Program Adviser / Program Coordinator verifies enlisted classes. If there are ineligibilities, student needs to clear it first with the corresponding office. If there are no ineligibilities, Program Adviser / Program Coordinator signs the form after verification.			<i>Program Adviser / Coordinator College</i>
3. Submits Form 5A to the College Clerk for assessment	College Clerk assesses payment and writes the amount on the Form 5A.			<i>College Staff College</i>
4. If you availed of the Free				



Tuition Program (RA 10931), proceeds to Step 6. Else, proceeds to Cash Office for payment				
5. Pays the fee at the Cash Office	Cash office staff accepts payment and issues three (3) copies of the Form 5.	Tuition Fees + Other School Fees		<i>Cash Office Staff</i> Cash Office
6. Signs the Form 5 and submit all required documents to OCS.	OCS Staff checks the documents and validates enrollment. If student is eligible for Free Tuition (RA 10931), OCS Staff generates the Form 5 and asks the student to sign the duplicate copies of the Form 5 and issues one (1) copy marked "REGISTERED" to the student. This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
	TOTAL	Tuition Fees + Other School Fees	3 Days	



21. REQUEST FOR COLLEGE / UNIVERSITY CLEARANCE

A student's request for clearance from the College / University

Office of Division	Office of the College Secretary (OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students / Alumni who wish to apply for clearance for specific transactions College Clearance: 1. Cross-registration 2. Leave of Absence University Clearance: 1. Diploma 2. Honorable Dismissal 3. Official Transcript of Records 4. Readmission (If readmitted from Absent Without Leave – AWOL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance Form (3 copies) UP ID (Affidavit of Loss if no longer in possession of UP ID)		OCS / Office of the University Registrar (OUR) Student or any legal resource		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the University Clearance Form		None		<i>Applicant</i>
2. Secures the clearance from offices indicated in the Clearance Form. Follows prescribed sequence.			5 Days	Various Offices as prescribed in the University Clearance Form



<p>3. For the College Secretary, submits the form to OCS.</p>	<p>3.1 OCS Staff checks form and forwards it to the College Secretary for action.</p> <p>3.2 College Secretary signs the appropriate boxes (including the Dean). College Clearance is only up to the Dean.</p> <p>3.3 College Secretary signs the appropriate boxes (including the Dean). College Clearance is only up to the Dean.</p>			<p><i>OCS Staff</i> Office of the College Secretary</p> <p><i>College Secretary</i> Office of the College Secretary</p>
<p>4. For University Clearance, submits the form including your UP ID or Affidavit of Loss to the OUR for action.</p>	<p>4.1 OUR Staff receives the form and ID and forwards it to the University Registrar for action</p> <p>4.2 The University Registrar signs the form and the OUR Staff issues two (2) copies to the student.</p>			<p><i>OUR Staff</i> Office of the University Registrar</p> <p><i>University Registrar</i> Office of the University Registrar</p>
TOTAL		None	5 Days	



VIII. LIST OF OFFICES

Office	Address	Contact Information
Office of the Chancellor	1F Administration Building	(032) 231 3086 (032) 232 8185 (032) 233 8203 local 103
Technology Transfer and Business Development Office	3F Arts and Sciences Building	208
Legal Office	2F Administration Building	125
Public Information Office	2F TIC Building, Flip Facility	313
Budget Office	1F Administration Building	122
Ugnayan ng Pahinungód Office	2F Arts and Sciences Building	212
Office of the Vice Chancellor for Academic Affairs	1F Administration Building	124
Office of International Linkages	2F Arts and Sciences Building	211
Office of the University Registrar	1F Administration Building	120
Office of Student Affairs	2F Administration Building	115
University Library	1F Performing Arts Hall	117
Central Visayas Studies Center	2F Arts and Sciences Building	209
Office of Continuing Education and Padayon	2F Arts and Sciences Building	212
Gender and Development	2F Arts and Sciences Building	211
Teaching Learning Resource Center	1F Undergrad Building	110
National Service Training Program	3F Arts and Sciences Building	204
Office of the Vice Chancellor for Administration	1F Administration Building	123
Accounting Office	1F Administration Building	104
Cash Office	1F Administration Building	101
Campus Maintenance Office	2F TIC Building	306
Health Services Unit	1F TIC Building	305
Human Resource Development Office	2F Administration Building	119
Information Technology Center	3F Arts and Sciences Building	202
Office of the Campus Architect	2F Administration Building	127
Safety and Security Unit	2F TIC Building	312
Supply Property Management Office	1F Administration Building	121



College of Communication, Art, and Design	2F Undergrad Building	315
College of Science	1F Arts and Sciences Building	311
College of Social Sciences	1F Arts and Sciences Building	203
College of Social Science (Masters of Education Program)	1F Arts and Sciences Building	203
College of Social Sciences (High School Program)	1F High School Building	301
School of Management	School of Management Building	304