



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 for a 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. UP Cebu:

- 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 high sense of quality, especially in the fields of computer science, education, fine arts, industrial design, management, mass 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	Office Staff Office of the Chancellor
	2. Reviews the request and assigns a point person/representative to attend/comment or endorse		5 days	Chancellor Office of the Chancellor
	3. The Chancellor acts on the request.			
2. Receive signed copy	4. Release the signed copy		1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor reviews and acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy		1 day	Office Staff 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. Receive signed copy	4. Release 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. Receive signed copy	3. Release 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	Office Staff 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	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
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	Chancellor Office of the Chancellor
	3. The Chancellor acts on the request.			
3. Receive signed copy	4. Release signed copy	None	1 day	Office Staff Office of the Chancellor
	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 sends 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).	Office Staff Office of the Chancellor
	3. The Chancellor reviews and approves for its release to concerned agency.			Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None		Office Staff 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. Receive and review 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. Receive the documents	3. 3. Release 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. Receive, and review 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. Receive signed copy	3. Release 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. Receive, and review the request	None	1 day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release signed copy	None	1 days	Office Staff 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. Receive, and review 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. Receive signed copy	3. Release 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	FEES 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	Office Staff 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	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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. Receive, and review 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. Receive signed copy	3. 3. Release the signed copy	None	1 day	Office Staff 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. Receive and review the request	None	1 day	Office Staff Office of the Chancellor
	2. The Chancellor, in consultation with the Budget Office, acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive and review the request	None	1 day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive and review 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. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive and review 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. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive, review the request and checks completeness of the form and attachments	None	1 day	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 day	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive 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. Receive signed copy	3. Release 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		
		OVPA, 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. Receive and review applications with attachments	None	1 day	Office Staff Office of the Chancellor
	1. The Chancellor acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	2. 3. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 day	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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	Office Staff 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	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		1 day	Chancellor Office of the Chancellor
3. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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. Receive signed copy	3. Release 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	Office Staff Office of the Chancellor
	2. The Chancellor approves / signs on the form.		1 day	Chancellor Office of the Chancellor
3. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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 will route 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. Receive signed copy	4. Release 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	Office Staff 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	Chancellor Office of the Chancellor
	3. The Chancellor acts on the endorsement.			
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	3. The Chancellor acts on the endorsement.		18 days	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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. Get 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	Office Staff Office of the Chancellor
	3. The Chancellor approves on the UIS-printed travel authority.		1 day	Chancellor Office of the Chancellor
3. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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	FEES 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	<i>Office Staff</i> Office of the Chancellor
	3. The Chancellor approves the travel request.		1 day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. Receive signed copy	4. Release the signed copy	None	1 day	<i>Office Staff</i> 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	<i>Office Staff</i> Office of the Chancellor
2. Get endorsement through channels	2. The Chancellor acts on the request.		1 day	<i>Chancellor</i> Office of the <i>Chancellor</i>
3. 3. Receive signed copy	3. Release the signed copy	None	1 day	<i>Office Staff</i> 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	Office Staff 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	Chancellor Office of the Chancellor
3. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor approves / signs on payroll / DV/ checks.		1day	Chancellor Office of the Chancellor
3. 3. Receive signed copy	3. Release the signed copy	None	1 day	Office Staff 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	Office Staff Office of the Chancellor
	2. The Chancellor acts on the request.		2 days	Chancellor Office of the Chancellor
2. SPMO receives the signed copy for submission to UP System.	3. Releases the signed documents.	None	1 day	Office Staff 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			
	The Chancellor acts on the request.		1 day	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release 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 contractals, 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	None	1 days	Office Staff Office of the Chancellor
	2. Reviews the documents and the completeness of its attachments			
	3. The Chancellor acts on the request.		5 days	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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	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 reviews and approves the contract.		18 days	Chancellor Office of the Chancellor
2. Receive signed copy	4. Release 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 prepare, review and submit to the Office of the Chancellor pertinent contracts with attachments for submission to the Office of the President.	1. Receives the documents	None	1 days	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. Receive signed copy	4. Release 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	Office Staff Office of the Chancellor
	2. The Chancellor reviews the pleadings, with complete attachments prepared by the Legal Office.		18 days	Chancellor Office of the Chancellor
	3. The Chancellor endorses, signs the pleadings, and the Legal Office staff is sent to file it to court.			
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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 factfinding 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	Office Staff 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	Chancellor Office of the Chancellor
	3. The Chancellor acts on the request.			
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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 factfinding 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	Office Staff Office of the Chancellor
	2. Reviews the endorsements, if needed, requests the assistance of the Legal Office		18 days	Chancellor Office of the Chancellor
	3. The Chancellor acts on the request.			
2. Receive signed copy	4. Release the signed copy	None	1 day	Office Staff 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. Receive signed copy	4. Release 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. Receive signed copy	4. Release 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. Receive signed copy	3. Release 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. Receive signed copy	3. Release 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 – TTBDO			
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. Submit completed disclosure form.	1. Review request form and generate billing statement.	PHP5,000.00 (Basic Assessment: Potential IP, Potential Markets, Marketing Strategy)	7 – 20 working days	Staff TTBDO
2. Pay to Cashier's Office	2. Cashier's Office issues official receipt	PHP10,000.00 (Advanced Assessment: Potential IP, Potential Markets, Marketing Strategy, Commercialization Options, Risk Assessment)		Staff Cashier's Office
3. Show official receipt.	3.1 Make photocopy of official receipt. 3.2 Sets date for client to return and pick-up assessment.			Staff TTBDO
	TOTAL	Basic Assessment – PHP5,000.00 Advanced Assessment – PHP10,000.00	7 – 20 working days	



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. Submit completed request form.	1. Review request form and set date for client to return and pick-up search results.	NONE	7 working days	ITSO Staff 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. Submit completed request form.	1. Review request form and generate billing statement.	PHP10,000.00	20 working days	ITSO Staff TTBD0
2. Pay to Cashier's Office	2. Cashier's Office issues official receipt			Staff Cashier's Office
3. Show official receipt.	3.1 Make 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. Submit completed request form.	1. Review request form and generate billing statement.	Utility Model – PHP10,000.00 Patent – PHP20,000.00	20 working days	ITSO Staff TTBDO
2. Pay to Cashier's Office	2. Cashier's Office issues official receipt			Staff Cashier's Office
3. Show official receipt.	3.1 Make photocopy of official receipt. 3.2 Sets date for client to return and pick-up and review claims drafter.			ITSO Staff TTBDO
	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. Submit IP documents.	1. Review submitted documents and request form and generate billing statement for admin fee.	Trademark - PHP1,000.00 Copyright - PHP1,000.00	3 working days	ITSO Staff TTBD0
2. Pay to Cashier's Office	2. Cashier's Office issues official receipt	Industrial Design - PHP2,000.00		Staff Cashier's Office
3. Show official receipt.	3.1 Make 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		ITSO Staff TTBD0
	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. Submit required documents.	1. Review submitted documents.	NONE	7 working days	Program Manager TTBD0
2. Receive decision of UP Cebu inIT management.	2. Inform 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. Release copy of MOA to locator.	NONE	7 working days	Admin Staff TTBD0
2. Client submits signed copy.	2.1 Receive signed copy and forward to Office of the Chancellor. 2.2 Receive signed copy from OC.			
3. Receive copy of MOA.	3. Release 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. Receive request form and generate billing statement.	Events Space @ Negosyo Center (P200/hr)	3 working days	<i>Admin Staff</i> TTBDO
2. Pay to Cashier's Office.	2. Issue official receipt.	Meeting Room @ Negosyo Center (P100/hr)		<i>Staff</i> Cashier's Office
3. Submit copy of official receipt.	3. Release 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 Review documents.	PHP30.00 per hour	3 working days	<i>Admin Staff</i> TTBD0
	1.2 Generate billing statement.			
2. Pay to Cashier's Office.	2. Issue official receipt.			<i>Staff</i> Cashier's Office
3. Submit copy of official receipt.	3. Release 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 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:	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. Submit disclosure form.	1.1 Review disclosure form.	None	7 – 20 working days	STIITCH Staff TTBD0
	1.2 Conduct Outlook Assessment			
2. Receive results of review.	2. Release technology brief.	None	7 – 20 working days	
	TOTAL			



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. Submit assessment from STIITCH.	1. Receive assessment and perform patentability search.	NONE	20 working days	ITSO Staff TTBD0
2. Receive search results	2. Release 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. Submit completed request form.	1. Review request form and set 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. Submit IP documents.	1.1 Review submitted documents. 1.2 Discuss 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. Receive request form and check schedule. 2. Issue official reservation.	Events Space at Negosyo Center - PHP100.00/hr Meeting Room at Negosyo Center - PHP50.00/hr Training Room at TBI - PHP100.00/hr	20 minutes	<i>Admin Staff</i> TTBD0
	TOTAL	Events Space at Negosyo Center - PHP100.00/hr Meeting Room at Negosyo Center - PHP50.00/hr Training Room at TBI - PHP100.00/hr	20 minutes	



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. Submission of the signed pleading/ document to the legal office.	1. Receipt of the pleading/ document; 1.1. Check for completeness of attachments and signatures	None	5 minutes	Legal Assistant I Legal Office
	2. Submission of the pleading/ document to the appropriate/ required government agency;		2 days	
	3. Compilation of 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. Submission of the signed documents to be notarized to the legal office;	1. Receipt of the document for legal clearance; 1.1. Check 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	Legal Assistant / Legal Office
2. Personal appearance of the signatories before the notary public.	2. Submission of the document to the notary public together with the signatories;		5 days	
	3. Return of the notarized document to the signatories and keeping 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 request at the Legal Office.	1. Issuance 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 addressing 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. Rendering verbal legal opinion/advise after consultation;	None	1 hour	Legal Officer Legal Office
2. Submission of all supporting documents to the Legal Officer.	2. Assessment and study of the legal problem;		3 days	
	3. Issuance of 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. Submission of the contract to be reviewed to the Legal Office;	1. Receipt of the Contract to be reviewed;	None	5 minutes	<i>Legal Assistant I</i> Legal Office
	1.1. Check for completeness of attachments and signatures		15 days	<i>Legal Officer</i> Legal Office
	2. Assessment of 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. Issuance of a legal clearance;		1 day	<i>Legal Assistant I</i> Legal Office
	4. Forwarding 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. Submission of the records, documents and annexes to the Legal Office;	1. Receipt of the records, documents and annexes for review and analysis;	None	5 minutes	<i>Legal Assistant I</i> Legal Office
	2. Synthesizing legal issues and arguments;		10 days	<i>Legal Officer</i> Legal Office
	3. Drafting of the pleading/contract/document		7 days	<i>Legal Officer</i> Legal Office
	4. Submission of the 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. Reading and synthesizing 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. Interviewing witnesses;		5 days	
	3. Making a case analysis;		3 days	
	4. Preparation of arguments;		3 days	
	5. Appearance 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. Sending of Notices;	None	1 day	Legal Assistant I Legal Office
	2. Document review/assessment;		5 days	<i>Legal Officer</i> Legal Office
	3. Conduct of hearings/investigations;		7 days	
	4. Preparation or drafting of the decision/recommendation based on the documentary evidence and oral testimonies;		6 days	
	5. Issuance of 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 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. Send letter request to PIO email or PIO office	1. Review of letter and decide on approval action.	None	1 day	<i>PIO Staff</i> Public Information Office
2. Await 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. Endorsed pubmat by the Office of Student Affairs		None	1 day	Office of Student Affairs
2. Send letter request and pubmat to PIO email or PIO office for review	1. Review of letter and decide on approval action.		1 day	<i>PIO Staff</i> Public Information Office
3. Await 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. Coordinate with different offices of events occurring within or outside the University and provide 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 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	
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. 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. Organize 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. Verify budget with concerned office hosting the event		3 days	<i>Staff</i> Budget Office
	3. Reserve event venue with Campus Maintenance Office		1 day	<i>Staff</i> Campus Maintenance Office
	4. Coordinate with ITC for necessary equipment		2 days	<i>Staff</i> Information Technology Center
	5. Coordinate with Campus Maintenance Office for preparation of venue		5 days	<i>Staff</i> Campus Maintenance Office
2. Shows up for the event proper	6. Conduct technical test with ITC prior to event		1 day	<i>Staff</i> Information Technology Center
	TOTAL	None	22 days	



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. Create 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	One of the OC staff opens the drop box and compiles and records all feedback submitted.
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</p> <p>PCC: 8888</p> <p>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. Submit the Letter/Proposal with the necessary attachments to the Budget Office	1.1 Receive and check the completeness of documents and update the Document Tracking System (DTS) for incoming documents 1.2 Review the documents, sign the letter/proposal and recommend appropriate funding source 1.3 Update the Document Tracking System (Outgoing); deliver 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. Submit the Basic Paper to the Budget Office	1.1 Receive the Basic Paper and update the Document Tracking System (DTS) for incoming documents	None	7 days	<i>Administrative Assistant</i> Budget Office
	1.2 Review and evaluate the document before processing and recording			<i>Administrative Assistant</i> Budget Office
	1.3 Review and sign the Basic Paper			<i>Budget Head</i> Budget Office
	1.4 Update the Document Tracking System (Outgoing), and deliver the signed Basic Paper to the next signatory			<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. Submit the Purchase Request / Job Order Request / Request Form to the Budget Office	1.1 Receive and check the completeness of documents, and update the Document Tracking System (DTS) for incoming documents 1.2 Encode the document in the master list, review, evaluate and recommend appropriate fund source 1.3 Review and sign the document 1.4 Update the Document Tracking System (DTS) for outgoing documents and deliver 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. Submit the documents for ObR and BUR to the Budget Office	1.1 Receive and check the completeness of documents; Updates Document Tracking System (DTS) for incoming documents	None	7 days	<i>Administrative Assistant</i> Budget Office
	1.2 Review and evaluate fund source, projects, programs and activities			<i>Budget Head</i> Budget Office
	1.3 Check and encode the signed documents in the master list (UIS, oracle software)			<i>Administrative Assistant</i> Budget Office
	1.4 Update the Document Tracking System (DTS) for outgoing documents and deliver the documents to the next concerned unit			<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. Submit Request to Budget office	1.1 Receive request from various units/colleges/ offices and encode the document in the master list 1.2 Review, evaluate and generate the requested data output 1.3 Review, evaluate, and sign the generated report 1.4 Submit/email 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	<p>The Budget Office receives 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	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	<p>The Budget Office receives the complaint and directs the processing to the proper authority.</p> <p>For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.</p> <p>For formal complaints, the office shall do the following:</p> <ol style="list-style-type: none"> 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



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. Submit letter of intent	1. Accept letter of intent and check for completeness	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Review the letter endorsed by the Pahinungód Staff	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
	1.2 Visit the school for ocular inspection, assessment, and evaluation	None	2 days	<i>Program Coordinator</i> Pahinungód Office
	1.3 Recommend and write endorsement letter to Pahinungód Director	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
2. Wait for the approval/disapproval of the request	2. Write a letter and/or email the Office of the Chancellor for notification, if approved	None	1 day	<i>Director</i> Pahinungód Office



3. Receive notice of approval/ disapproval	3. Draft letter addressed to the requesting school regarding notice of approval/ disapproval and submit letter to the Office of the Chancellor for signature	None	3 days	<i>Pahinungód Staff</i> Pahinungód Office
	3.1 Send letter or email the letter to the School Principal	None	3 hours	<i>Pahinungód Staff</i> Pahinungód Office
4. Review terms of the policy	4. Prepare contract agreement and submit 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 Coordinate with DepEd regarding the Gurong Pahinungód on-site duties and responsibilities and provide a copy of the agreement	None	2 days	<i>Program Coordinator</i> Pahinungód Office
	4.2 Coordinate with LGU to confirm and guarantee the security of the Gurong Pahinungód during their stay in the school / community, identify host family where the Gurong Pahinungód will stay and to provide a copy of the agreement	None	15 days	<i>Program Coordinator</i> Pahinungód Office
	5. Assign and deploy Gurong Pahinungód volunteer.	None	2 days	<i>Director</i> Pahinungód Office



5. Wait for the deployment of Gurong Pahinungód	5.1 Conduct monitoring of the Gurong Pahinungod volunteer through visit at least four (4) times a year and communicate 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. Submit progress report per quarter for evaluation and documentation purposes	6. Coordinate and collect 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 Prepare and submit 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. Submit letter request for DRRM training	1. Accept letter request and check for completeness	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Review the request, assess, and evaluate the status of the Barangay who requested for a DRRM Buhay Pahinungód training	None	2 days	<i>Program Coordinator</i> Pahinungód Office
	1.2 Write or email endorsement letter to Pahinungód Director	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
2. Wait for the approval/ disapproval of the request	2. Review the endorsement for approval/ disapproval of the training request	None	1 day	<i>Director</i> Pahinungód Office
3. Receive notice of approval/ disapproval.	3. Draft letter addressed to the requesting barangay re notice of approval/ disapproval and submit 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 Send letter or email the letter to the Barangay Captain	None	3 hours	<i>Pahinungód Staff</i> Pahinungód Office



4. Review terms of policies and agreements.	4. Prepare contract of agreement and submit 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 Invite participants and prepare venue for the training.	4.1 Coordinate with Barangay Captain for the list of participants, identify the venue, and provide a copy of the contract of agreement	None	3 days	<i>Program Coordinator</i> Pahinungód Office
	4.2 Identify 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 Schedule date preferred by the speaker and inform 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 Facilitate 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. Submit letter request for Teachers Development Training	1. Accept letter request and check for completeness	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Review the letter, assess, and evaluate the status of the school	None	2 days	<i>Program Coordinator</i> Pahinungód Office
	1.2 Write or email endorsement letter to Pahinungód Director	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
2. Wait for the approval/ disapproval of the request	2. Review the endorsement and approve/ disapprove the training request.	None	1 day	<i>Director</i> Pahinungód Office
3. Receive notice of approval	3. Draft letter addressed to the requesting school re notice of approval/ disapproval and submit 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 Send letter or email the letter to the School Principal	None	3 hours	<i>Pahinungód Staff</i> Pahinungód Office



4. Review terms of policies and contract of agreement	4. Prepare contract of agreement and submit 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 Invite the teachers to attend and prepare the venue for the training	4.2 Coordinate with the Principal regarding the list of participants, identify the training venue, and provide a copy of the contract of agreement	None	3 days	<i>Program Coordinator</i> Pahinungód Office
	4.3 Look for UP Cebu Faculty who will conduct the training	None	5 days	<i>Program Coordinator</i> Pahinungód Office
	4.4 Schedule date preferred by the speaker and inform the requesting school to confirm their availability on the chosen date	None	3 days	<i>Program Coordinator</i> Pahinungód Office
	4.5 Facilitate logistics, food, transportation, honorarium for the speaker(s), registration during the training proper and evaluation forms.	None	10 days	<i>Pahinungód Staff</i> Pahinungód Office
TOTAL		None	42 ays, 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. Submit letter request to avail the Tutorial Service Program	1. Accept letter request and check the completeness	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Review the letter, assess, and evaluate 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 Write or email endorsement letter to Pahinungód Director	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
2. Wait for the approval/ disapproval	2. Review the endorsement and approve/ disapprove the Tutorial Service Program request.	None	1 day	<i>Director</i> Pahinungód Office
3. Receive notice of approval/ disapproval	3. Draft letter addressed to the requesting school re notice of approval/ disapproval and submit 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 Send letter or email the letter to the School Principal	None	3 hours	<i>Pahinungód Staff</i> Pahinungód Office
4. Review terms of policies and contract of agreement	4. Prepare contract of agreement and submit 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 Notify the students who will join the tutorial program to have their parents sign the parent's consent form	4.1 Coordinate with the Principal regarding the parent's consent form and provide a copy of the contract of agreement	None	3 days	<i>Program Coordinator</i> Pahinungód Office
4.2 Submit list of students who will avail of the Tutorial Program.	4.2 Get the list of students who will avail the tutorial service program	None	2 days	<i>Program Coordinator</i> Pahinungód Office
4.3 Prepare classroom to be used during the entire tutorial sessions	4.3 Identify classroom to be utilized during the tutorial session	None	2 days	<i>Program Coordinator</i> Pahinungód Office
	4.4 Schedule date preferred by the student volunteer tutors and inform the requesting school of the tentative schedule to confirm their availability on the chosen date	None	3 days	<i>Director</i> Pahinungód Office
	4.5 Draft letter addressed to DepEd Supervisor asking permission to conduct Tutorial to the requesting school and submit to Office of the Chancellor for signature.	None	5 days	<i>Pahinungód Staff</i> Pahinungód Office and <i>Director</i> Pahinungód Office
	4.6 Send or email letter to the DepEd Supervisor	None	3 days	<i>Program Coordinator</i> Pahinungód Office



	4.7 Facilitate logistics, food, registration during the tutorial sessions and evaluation forms	None	10 days	<i>Program Coordinator</i> Pahinungód Office
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	
1. Volunteer Application Form (1 copy) 2. Volunteer Agreement Form (2 copies) 3. Certification in Professional Education (CPE) enrolment forms (1 copy) 4. Gurong Pahinungód Handbook (1 copy)			Ugnayan ng Pahinungód Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the following documents: - 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	1. Accept and review duly accomplished Gurong Pahinungód application and agreement form and check the completeness	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
	1.1 Conduct initial interview and write letter of endorsement to Pahinungód Director	None	1 day	<i>Program Coordinator</i> Pahinungód Office
2. Wait for approval/disapproval of application	2. Review the endorsement for approval/disapproval	None	1 day	<i>Director</i> Pahinungód Office



3. Receive notice of approval/ disapproval	3. Draft letter addressed to the requesting school re notice of approval/ disapproval and submit 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 Send letter or email the letter to the School Principal	None	3 hours	<i>Pahinungód Staff</i> Pahinungód Office
4. Sign Memorandum of Agreement with UP Cebu (include the length of service and commitments of parties involved)	4. Prepare memorandum of agreement and submit draft agreement to the Legal Office and Office of the Chancellor for approval and signature	None	15 days	<i>Pahinungód Staff</i> Pahinungód Office
	4.1 Provide a copy of the memorandum of agreement to the Gurong Pahinungód for reference	None	1 day	<i>Program Coordinator</i> Pahinungód Office
5. Accomplish Certification in Professional Education (CPE) form and enroll in nine (9) units of Education	5. Schedule and coordinate trainings for the Gurong Pahinungód volunteer to undergo	None	30 days	<i>Program Coordinator</i> Pahinungód Office
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. Accomplish and submit the following documents: - Volunteer Application Form - Volunteer Agreement Form	1. Accept and review duly accomplished volunteer and agreement form and check the completeness	None	1 hour	<i>Program Coordinator</i> Pahinungód Office
	1.1 Conduct initial interview and write letter or email the Pahinungód Director for update	None	1 Hour	<i>Pahinungód Staff</i> Pahinungód Office
2. Receive notice of acceptance	2. Email or message through FB messenger the interested student re notice of acceptance	None	1 hour	<i>Pahinungód Staff</i> Pahinungód Office
3. Undergo Volunteer Orientation	3. Schedule and coordinate orientation for the volunteer to undergo	None	5 days	<i>Program Coordinator</i> Pahinungód Office
	3.1 Facilitate logistics	None	10 days	<i>Pahinungód Staff</i> Pahinungód Office



4. Undergo Volunteer Camp	4. Schedule and coordinate with Office of the Student Affairs for the volunteer camp	None	5 days	Program Coordinator Pahinungod Office
	4.1 Facilitate logistics	None	10 days	Pahinungod Staff Pahinungod 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. Send message through email or FB messenger or personal visit Pahinungód Office to discuss collaboration for a Teachers Development Training	1. Accept and read the message through email or FB messenger or accept 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 Submit activity plan with corresponding budget.	1.1 Review the activity plan and proposed budget submitted by the UP Cebu faculty against the Pahinungód LIB and endorse to the Director.	None	1 day	<i>Program Coordinator</i> Pahinungód Office
2. Wait for the approval/ disapproval	2. Review the activity plan and approve/ disapprove the request	None	1 day	<i>Director</i> Pahinungód Office
2. Receive notice of approval.	3. Email or message through FB messenger the UP Cebu Faculty about the notice of approval/ disapproval.	None	2 days	<i>Program Coordinator</i> Pahinungód Office



3. Notify school Principal to organize the teachers who will participate the training and prepare the venue	4. Coordinate with UP Cebu Faculty and schedule date preferred by the faculty	None	1 day	<i>Program Coordinator</i> Pahinungód Office
	4.1 Inform the requesting school of the tentative schedule to confirm their availability on the chosen date	None	1 day	<i>Program Coordinator</i> Pahinungód Office
	4.2 Facilitate the logistic, food, transportation, per diem, certificates, registration, and evaluation forms for the training.	None	10 days	<i>Pahinungód Staff</i> Pahinungod Office
	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
Submit documents to Legal Office	1. Receive documents	None	1 day	Office Staff Legal Office
	2. Review the MOA/MOU/ contracts		10 working days	Legal Counsel Legal Office
	3. Review and endorse		2 working days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	4. Submit 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	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. Set 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
Submit requests and required documents to Human Resource and Development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1. Receive and review documents	None	7 working days	Office Staff Human Resource and Development Office APFC Secretary APF Committee
	2. Deliberate and act on the requests		1 day	APFC Secretary APF Committee
	2.1 Prepare minutes/ summary of actions of the APFC and submit to OVCAA		4 working days	APFC Secretary APF Committee
	2.2 Prepare endorsements and supporting documents and submit to OVCAA		4 working days	APFC Secretary APF Committee
	3. Receive and review 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. Submit documents to OC for approval/		1 day	Office Staff



	second endorsement			Office of the Vice Chancellor for Academic Affairs Office Staff Office of the Chancellor Chancellor 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
Submit requests and related documents to Human Resource and development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1. Receive and review documents	None	7 working days	Office Staff Human Resource and Development Office
	2. Deliberate and act on the requests		1 day	APFC Secretary APF Committee
	3. Prepare minutes/ summary of actions of the APFC and submit to OVCAA		4 working days	APFC Secretary APF Committee
	3.1 Prepare first endorsements and supporting documents and submit to OVCAA		4 working days	APFC Secretary APF Committee
	4. Receive and review 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. Submit 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
Submit requests to Central Visayas Studies Center (CVSC)	1. Receive documents	None	1 day	Office Staff Central Visayas Studies Center
	2. Review requests and prepare certifications		2 working days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	3. Prepare contracts and forward 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. Request for the release of Faculty Grant to be submitted to OVCAA for processing of DV, etc.		2 working days	Office Staff Central Visayas Studies Center



				<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
	5. Endorse/sign certifications, DVs, etc.		1 day	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	6. Forward to Budget Office for payment of grants		1 day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Office Staff / Budget Officer</i> Budget Office
TOTAL		None	10 working days	



4. Endorsement of requests related to Grants and Internation 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
Submit requests to Central Visayas Studies Center (CVSC)	1. Receive documents	None	1 day	Office Staff Central Visayas Studies Center
	2. Review and endorse requests and submit to OVCAA		3 working days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	3. Receive, review, and endorse requests and forward to OC for endorsement		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 Office Staff Office of the Chancellor Chancellor 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
Submit requests to Office of the Continuing Education and Pahinungod (OCEP)	1. Receive documents	None	1 day	Office Staff Office of the Continuing Education and Pahinungod
	2. Review and endorse requests and submit to OVCAA		2 working days	Office Staff and Coordinator Office of the Continuing Education and Pahinungod
	3. Receive, review, prepare, and sign second endorsements		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. Submit documents to OC for approval		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	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
Submit requests to Dean	1. Receive document	None	1 day	College Staff College
	2. Review and endorse the request and submit to OVCAA with clearance from Budget Office		3 working days	College Staff College Dean College Budget Officer/Staff Budget Office Office Staff Office of the Vice Chancellor for Academic Affairs
	3. Receive and endorse the request and forward to OC for approval		1 day	Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs Office Staff 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
Submit 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. Receive 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. Receive, review, 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. Sign 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. Submit documents to OC for signature/approval		1 day	<i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs



				<i>Office Staff</i> Office of the Chancellor
	5. Receive signed documents from OC		1 day	<i>Chancellor</i> Office of the Chancellor <i>Office Staff</i> Office of the Chancellor <i>Office Staff</i> Office of the Vice Chancellor for Academic Affairs
	6. Prepare, sign OBR and submit to Accounting Office		2 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> Accounting Office
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
Submit requests to Budget Office	1. Receive and review documents from Budget Office	None	1 day	Office Staff Budget Office
	2. Endorse		1 day	Office Staff Office of the Vice Chancellor for Academic Affairs
	3. Submit 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
Submit requests to Office of the University Registrar (OUR)	1. Receive and review documents	None	5 working days	Office Staff Office of the University Registrar
	2. Deliberate and act on the requests		7 working days	Committee Secretary Admissions Committee
	3. Submit results to OVCAA		2 working days	Office Staff Office of the University Registrar
	4. Prepare Notices of Action (NOAs)		2 working days	Office Staff Office of the Vice Chancellor for Academic Affairs
	5. Review and Sign NOAs		2 working days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	6. Release NOA to students		2 working days	Office Staff Office of the Vice Chancellor for 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
Submit requests	1. Review and receive request Letter	None	1 day	Office Staff Office of the Vice Chancellor for Academic Affairs
	2. Act on the request		1 day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	3. Submit 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
Submit requests	1. Review and receive request letter	None	1 day	Office Staff Office of the University Registrar
	2. Review and act on the request		1 day	Office Staff Office of the Vice Chancellor for Academic Affairs University Registrar Office of the University Registrar
	3. Submit to OC for action of the Chancellor		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	



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
Submit requests to the Office of Student Affairs (OSA)	1. Review and receive 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. Review and act 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. Submit 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
Send email/ Communication, Memorandum	1. Receive and review request for data/ information from other offices	None	2 working days	Office Staff Office of the Vice Chancellor for Academic Affairs
	2. Gather and consolidate data		11 working days	Office Staff Other Offices
	3. Check the accuracy of data		5 working days	Office Staff Office of the Vice Chancellor for Academic Affairs
	4. Submit data/reports to requesting office		2 working days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
		None	20 working days	Office Staff Office of the Vice Chancellor for Academic Affairs



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. Submit MOA/MOU to VCAA	1. OIL Coordinator or any faculty member receives the MOA/MOU from potential international partners and submit 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
2. Follow up if all the points in the MOA/MOU are in agreement between both parties	2. VCAA reviews and endorses the MOA/MOU		10 days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	3. VCAA submits it to Legal Office.		1 hour	<i>Legal Officer</i> Legal Office
3. Get the MOA/MOU for signatures	4. After the Legal Officer, evaluates the MOA/MOU, the		1 day	Chancellor Office of the Chancellor



	VCAA receives it and endorses to the OC for action 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. Submit 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. Follow up/revise 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	Chancellor Office of the Chancellor
	4. The OIL Coordinator sends the endorsed application to OIL System at UP Diliman, Quezon City.		4 hours	OIL Coordinator Office of International Linkages The Applicant
3. Receive 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	The OIL System Committee 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. Submit 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. Follow up/revise 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. Receive 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for CHED Billing Reports, through the UP System.	1. Prepare, check, verify and submit the CHED Billing Report for the collection of tuition and other school fees, covered by RA 10931.	None	20 working days	<p><i>OUR Staff</i></p> <p>Office of the University Registrar</p> <p>Office of the College Secretary of respective college</p> <p>Accounting Office</p>
	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 <u>UPCAT Qualifier</u>,</i> UPCAT Admissions Notice, containing ID and PIN;	UP Office of Admissions
<i>If <u>UPCAT Appellant</u>,</i> UP Cebu OUR email confirming admission (1 printout);	UP Cebu Office of the University Registrar
<i>If <u>Certificate of Fine Arts high school graduate</u>,</i> Certification of Admission to the Fine Arts Program;	College of Communication, Art, and Design
<i>If <u>Iskolar ng Bayan grantee</u>,</i> Admission Notice from the Office of Student Affairs;	Office of Student Affairs
<i>If <u>Transferee from other schools</u>,</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 cannot be read on the certificate, attach a copy issued by the	Philippine Statistics Authority



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. Submit all the required documents. Get your University Admission Slip.	1. Receive the required documents and check for completeness. 1.1 Issue University Admission Slip.		3 working days	Window 1 & 2 Office of the University Registrar
2. Check the accuracy and completeness of your personal data and information in the Student Academic Information System (SAIS).	2. Take note of accuracy of information in SAIS.			Window 3 Office of the University Registrar
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3 Office of the University Registrar
4. Have your courses enlisted. Get your UP Form 5A.	4. Enlist courses for the student. 4.1 Issue UP Form 5A.			Office of the College Secretary of respective college
5. Accomplish Student Information Sheet.	5. Receive the accomplished form.			Office of Student Affairs
6. Have your scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tag student's scholarship/s, privilege/s, and/or grant/s in SAIS.			Office of Student Affairs



	6.1 Indicate 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, pay tuition and other school fees. Get your official Form 5 eOR.</i></p> <p><i>For students who are eligible for Free Higher Education, go directly to the next step.</i></p>	<p>7. Accept payment of tuition based on Form 5A.</p> <p>7.1 Issue 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 your enrollment validated.	8. Tag student as “Officially Enrolled” and stamp “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. Submit all the required documents.	1. Receive the required documents and check for		3 working days	Window 1 Office of the University Registrar



Get your University Admission Slip.	completeness. 1.1 Issue University Admission Slip.			
2. Check the accuracy and completeness of your personal data and information in the Student Academic Information System (SAIS).	2. Take note of accuracy of information in SAIS.			Window 3 Office of the University Registrar
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3 Office of the University Registrar
4. Have your courses enlisted. Get your UP Form 5A.	4. Enlist courses for the student. 4.1 Issue UP Form 5A.			Office of the College Secretary of respective college
5. Accomplish Student Information Sheet.	5. Receive the accomplished form.			Office of Student Affairs
6. Have your scholarship/s, privilege/s, and/or grant/s tagged in SAIS.	6. Tag student's scholarship/s, privilege/s, and/or grant/s in SAIS. 6.1 Indicate re-assessment of fees in Form 5A.			Office of Student Affairs
7. Pay tuition and other school fees. Get your official Form 5 eOR.	7. Accept payment of tuition based on Form 5A. 7.1 Issue Official Form 5 eOR (electronic Official Receipt).	MSCS ₱1,200/unit + ₱1,301.50; MSES ₱600/unit + ₱1,301.50; M.Ed. ₱600/unit + ₱1,201.50; MBA ₱1,200/unit + ₱1,201.50		Cash Office
8. Have your enrollment validated.	8. Tag student as "Officially Enrolled" and stamp			Office of the College Secretary of respective college



	"Registered" in the official Form 5 eOR.			
	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. Submit all the required documents.	1. Receive the required documents and check for completeness.		7 working days	Window 1 Office of the University Registrar
2. <i>For students who are not eligible for Free Higher Education</i> , pay a non-refundable application fee.	2. Accept payment. 2.1 Issue official receipt.	₱100, for <i>Filipinos</i> ₱250, for <i>resident foreign applicants</i> USD20, for <i>non-resident foreign applicants</i>		Cash Office
3. Return to the OUR for the processing of your application.	3. Receive the application and process the request. 3.1 Evaluate the GWA and units earned of the applicant. 3.2 Forward the application to the concerned college for deliberation and approval.			Window 1 Office of the University Registrar
4. Accomplish other requirements set by the college such as interview, talent test, written or oral examination.	4. Accept the application and deliberate based on set criteria. 4.1 Dean approves or disapproves. 4.2 Return the application form to the OUR.			College (CCAD, CS, CSS, SoM)



5. Get your Notice of Acceptance (NOA) or Non-Acceptance.	5. Issue the Notice of Acceptance (NOA) or Non-Acceptance to the applicant.			Window 1 Office of the University Registrar
6. Proceed with the Admission process (as with New First Years).	6.			
	TOTAL	₱100, for <i>Filipinos</i> ₱250, for <i>resident foreign applicants</i> USD20, for <i>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 <u>within</u> 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 <u>outside</u> 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 original)	Home school of student



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. Submit all the required documents.	1. Receive the required documents and check for completeness.		3 working days	Window 1 Office of the University Registrar
2. Pay 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. Accept payment. 2.1 Issue 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



3. Return to the OUR for the processing of your application.	3. Receive the application and process the request. 3.1 Evaluate the application. 3.2 University Registrar endorses the application. 3.3 Forward the application to the concerned college for deliberation and approval. 3.3 Dean of host college approves.			<p><i>Window 1</i> Office of the University Registrar</p> <p><i>University Registrar</i> Office of the University Registrar</p> <p>Dean of host college</p>
4. Get your Application for Cross-Registrants or Special Students.	4. Issue the Application for Cross-Registrants or Special Students to the applicant.			<p><i>Window 1</i> Office of the University Registrar</p>
5. Proceed with the Registration process.		<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>		
	TOTAL	<p><u>Within UP</u> ₱40, <i>paid at the home unit</i></p> <p><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></p>	3 working days	



		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		
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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. Secure and fill out the Request to Cross-Register Form, in two copies.	1.		3 working days	
2. Request for validation of subjects to cross-register from your Program Adviser.	2. Validate subjects of student to be cross-registered.			Program Adviser
3. Submit the duly signed form for action of the Dean and the University Registrar. <i>For cross-registration outside the UP System, submit the</i>	3. Dean of the College approves the request. 3.1 University Registrar signs the request. 3.2 OUR staff tags student in SAIS.			Dean of the College <i>University Registrar</i> Office of the University Registrar <i>Window 3</i> Office of the University Registrar



form for action of the Vice Chancellor for Academic Affairs (VCAA).	3.3 <i>For cross-registration outside the UP System</i> , Vice Chancellor for Academic Affairs (VCAA) approves.			Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
4. Upon approval, pay the registration fee. Get your official receipt. <i>Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.</i>	4. Accept payment. 4.1 Issue official receipt.	₱40		Cash Office
5. Submit 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>	5. Receive cross-registration form and approve the request.			Host Unit
6. Return the host unit-approved form to the OUR, together with your Form 5, at the end of the term.	6. Receive the form, together with the Form 5.			Window 1 Office of the University Registrar
TOTAL		₱40	3 working days	



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. Pay the ID Fee. Get your official receipt.	1. Accept payment. 1.1 Issue official receipt.	₱130	7 working days	Cash Office
2. Present your UP Form 5, affidavit of loss (if applicable), and official receipt (OR) prior to ID picture-taking.	2. Check the required documents.			Window 3 Office of the University Registrar
3. Have your photo and signature taken for the School ID.	3. Take photo and signature of student for the School ID.			Window 3 Office of the University Registrar
4. Claim School ID, when available.	4. Release School ID to student.			Window 3 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. Get a permit from HRDO.	1. Give permit to employee.		3 working days	HRDO
2. Pay the ID Fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱130		Cash Office
3. Present your HDRO Permit and official receipt (OR) prior to ID picture-taking.	3. Check the required documents.			Window 3 Office of the University Registrar
4. Have your photo and signature taken for the Employee ID.	4. Take photo and signature of employee for the ID.			Window 3 Office of the University Registrar
5. Claim Employee ID, when available.	5. Release 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. Secure and fill out the University Clearance, in three copies.	1.	None	20 working days	
2. Secure signatures as required, in order.	2. Sign the clearance.			Concerned offices
3. Submit the duly signed (until #12) university clearance to OUR and surrender your ID or an affidavit of loss for lost ID, for action of the University Registrar.	3. Receive the required documents and check 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. Receive copy of your University Clearance duly signed by the University Registrar.	4. Give a copy of the University Clearance to the student. Keep 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. Secure and fill out the request slip, in one copy.	1.		20 working days	
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50/page with Admin Cost of ₱20 and ₱10/envelope/set		Cash Office
3. Submit the official receipt (OR) together with the original copies of your University clearance and 1 pc. 2x2 photo.	3. Receive the required documents and check for completeness. 3.1 Process the transcript of records of the student. 3.2 Check and verify the accuracy and completeness of the OTR.			Window 2 Office of the University Registrar Student Records Evaluator Office of the University Registrar University Registrar Office of the University Registrar



	3.3 University Registrar signs the OTR.			
4. Claim your Official Transcript of Records, when available.	4. Release 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. Secure and fill out the request slip, in one copy.	1.		7 working days	
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50/page; ₱60 for Certificate of Graduation		Cash Office
3. Submit the official receipt (OR) together with the duly accomplished request slip.	3. Receive the request. 3.1 Process the requested certification. 3.2 University Registrar signs the certification.			Window 2 Office of the University Registrar University Registrar Office of the University Registrar
4. Claim your requested certification, when available.	4. Release certification to student or alumnus.			Window 2 Office of the University Registrar



	TOTAL	₱50/page; ₱60 for Certificate of Graduation	7 working days	
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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. Present a copy of your University clearance and one valid ID.	1. Check the required documents.	None	20 working days	Window 2 Office of the University Registrar
2. Receive your diploma.	2. Release diploma.			Window 2 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. Submit the filled-up request slip via email or through the office.	1. Receive the request. 1.1 Indicate amount to be paid.		7 working days	Window 2 or 3 Office of the University Registrar
2. Pay the fee. Get your official receipt.	2. Accept payment. 2.1 Issue official receipt.	₱50 for CAV* ₱40/page for authentication ₱100/student for verification		Cash Office
3. Submit the official receipt (OR) together with the duly accomplished request slip.	3. Process 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. Claim your requested verification and/ or authentication, when available.	4. Release verification and/or authentication.			Window 2 Office of the University Registrar
TOTAL		₱50 for CAV*	7 working days	



	₱40/page for authentication ₱100/student for verification		
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*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 oc.upcebu@up.edu.ph</p>



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. Submit letter request and notice of testing appointment.	1. Accept letter and review notice of testing appointment.		30 minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
2. Pay testing fee.	2. Accept official receipt.	IQ Test: ₱200 Aptitude: ₱200 Personality / Supervisory Index: ₱300	30 minutes	<i>Cashier</i> Cash Office
3. Take 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. Submit registration form as confirmation of participation.	1. Send invitation letter and registration form to companies for Job Fair.		15 days	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
2. Pay Job Fair registration fee at the cashier's office.		₱4,000	10 minutes	<i>Cashier</i> Cash Office
3. Submit the photocopy of official receipt and other company documents.	2. Accept registration form and photocopy of official receipt.		5 minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
4. Receive students' application letters and resumes.	3. Prepare and set-up designated area at the venue.		4 hours	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs Janitor
5. Conduct job interview / testing.			30 minutes	Company Representative
TOTAL		₱4,000	15 days, 4 hours and 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.	1.1. Accept referral slips and/ or re-admission forms to schedule appointment or counseling session.	None		<i>Guidance Service Specialist</i> Office of the Student Affairs
1.2. Recommended by the Admissions Committee.	1.2. Receive the readmission form.			
1.3. Walk in.	1.3. Check available GSS.			
	1. Issue the Call Slip to the student after receiving.		3 minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
2. Sign in the Client Logbook in the office.	2. Give the Logbook to the client.		3 minutes	<i>Admin Aide</i> Office of the Student Affairs
3. Present the call slip, the re-admission slips if referred.	3. Determine 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. Proceed 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. Accept slips/re-admission form and get cumulative folder and give it to the Guidance Service Specialist.		3 minutes	<i>Admin Aide</i> Office of the Student Affairs
	6. Conduct counseling session and record on individual cumulative folder or counseling report.		3 minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
5. Agree on the follow up counselling session.	7. Recommend for follow up counseling session based from the professional assessment.		3 minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
	8. Set a schedule for the next session.		3 minutes	<i>Guidance Service Specialist</i> Office of the Student Affairs
6. Submit the re-admission form together with the counselor's certification to the Admissions Committee (for those who are referred).	9. Give 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. Come back for the counseling session based on the agreed date.	10. Set 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. Submit referral note from HRDO.	1. Accepts referral note.		3 minutes	<i>Admin Aide</i> Office of the Student Affairs
2. Pay 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. Take 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, and 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. Take the psychological test based on scheduled date.	1. Orients and announce the availability of the psychological test.	None	1 hour	Guidance Service Specialist in-charge Office of Student Affairs
	2. Administer psychological test.		1 hour	Guidance Service Specialist in-charge Office of Student Affairs
	3. Make psychological test profile.		5 days	
2. Attend test results interpretation on the scheduled date.	4. Interpret 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. Inform graduating student about the schedule of the job fair/ career talk.	1. Consult the student representatives and/or faculty adviser for the schedule of the job fair/career talk.	None	30 minutes	Guidance Service Specialist assigned Office of Student Affairs
2. Secure and fill out the Student Placement Data Sheet.	2. Distribute Student Placement Sheet.		5 days	Admin Aide or Guidance Service Specialist assigned Office of Student Affairs
3. Hand in application letter with resume to the company.	3. Set the date and arrange venue for Career Talk or Job Fair with invited person/ Companies.		2 days	
4. Undergo job interview /or job testing/ career talk.	4. Provide space for job interview/ or job testing/ career talk.		1 day	Guidance Service Specialist assigned 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. Fill out the cumulative folder indicating all the necessary information. Attach a recent 2x2 photo.	1. Give out and collect 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. Submit 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. Approve request slip.		5 minutes	<i>OSA Director</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
3. Pay fee at the Cash Office.	3. Accept payment and give OR.		10 minutes	<i>Cashier</i> Cash Office
4. Present OR and submit request slip.	4. Accept OR and request slip.		3 minutes	<i>Admin Aide</i> Office of Student Affairs
	5. Prepare requested certification and have it signed by authorized personnel.		1 day	<i>Admin Aide</i> Office of Student Affairs
5. Claim certification, upon presentation of OR.	6. Give 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 and 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. Submit the University clearance form.	1. Accept Clearance Form and record in logbook.	None	3 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Hand in cumulative folder and undergo exit interview.	2. Accept Cumulative folder and give 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. Sign 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. Show University Clearance Form.	1. Check University Clearance Form.	None	3 minutes	Admin Aide Office of Student Affairs
2. Hand in cumulative folder and undergo individual counseling.	2. Receive the client's cumulative folder and conduct counseling session.		1 hour	OSA Director or Guidance Service Specialist Office of Student Affairs
3. Have clearance signed by a Guidance Services Specialist or OSA Director.	3. Sign the University Clearance Form.		5 minutes	OSA Director or Guidance Service Specialist Office of Student Affairs
TOTAL		None	1 hour and 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. Use student number and 5-digit PIN to log in at sfaonline.up.edu.ph during the application period.	1. Announce 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. Indicate intent to apply and consent to the terms and conditions.			3 minutes	
3. Complete the Student Profile, Household Characteristics questionnaire, and Household Income form.			30 minutes	
4. Review all entries then confirm submission.			10 minutes	
Access results by logging in at sfaonline@up.edu.ph .	2. Release SFA results according to the posted schedule. Announce the availability of results.		5 days	<i>Junior Scholarship Affairs Officer or Guidance Service Specialist</i> Office of Student Affairs
TOTAL		None	5 days and 46 minutes	



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. Visit sfaonline.up.edu.ph and log in using account during the appeal schedule.		None	5 minutes	
2. Indicate consent with the terms and conditions of SFA.			5 minutes	
3. Fill out the SFA Appeal questionnaire.			5 minutes	
4. Indicate permanent address, vicinity map, and landmarks near home.			30 minutes	
5. Save appeal, review entries, and confirm submission.	1. Generate / extract appeal application form from the SFA online portal.		5 minutes	<i>Admin Aide</i> Office of Student Affairs
6. Fill out the Interview Form and submit yourself for an interview.	2. Review appeals generated / extracted.		5 minutes	<i>Admin Aide</i> Office of Student Affairs
	3. Set interview schedule.		5 minutes	<i>Junior Scholarship Affairs Officer</i> Office of Student Affairs
	4. Conduct interview.		1 hour	Cebu Committee Scholarship and Financial Assistance (CCSFA)



	5. Inform students to submit the required documents.		3 minutes	<i>Junior Scholarship Affairs Officer or Admin Aide Office of Student Affairs</i>
	6. Set meeting with the CCSFA.		5 minutes	<i>OSA Director or Guidance Service Specialist in-charge Office of Student Affairs</i>
	7. CCSFA Deliberates appeals.		20 days	Cebu Committee Scholarship and Financial Assistance (CCSFA)
	8. Prepare summary of results.		1 hour	<i>Junior Scholarship Affairs Officer or Admin Aide Office of Student Affairs</i>
	9. Encode results at SFA online.		1 hour	<i>Junior Scholarship Affairs Officer or Admin Aide Office of Student Affairs</i>
7. Wait for the results. Results can be accessed by logging in using your SFA account at sfaonline@up.edu.ph	10. Inform students of the results.		1 hour	<i>Junior Scholarship Affairs Officer or Guidance Service Specialist Office of Student Affairs</i>
TOTAL		None	20 days, 5 hours, and 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. Fill out the log sheet form for required information.	1. Hand in log in-sheet.	None	3 minutes	<i>Admin Aide</i> Office of Student Affairs
	2. Generate PIN		10 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Claim 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. Submit a photocopy of your current Form 5 and official copy of grades from last semester attended.	1. Accept & check Form 5 and official copy of grades.	None	5 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Wait for announcement on the schedule of release.	2. Verify if qualified & officially enrolled.		5 minutes	<i>Admin Aide</i> Office of Student Affairs
	3. Process 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. Claim stipend through ATM cash cards.			10 days	
TOTAL		None	13 days and 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. Announce opening of the scholarship.	None	5 minutes	Scholarship Officer Office of Student Affairs
1. Inquire availability of Scholarship openings & secure Application Form, once qualified.	2. Provide information on the availability of scholarship.		5 minutes	
2. Submit Scholarship Application Form with supporting documents & undergo screening.	3. Accept Scholarship Application Form.		5 minutes	
	4. Screen and interview the applicant.		30 minutes	
	5. Prepare template for the list of applicants.		10 minutes	
	6. Set meeting with the CCSFA.		10 minutes	



	7. Informs the applicants of the scheduled interview / deliberation.		10 minutes	
3. Undergo interview with donor / Scholarship Committee.	8. Interview and, deliberate the final selection of applicants.		10 days	Donor and/or Cebu Committee Scholarship and Financial Assistance (CCSFA)
	9. Prepare the final list of qualified applicants & Notice of Award.		1 hour	Scholarship Officer Office of Student Affairs
4. Submit Thank You Letter to the Donor and other additional requirements (e.g. bank account details).	10. Provide a copy of Notice of Award to qualified applicants and give additional instructions.		10 days	
TOTAL		None	20 days, 2 hours, and 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. Submit photocopy of Form 5 and official copy of grades of last semester attended. (including Good Moral Character Certification for some scholars).	1. Accept True copy of Grades and Form 5 (Good Moral Character Certification).	None	1 minute	Scholarship Officer Office of Student Affairs
	2. Check and evaluate documents submitted.		5 minutes	Scholarship Officer Office of Student Affairs
	3. Prepare summary report of the academic status of scholars.		30 minutes	
	4. Submit report and other requirements to donors.		10 minutes	
	5. Evaluate the submitted documents.		10 days	Donor / Representative
	6. Wait feedback from the donors on scholarship status of the scholars.	None	15 days	Scholarship Officer Office of Student Affairs
	7. Inform students if the scholarship is renewed / continued.		1 day	
TOTAL		None	26 working days and 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, wait for an announcement on the schedule of release.	1. Receive and print the deposit slip from donors.	None	5 minutes	Scholarship Officer Office of Student Affairs
	2. Present 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. Prepare DV, payroll, etc. *		20 minutes	Scholarship Officer Office of Student Affairs
	5. Announce availability of scholarship benefits.		7 days	
2. Claim 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 and 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. Secure and fill-in two copies of application form.	1. Collect field in application form.	None	5 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Once filled up, undergo for an interview.	2. Conduct interview to applicant.		10 minutes	<i>Scholarship Officer</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
3. Seek approval of the OSA Director.	3. OSA Director approves application.		5 minutes	<i>OSA Director</i> Office of Student Affairs
4. Submit approved application form and claim the money.	4. Collect 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. Secure and fill up two copies of Kadaganan Donation Form.	1. Collect filled in Kadaganan Donation Form.	None	10 minutes	Admin Aide Office of Student Affairs
2. Once filled up, submit form and donation to Admin Assistant.	2. Give 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 of Requirements • Complete requirements • Notice of Appointment 		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on availability of SA slots.	1. Give information on the availability of SFA slots.	None	10 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Fill out and submit an application form for screening.	2. Accept application form and screen document.		10 minutes	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs or Head of Office or College Dean
3. Undergo screening.	3. Approve Student Assistantship.		15 minutes	<i>Admin Aide</i> Office of Student Affairs
4. Seek approval of the office/college where Student Assistantship will be served.	4. Accept approved SA application form and verify.		10 minutes	<i>HRDO Staff</i> Human Resource Development Office
5. Submit approved SA application form for final verification.	5. Provide list of requirements for SA.		10 minutes	
6. Proceed to HRDO for SA requirements.	6. Accept SA requirements.		5 minutes	



7. Submit documents and requirements to HRDO.	7. Give notice of acceptance.		10 minutes	Admin Aide Office of Student Affairs
8. Wait for the Notice of Appointment prior to reporting for duty.			20 days	
TOTAL		None	20 days, 1 hour, and 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. Submit Student Assistant (SA) Request Form.	1. Accept Student Assistant Request Form.	None	5 minutes	Requesting Office
2. Wait for the Deliberation of SA requests.	2. Deliberate 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. Send Approval Notice.		5 days	<i>Scholarship Officer</i> or <i>Guidance Service Specialist in-charge</i> Office of Student Affairs
4. Submit Evaluation Form at the end of the semester.			5 minutes	<i>Requesting Office</i> or <i>Admin Aide</i> Office of Student Affairs
TOTAL		None	5 days and 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. Submit Daily Time Record (DTR), Journal, and Work Schedule.	1.Accept DTR, Journal, and work schedule.	None	5 minutes	Admin Aide Office of Student Affairs
	2.Process the salary. *		8 days	
2. Claim 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 and 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. Present ID.	1. Check ID.	None	3 minutes	<i>Admin Aide</i> Office of Student Affairs
2. Check mailing list, claim mail / letter, and sign mailing list.	2. Let 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. Request for copy of checklist of requirements for application for recognition of student organizations (through OSA office, OSA website, or OSA Facebook Page).	1. Announce the Student Organization application period. Give 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. Submit completed forms and requirements in one (1)	2. Check and accept completed forms and other important		30 minutes	Guidance Service Specialist in-charge Office of Student Affairs



long size folder and scan docs for e-files. (Student Org Application / Recognition Forms are downloadable from UP Cebu OSA FB Page / Website)	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			
3. Check confirmation of student organization recognition at the bulletin board.	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		30 days	<i>Guidance Service Specialist in-charge</i> Office of Student Affairs
TOTAL		None	30 days and 33 minutes	



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. Submit 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 include security guidelines and/or solid waste management, if applicable).	1. Accept General Request Form/event sheet with attachments.	None	10 minutes	Admin Aide Office of Student Affairs
2. Submit 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, with endorsement from OSA	2. Accept 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 Vice Chancellor for Academic Affairs



Director /or VC Admin./or VCAA.				Office of the Vice Chancellor for Academic Affairs
3. Submit 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. Accept and review 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. Submit 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. Accept and review 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. Endorse 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, proceed 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 and 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. Submit 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. Review report of compliance and check 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. Seek endorsement from OSA.	2. If complete attachments and supporting documents, endorse the request.		10 minutes	<i>OSA Director</i> Office of Student Affairs
3. After endorsement from OSA, proceed 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



				Chancellor Office of the Chancellor
TOTAL		None	6 days and 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. Submit posters, tarpaulins, statements for review and endorsement in office or online through osa.upcebu@up.edu.ph and pio.upcebu@up.edu.ph .	1. Review and endorsement of posters, tarpaulins, and statements.	None	10 minutes	<i>Guidance Service Specialist in-charge of Information Service</i> Office of Student Affairs
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</i> Public Information Office
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. Inform client of approval so they can post on official UP social media platforms.		10 minutes	<i>Public Information Officer</i> Public Information Office
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)</i> Campus Maintenance Office
TOTAL		None	1 day and 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. Fill out and submit the Dormitory Application Form for screening.	1. Announce the availability of dormitory slots.	None	10 minutes	<i>Dorm Manager</i> or <i>Admin Aide</i> Office of Student Affairs
2. Wait for deliberation of dormitory application requests.	2. Accept and Screen Dormitory Application Form.		10 minutes	<i>Dorm Manager</i> Office of Student Affairs
	3. Deliberate dormitory application requests with the committee.		20 days	<i>Dorm Manager</i> and <i>Dormitory Committee</i> Office of Student Affairs
3. Results will be released, and students will be informed.	4. Release dormitory application results.		1 day	<i>Dorm Manager</i> Office of Student Affairs
TOTAL		None	21 days and 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		Requesting Party Office of Alumni Relations		
For Non-UP Users: 1. Valid ID with picture 2. Referral or Request Letter (original copy)		Requesting Party Sending Institution or Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to Circulation Counter for assessment	1. Verify the identity of client and validity of ID and referral letter		2 minutes	<i>Librarian or Library Staff</i> University Library
2. Receive payment slip and pay the required fees at the Cashier's Office. Make sure to secure Official Receipt that will be issued upon payment	2. Issue 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</i> University Library



3. Return to University Library	3. Check accuracy of Official Receipt		3 minutes	Librarian or Library Staff University Library
4. Circulation Counter for Library access				
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. Present valid ID with picture and Form-5	1. Compare and verify the accuracy of Information in the validated Form-5 and Registration Form	None	2 minutes	Librarian or Library Staff University Library
2. Fill-out Registration form, Data Privacy Consent Form and Internet Use Card	2. Hand in Registration Form, Data Privacy Consent Form and Internet Use Form Card		2 minutes	Librarian or Library Staff University Library
	2.1. Check for accuracy and completeness of the information		2 minutes	
	2.2. Copy the necessary data into the Integrated Library System		5 minutes	



3. Accomplish the Library Services Log	3. Set the validity date of the Internet Use Form Card and counter sign		1 minute	Librarian or Library Staff University Library
4. Receive Internet Use Card	4. Issue Internet Use Form Card		1 minute	Librarian or Library Staff University Library
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. Fill out book card with name, course, and student/ employee number		None	2 minutes	<i>Librarian or Library Staff</i> University Library
2. Hand in duly accomplished book card, the book to be borrowed and valid ID	1. Receive books to be borrowed, duly accomplished book card and valid ID		1 minute	
	1.1 Check ID and verify the borrower's status at Integrated Library System		1 minute	<i>Librarian or Library Staff</i> University Library
	1.2. Scan barcode of book and check-out under the borrower's account		1 minute	
	1.3. Stamp due date and counter sign Due Date Slip and Book date		2 minutes	
3. Receive book	2. Give 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. Present book/s for return/check-in	1. Receive 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 Scan the barcode of the book for return and clear it from the borrower's account at the Integrated Library System		1 minute	
	1.2 Inform 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. Present valid ID and book/s for renewal;	1. Receive ID and book/s 1.1. Retrieve and pull-out book card of book/s for renewal	None	4 minutes	<i>Librarian or Library Staff</i> University Library
2. Fill out the book card with name, college/ program and student/ employee number	2. Scan barcode of book for return and clear it from the borrower's account at the Integrated Library System 2.1 Hand in book card/s to borrower 2.2 Stamp due date and counter sign book card/s 2.3 Scan barcode of the book and check-out under the borrower's account		5 minutes	<i>Librarian or Library Staff</i> University Library
3. Receive book/s renewed	3. Give 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. Fill out Book Call Slip		None	1 minute	<i>Librarian or Library Staff</i> University Library
2. Hand in duly accomplished Book Call Slip at the Circulation Counter	2. Receive Book Call Slip form 2.1. Retrieve the requested material from the shelves 2.2. Verify correctness of material or check the completeness of components		9 minutes	
3. Present valid ID	3. Hand over to client the requested material		1 minute	<i>Librarian or Library Staff</i> University Library
4. Receive book/s requested.	4. Clip 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. Accomplish Exit Pass Slip		None	2 minutes	<i>Librarian or Library Staff</i> University Library
2. Hand in the duly accomplished Exit Pass Slip and valid ID	2. Receive Exit Pass Slip 2.1. Check and verify for accuracy and completeness of information; 2.2. Approve (stamp with date and time of release) request for photocopying;		3 minutes	<i>Librarian or Library Staff</i> University Library
3. Receive requested material and the approved Exit Pass Slip and present it to the Exit Staff In-charge	3. Hand-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. Clip 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. Present valid ID and state request for use of Discussion Table, whiteboard marker pen and eraser	1. Receive and verify ID	None	1 minute	<i>Librarian or Library Staff</i> University Library
2. Accomplish the Library Services Log;	2. Hand in the Library Services Log folder 2.1. Give whiteboard pen and eraser 2.2. Clip ID to the Log Sheet folder		3 minutes	<i>Librarian or Library Staff</i> University Library
3. Proceed to the discussion table	3. Return ID		1 minute	<i>Librarian or Library Staff</i> University Library
4. Return whiteboard pen and eraser	4. Receive 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. Present valid ID	1. Receive ID	None	1 minute	<i>Librarian or Library Staff</i> University Library
2. Accomplish the Library Services Log	2. Hand in Library Services Log folder		1 minute	
3. Ask for e-resources flier for login details;	3. Hand in the flier for e-resources with log-in details		1 minute	
4. Proceed 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. Present valid ID and Internet Use Card	1. Receive ID and Internet Use Card	None	1 minute	Librarian or Library Staff University Library
2. Accomplish the Monitoring Log Sheet and Internet Use Card	2. Hand in Monitoring Log Sheet		2 minutes	
3. Record the Time-In on the Internet Use Card and Monitoring Log Sheet	3. Check the client's ID and the Internet Use Card;		1 minute	
4. Receive Claim Card and proceed to use available computer units	4. Verify the accuracy of data		2 minutes	
5. Log- out in the Monitoring Log Sheet	5. Issue Claim Card and clip the ID, Client Card, and Internet Use Card		1 minute	
6. Claims the ID and Internet Use Form.	6. Indicate the time-out, time consume and balance in the Internet Use Form and return ID and Internet Use Card,		2 minutes	
TOTAL		None	9 minutes	



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. Email request or query to library.upcebu@up.edu.ph ;	1. Receive request or query	None	2 minutes	Librarian University Library
2. Verify query	2. Analyze requests/query and conduct an interview for clarification		5 minutes	
3. Wait for the reply or feedback from the librarian	3. Search and identify possible information sources that may provide an answer to the query;		30 minutes	
4. Receive 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 and 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. Present valid ID to the Circulation Counter	1. Receive ID and interview client about their request	None	5 minutes	Librarian University Library
2. Accomplish Request Logbook	2. Hand in Request Log Book		1 minute	
	2.1 Print referral letter with signature of the University Librarian or Authorized Representative		10 minutes	
3. Claim the referral letter	3. Hand 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. Present duly accomplished clearance form	1. Check and verify information indicated in the clearance form/request slip 1.1 Check and verify in the Integrated Library System for any library accountability	None	1 minute	<i>Librarian or Library Staff</i> University Library
2. Accomplish the Library Services Log	2. Sign the clearance/request slip		1 minute	
3. Receive clearance/request slip.	3. Hand 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. State query of reference question/s;	1. Receive query from client	None	2 minutes	Reference Librarian University Library
2. Verify and negotiate query with Reference Librarian;	2. Conduct reference interview (to clarify and negotiate query)		10 minutes	
3. Wait for the reference query to be processed and information source determined;	3. Analyze query and determine possible information sources; 3.1 Identify information sources to the query		10 minutes 5 minutes	
4. Receive answer/s to query/queries.	4. If answer/s to query is found; provide 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. Proceed to the General Reference Section and accomplish 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. Hand-in accomplished form to the Reference Librarian;	2. Take note of the details of the request		5 minutes	
3. Wait for the confirmation and availability of requested time schedule and venue;	3. Verify availability of time schedule and venue;		5 minutes	
4. Receive confirmation of schedule of Library Orientation and Tour.	4. Confirm 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. Select the material to be borrowed and present valid ID;	1. Receive ID	None	1 minute	Librarian or Library Staff University Library
2. Fill out Periodical Card with name, course and signature	2. Check the periodical card of the borrowed material;		1 minute	
3. Receive the material.	3. Hand in Periodical material and clip the ID together with the Periodical Card		1 minute	
4. Return the borrowed material	4. Return 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. Present book to the Circulation In-charge	1. Check due date and compute fine	Refer to <u>Table of Fines</u>	5 minutes	Librarian or Library Staff University Library
2. Pay fine	2. Issue receipt 2.1 Scan barcode of the book/s to be returned and clear it from the borrower’s account		1 minute 2 minutes	
3. Claim Temporary Receipt	3. Hand in the Provisionary Receipt to the client		1 minute	
TOTAL			Refer to <u>Table of Fines</u>	



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		
1. Valid UP ID and Form 5 for students; 2. 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
1. Submit request and copy of valid UP ID or appointment paper through email at library.upcebu@up.edu.ph	1. Check the status	None	3 minutes	<i>Librarian</i> University Library
	2. Once status is verified, create an account and notify him/her through email that an account has been created		10 minutes	
2. Upload the document and email the library for information	3. Verify and run the document in the web tool		3 minutes	
	4. Wait for the web tool to finish evaluating the document		10 minutes	
	5. Download the similarity index report and send it to the requestor.		10 minutes	
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> <p>a. Through telephone call</p> <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. Send letters of invitation and requests to CVSC or to the Chancellor forwarded to CVSC	1. CVSC will respond 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	CVSC Director Central Visayas Studies Center
	2. Reports personally to the government agency office.		1-14 days (dependent on volume and extent of data needed)	CVSC Director Central Visayas Studies Center
	3. Provides needed research-related data.			University Researcher and CVSC Director 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. Accomplish proposal application form	1. CVSC will call for participants to a workshop to come up with multidisciplinary research proposals	None	22 Days	University Researcher and CVSC Director Central Visayas Studies Center
2. Submit proposal to CVSC	2. Consolidate the budgetary requirements for all studies under the project		132 Days	
3. Project study implementation upon receipt of FCM	3. CVSC will submit the proposal to UPCIDS			
4. Submit discussion papers	4. CVSC will monitor the approval of the grant and transfer of funds through a Funding Check Memo (FCM)			
5. Submit policy papers	5. Provide administrative assistance in the release of funds per study.		Admin, Aide, University Researcher and CVSC Director Central Visayas Studies Center	



	6. Monitor status of fund disbursements		132 Days	<i>University Researcher</i> Central Visayas Studies Center
	7. Monitor progress of each studies			<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	8. Conduct 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. Submit study outputs namely discussion papers and policy papers to CIDS			<i>CVSC Director</i> Central Visayas Studies Center
	10. Facilitate the release of fund tranches			<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	11. Submit 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			OVPA 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. Accomplish ECWRG proposal application form	1. CVSC will send the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)	None	30 Days	University Researcher and CVSC Director Central Visayas Studies Center
2. Submit proposal for review	2. CVSC will check if the revisions prescribed by the expert and REC have been incorporated		15 Days	CVSC Director Central Visayas Studies Center
3. Proponent will revise the proposal then submit back to CVSC	3. CVSC will endorse the revised proposal to OCVAA			CVSC Director Central Visayas Studies Center
	4. CVSC will facilitate the submission of the revised proposal to the OVCAA			University Researcher 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		OVCAA 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. Accomplish UP System RDG Form and submit to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form	1. Review and assess the reputation of the conference and conference organizers	None	2 Days	University Researcher Central Visayas Studies Center
	2. Endorse verified quality and reputable Conferences			CVSC Director Central Visayas Studies Center
2. Submit accomplished forms and documents to CVSC	3. Facilitate submission of endorsed RDG Application to OVCAA		1 Day	University Researcher Central Visayas Studies Center
	4. Endorse conference report submitted		1 Day	CVSC Director Central Visayas Studies Center
3. Submit conference report if request is granted	5. Facilitate submission of endorsed conference report to OVCAA			University Researcher/ Admin Aide 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			OVPA Website: https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish UP System IPA Application Form, Publication indexed in either WoS or Scopus, and other supporting documents indicated in the application form	1. Acknowledge the submission of the application for IPA	None	1 Day	<i>CVSC Director</i> Central Visayas Studies Center
	2. Review and assess 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. Submit accomplished forms and documents to CVSC	3. Certify the verified publication		1 Day	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
3. Retrieve the endorsed application at the OVCAA	4. Endorse verified reputation of the publication		1 Day	<i>CVSC Director</i> Central Visayas Studies Center



4. Submit the endorsed application to the OVPAA	5. Facilitate the submission of the endorsed application and certification to the OVCAA (by email and by fast mail delivery)			CVSC Director, University Director, and Admin Aide Central Visayas Studies Center
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. Accomplish CWRG proposal application form downloaded from CVSC website	1. Disseminate calls for in-house research grants (API and CWRG from CHED fund)	None	30 Days	University Researcher and CVSC Director Central Visayas Studies Center
2. Submit proposal for review	2. CVSC will send the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)		30 Days	University Researcher and CVSC Director Central Visayas Studies Center
3. Proponent will revise the proposal then submit back to CVSC	3. After the review process, CVSC will return the proposal to the proponent for revision		15 Days	
4. Proponent will have the contract notarized	4. CVSC will check if the revisions prescribed by the expert and REC has been incorporated		2 Days	CVSC Director Central Visayas Studies Center
	5. CVSC will issue a certification of the revised proposal		2 Days	University Researcher Central Visayas Studies Center



	6. Facilitate the signing of the contract to the parties involved: proponent, CVSC Director, VCAA & Chancellor		2 Days	University Researcher Central Visayas Studies Center
	7. Facilitate the submission of the signed contract for notarization at the Legal Office		14 Days	University Researcher Central Visayas Studies Center
	8. Facilitate 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	University Researcher and CVSC Director Central Visayas Studies Center
	9. Monitor the progress of the grant provided		162 Days	
	10. Monitor the completion of the grant provided.		264 Days	
	11. Certify the completion of the research conducted		2 Days	
	12. Facilitate 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. Acknowledge receipt of communication	E-blast official communications related to research and research application	None	1 hour	University Researcher and CVSC Director Central Visayas Studies Center
2. Act on invitations if it is of their field of interest.				
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. Accomplish UP Cebu RDG Form and submit to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form	1. Review and assess the reputation of the conference and conference organizers	None	2 Days	<i>University Researcher</i> Central Visayas Studies Center
	2. Endorse verified quality and reputable Conferences		1 day	<i>CVSC Director</i> Central Visayas Studies Center
2. Submit accomplished forms and documents to CVSC	3. Facilitate submission of endorsed RDG Application to OVCAA			<i>University Researcher and Admin Aide</i> Central Visayas Studies Center
3. Submit conference report if request is granted	4. Endorse conference report submitted		2 Days	
	5. Facilitate 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. Email data request to CVSC	1. CVSC will reply to the inquiries immediately if questions can be readily answered	None	1Day	University Researcher and CVSC Director Central Visayas Studies Center
	2. Assess the time required to accomplish the request and reply 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. Submit publication and creative work output report to CVSC	1. CVSC will acknowledge receipt of submitted publication/ creative work	None	1 Day	University Researcher and CVSC Director Central Visayas Studies Center
	2. Assess and verify the quality of the publication based on the journal reputation and indexing		1 Day	University Researcher 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. Submit research presentation report and creative work output report to CVSC	1. CVSC will acknowledge receipt of submitted publication/ creative work report	None	1 Day	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	2. Post report at the CVSC website		2 Day	<i>University Researcher</i> Central Visayas Studies Center
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 will ask CVSC to submit API Proposals.	1. Craft proposals for API seminar-workshops and submit these to the OVCAA.	None	15 Days	University Researcher and CVSC Director Central Visayas Studies Center
2. Faculty can suggest topics for forums and seminar-workshops	2. Write letters of invitation to speakers. 3. Invite faculty and REPS to participate in the API Seminar-Workshops and forums		7days	CVSC Director Central Visayas Studies Center
	4. Conduct these during the appointed time.		30 Days before the seminar-workshop and forum	Admin Staff/Research Aide, University Researcher and CVSC Director Central Visayas Studies Center
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. Submit the Request Letter for assessment and approval	1. Prepare and conduct 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. Submit the cover Letter with Project Proposal	1. Endorse the Project Proposal to the Director, VCAA and Chancellor for Approval	None	10 days	University Extension Associate OCEP
	1.1 After approval, draft the Contract of Grant and submit it to the Legal Office and Office of the Chancellor for approval and signature	None	15 days	Director Ugnayan ng Pahinungód
2. Sign and Notarize Contract of Grant	2. Prepare the OBR and DV for the first tranche of the grant	None	3 days	University Extension Associate OCEP
3. Conduct the Extension Activity	3. Monitor the extension activity	None	As specified in the Contract of Grant	University Extension Associate OCEP
4. Prepare and submit the Liquidation Report with Attachments	4. Issue Certificate of Completion and prepare DV	None	7 days	University Extension Associate OCEP



	for the second tranche of the grant			<i>Director</i> Ugnayan ng Pahinungód
	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. Request for Post Activity Evaluations forms	1. Conduct the Evaluations for the Extension Activity 1.1 Make the Post Activity Evaluation forms 1.2 Tally the scores in the Evaluation form	None	15 days	<i>University Extension Associate</i> OCEP
2. Request for Secretarial Assistance for Extension Activities	2. Assist in Extension Activities	None	5 days	<i>University Extension Associate</i> OCEP <i>Director</i> Ugnayan ng Pahinungód
3. Post Extension Bulletins	3. Make 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 occp.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 occp.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: occp.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. Send invitation or request letter for gender-related training/activity to UP Cebu GAD Office	1. Receipt of invitation or request letter for gender-related training/activity 1.1 Forwarded to GAD Coordinator for review 1.2 Evaluate availability of requested resource/s	None	1 day	Office Staff Gender and Development Office GAD Office Coordinator Gender and Development Office
2. Request for and fill in the needs assessment survey form	2. Assess needs per survey form		3 days	Office Staff Gender and Development Office



3. Call UP Cebu GAD Office to be informed of the response to the invitation/request for gender training	3. Accept or decline invitation/ request for gender training 3.1 Send 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. Send request letter addressed to the Chancellor, attention to specific name/GAD Coordinator	1. Receipt of request letter 1.1. Forward to GAD Coordinator for endorsement 1.2. Forward to Chancellor's office for approval 1.3. Wait for the approval or disapproval of the request 1.4. Identify 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. Call the GAD Office to be informed of the response to the request	2. Inform client of whether the request has been accepted or declined 2.1 Send 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. Send request letter addressed to the Chancellor	1. Receipt of request letter 1.1. Evaluate request 1.2. Endorse or not endorse the request 1.3. Route 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. Call UP Cebu GAD Office to be informed of the Chancellor's response to the request	2. Inform client of approval or disapproval of request. When request is approved, receive a copy of the reservation form		2 days	GAD Office Coordinator Gender and Development Office
3. Check the infrastructure and/or facilities if available. When request is approved, fill in five copies of reservation form	3. Make sure the reservation form signed and blockoff the date.		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. Declare all necessary needs for facilities and equipment to be computed.			Office Staff Accounting Office
5. Show copy of reservation form to the Cash Office for payment.	5. Proceed to Cash office for payment for the use of requested infrastructure and/or facilities		1 day	Office Staff Cash Office
6. Give copies of the reservation form to the OVCA, CMO and Security.	6. Follow up CMO for dates and copy of reservations received			Office Staff Campus Maintenance Office
7. Call GAD Office for the readiness of the requested infrastructure and/or facilities	7. Facilitate 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. Send invitation or request letter for gender-related training/activity to the GAD Office	1. Receipt of invitation or request letter for gender-related training/activity 1.1 Endorsement of the GAD Coordinator	None	1 day	Office Staff Gender and Development Office GAD Office Coordinator Gender and Development Office
2. Request for and fill in the needs assessment survey form	2. Identify availability of requested resource/s 2.1. Assess needs per survey form		3 days	Office Staff Gender and Development Office
3. Call GAD Office to be informed of the response to the invitation or request	3. Accept invitation/ request for gender training 3.1 Attendance Sheet 3.2 Evaluation form		6 days	Office Staff Gender and Development Office GAD Office Coordinator 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. Send request letter addressed to the Chancellor through proper channels	1. Receipt of request letter 1.2 Endorse or not endorse the request 1.3. Route the client's letter to the Chancellor through proper channels	Fees vary according to requested infrastructure and/or facilities	2 days	Office Staff Gender and Development Office GAD Office Coordinator Gender and Development Office
2. Call UP Cebu GAD Office to be informed of the Chancellor's response to the request	2. Inform client of approval or disapproval of request		2 days	GAD Office Coordinator Gender and Development Office
3. When request is approved, fill in Five copies of reservation form	3. When request is approved, receive a copy of the reservation form		1 day	Office Staff Gender and Development Office
4. Have the cost for using UP Cebu infrastructure and/or facilities computed at the Accounting Office	4. Receive receipt of payment for the use of requested infrastructure and/or facilities		1 day	Office Staff Accounting Office



5. Show copy of reservation form to the Cash Office for payment	5. Proceed to Cash office for payment for the use of requested infrastructure and/or facilities		1 day	Office Staff Cash Office
6. Give copies of the reservation form to the OVCA, CMO and Security.	6. Follow up CMO for dates and copy of reservations received			Office Staff Campus Maintenance Office
7. Call GAD Office for the readiness of the requested infrastructure and/or facilities	7. Facilitate 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	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. Send request letter, with line item budget, addressed to the Chancellor through proper channels	1. Receipt of request letter with line item budget 1.2. Evaluate request 1.3. Endorse or not endorse the request 1.4 Route the client's letter to the Chancellor through proper channels	None	3 days	Office Staff Gender and Development Office GAD Office Coordinator Gender and Development Office
2. Contact GAD Office to be informed of the Chancellor's response to the request	2. Inform client of approval or disapproval of request		1 day	GAD Office Coordinator Gender and Development Office
3. Facilitate receipt of logistical support	3. Provide requested logistical support to UP Cebu students 3,1 Attendance Sheet 3.2 Evaluation Form		1 day	Office Staff 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. Get 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 Endorsement or Non-endorsement of 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. Approval or disapproval of 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands over the requirements.	1. Receiving of requirements. 1.1 Endorsement or Non – Endorsement 1.2 Creation and finalization of 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 Approval or Disapproval 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	<p>The numbers are at: (032) 232 8187 local 314</p> <p>Email at: tlrc.upcebu@up.edu.ph</p>



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
Accomplish Contract of Service	1. Receive document and forward it to the pertinent signatory - review and sign	None	1 day	Staff NSTP-CWTS
	2. Prepare Disbursement Voucher (DV), Obligation Request (OBR), and Certificate of Appearance, and forward them to the Coordinator - review and sign		10 minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS
	3. Scan DV, OBR, and other attachments, and upload them to UIS		10 minutes	Staff NSTP-CWTS
	4. Forward documents to Budget Office for endorsement/approval		1 day	Staff NSTP-CWTS Staff Budget Office
TOTAL		None	2 days and 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
Secure Letter Request	1. Receive document and forward it to the Coordinator - review and sign	None	10 minutes and 1 day	Staff NSTP-CWTS Coordinator NSTP-CWTS
	2. Return the document to the Client			Staff NSTP-CWTS
	3. Forward document to Pertinent Office		1 day	Staff NSTP-CWTS Pertinent Office
TOTAL		None	2 days and 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
Secure Letter Request	1. Receive document and forward it to the Coordinator - review and sign.	None	10 minutes to 1 day	Staff NSTP-CWTS
	2. Return the document to the client.			Coordinator NSTP-CWTS
	3. Forward document to pertinent office.		1 day	Staff NSTP-CWTS
TOTAL		None	2 days and 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
Accomplish Daily Time Record (DTR)	1. Receive document (DTR) and forward it to the Coordinator - review and sign	None	3 minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS
	2. Prepare Disbursement Voucher (DV) and Obligation Request and Status (OBR), and forward them to the Coordinator - review and sign		10 minutes	Staff NSTP-CWTS Coordinator NSTP-CWTS
	3. Scan DV, OBR, and other attachments, and upload them to UIS		10 minutes	Staff NSTP-CWTS
	4. Forward documents to Budget Office for endorsement/ approval		1 day	Staff NSTP-CWTS Staff Budget Office
TOTAL		None	1 day and 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
Accomplish Add/Change Matriculation Form	1. Receive document and forward it to NSTP-CWTS Lecturers and Coordinator - review and sign	None	15 minutes	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS <i>Lecturers</i>
	2. Forward document to Client's Originating Office of the College Secretary, and get a copy		5 minutes	<i>Staff</i> NSTP-CWTS <i>Staff</i> Office of the College Secretary
TOTAL		None	20 minutes	



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION (OVCA)

EXTERNAL SERVICES

1. Review and endorsement of requests for use of facilities, vehicles and equipment (Based on the FPOC Guidelines)

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Walk in Clients, Government Agencies, Private Sector		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request ➤ Reservation Form ➤ CDMO 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 Campus Maintenance Office (CMO) and submits accomplished form back to CMO for scheduling and to calendar event	1. CMO gives form to the client and calendars the event	As per FPOC approved fees	30 Minutes	CMO Staff Campus Maintenance Office
2. Forwards accomplished form to Accounting Office	2. Accounting Office to compute the rental fees		20 Minutes	Accounting Staff Accounting Office



3. Forwards accomplished form with computation of rental to the Office of the Vice Chancellor for Admin. (OVCA)	3.1 The Vice Chancellor for Administration (VCA) receives, reviews, and endorses the request		1 Day	OVCA Staff & Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	3.2 OVCA staff 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 OC staff releases the document with Chancellor action		15 Minutes	OC Staff Office of the Chancellor
4. Pay at the Cashier's Office	4. Cash Office staff issues Official Receipt		10 Minutes	Cash Office Staff Cash Office
5. Gives OVCA a copy of the paid reservation	5. OVCA Staff receives the stamped paid reservation form		10 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		As per FPOC approved fees	2 Days, 1 hour, 45 minutes	



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		
Who may avail		UP Alumni, Service Provider		
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, 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	For Alumni: 1 st Sticker - PHP300.00 Succeeding -PHP500.00 For Service Providers: 1 st sticker - PHP500.00 Succeeding - PHP500.00 Motorcycle - PHP300.00	1 Day	<i>Guard on duty at the Entrance Gate</i> Safety and Security Officer Safety and Security Unit
2. Claims approved application from the Office of the Vice Chancellor for Admin. (OVCA)	2. OVCA approves the application and return the form to the client for payment		1 day	<i>OVCA Staff & Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
3. Pays at the Cashier's Office	3. Cashier's Office to issue Official Receipt		10 Minutes	<i>Cash Office Staff</i> Cash Office
4. Presents Official Receipt to OVCA and claims the car sticker	4. OVCA staff reviews and issues the Car Sticker		10 Minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration
TOTAL		For Alumni: 1 st Sticker - PHP300.00	2 Days, 20 Minutes	



	<p>Succeeding -PHP500.00</p> <p>For Service Providers: 1st sticker - PHP500.00 Succeeding - PHP500.00 Motorcycle - PHP300.00</p>		
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3. Action on special requests of or liaison with contractors for various concerns (e.g. time extension, LD 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		G2C – Government to Citizen		
Who may avail		Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter to the Chancellor specifying requests		From the concerned Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Office of the Campus Architect (OCA) endorses and forwards the letter request from the contractor which is addressed to the Chancellor 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	OVCA Staff & Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards letter request to OC for action (approval / disapproval)		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	7 Days	



INTERNAL SERVICES

1. Review and endorsement of requests for use of facilities, vehicles and equipment (based on FPOC guidelines)

The OVCA checks and endorses all of UP Cebu's colleges or recognized organizations' 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, Staff, and Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ Letter request ➤ 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.	30 Minutes	CMO Staff Campus Maintenance Office
2. Submits accomplished form to Accounting Office	2. Computes the rental fees		20 Minutes	Accounting Staff Accounting Office
3. Submits accomplished form with computation of rental to the OVCA	3.1 Receives, reviews, and endorses the letter request		1 Day	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	3.2 Records and forwards the endorsed letter request to the Office of the Chancellor		1 Day	OVCA Staff Office of the Vice Chancellor for Administration



	(OC) for action (approval / disapproval). OC then takes action on the request and returns the document to OVCA for payment	Extra-curricular and other income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines.		OC Staff & Chancellor Office of the Chancellor
4. Pays at the Cashier's Office	4. Issues Official Receipt		10 Minutes	Cash Office Staff Cash Office
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 FPOC approved fees	2 Days, 1 Hour, 10 Minutes	



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, 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 TIME	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	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker - PHP800.00 For Contractual Employees & Students: 1 st Sticker- PHP300.00 Succeeding Sticker - PHP500.00 For Motorcycle - PHP300.00	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. Approves the application and return the form to the client for payment		1 Day	<i>Vice Chancellor for Administration (VCA) and OVCA Staff</i> Office of the Vice Chancellor for Administration
3. Pays at the Cashier's Office	3. Issues Official Receipt		10 Minutes	<i>Cash Office Staff</i> Cash Office
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 & Students: 1 st Sticker – PHP 300.00 Succeeding Sticker - PHP500.00 For Motorcycle- PHP300.00	2 Days, 20 Minutes	
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3. Endorsement and/or approvals of PRs, OBRs, DVs& 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		Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ PR (Purchase Requests) ➤ ObR (Obligation Requests) ➤ DV (Disbursement Vouchers) ➤ PO (Purchase Orders)			Administrative Staff	
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	



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		Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Cheques with Endorsement from Cashier		From 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	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	2. Forwards the signed cheques to the Cash Office		20 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
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		Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Authority to Travel Form with Endorsement from HRMO with Letter Request		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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	OVCA Staff and Vice Chancellor for Administration (VCA) 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	OVCA Staff Office of the Vice Chancellor for Administration
Claims the document from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ MOA ➤ 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	OVCA Staff & Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
Claims the document from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	7 Days	



7. Endorsements of candidates for employment (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		HRMO, Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ Candidates' required documents with Endorsement from HRMPSB			From HRMO	
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	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
2. Gets approval / disapproval from the Office of the Chancellor (OC)				OC Staff 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		Architects, OCA Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CHECKLIST OF REQUIREMENTS ➤ Letter, material sample		WHERE TO SECURE From the Office of the Campus Architect 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	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
Gets approval/ disapproval from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
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, Students, 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	1.1 Receives, reviews, endorses PPMP	None	6 Days	OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Records and forwards the documents to OC for action (approval / disapproval)		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
2. Gets approval/ disapproval from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	7 days	



10. Approval of BAC recommendation for mode of procurement

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		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) 		Supply Property 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
	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. Action on special requests of or Liaison with contractors for various concerns (e.g. time extension, LD concerns, site instruction, variation)

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		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Contractor		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ Letter with OCA's endorsement			Office of the Campus Architect	
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	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
2. Receives the printed plane ticket	1.3Prints the ticket and release the printed ticket to the concerned traveler		20 minutes	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		None	1 Day, 40 Minutes	



12. Response and action to requests for consultations, 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, Staff, and Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Letter from the concerned/relevant offices and individuals ➤ Guidelines 			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	OVCA Staff and Vice Chancellor for Administration (VCA) 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	OVCA Staff Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	20 days	



13. Endorsement of application of administrative personnel for fellowships (i.e. FRASDP)

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		Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
➤ Application letter with HRMPSB screening with attached documents required by HRDO			From the concerned individual/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	OVCA Staff and Vice Chancellor for Administration (VCA) 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	OVCA Staff Office of the Vice Chancellor for Administration
2. Claims the document with Chancellor's action (approval / disapproval) from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	20 days	



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 Office of the Vice Chancellor fo Administration	Tel. No. (6332) 2328187 loc. 123



ACCOUNTING OFFICE

EXTERNAL SERVICES

1. Deposit Refund (P100.00)

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		G2B – Government to Business		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College Clearance, Electronic Official Receipt (EOR) bearing the amount of 100 pesos.			OUR	
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 documents	P10.00 payment in getting the Cert. of Tuition Discount	1 Day	Accounting Staff Accounting Office
	1. 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	
	TOTAL	P10.00	3 Days	



2. 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		
Who may avail		Clients		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	Accounting Staff Accounting Office
	2. Assess the fees based on the needed venue / equipment and the number of hours.		1 Day	
	3. Forward the reservation form to the Office of the Vice chancellor for Administration (OVCA) for signature.		1 Day	
TOTAL		Per hour rate of specific venue and equipment	3 Days	



3. Pre-Audit and Processing of 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; Government to Government		
Who may avail		Suppliers and UP System		
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)			Accounting - Accounts Payable in-Charge New Supplier (bank details)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A/P in-charge & New Suppliers	1. Requests new suppliers for their bank details.	None	2 Days	Accounting Staff Accounting Office
	2. Prepares LDDAP form for signing – Accountant and Chancellor		1 Day	
	3. Fully signed LDDAP form to be recorded and mailed to UP System and wait for advice.		1 Day	
	4. To check if UP System has notification regarding LDDAP payment is ready to be credited to Supplier's bank account		1 Day	
	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	
Total		None	7 Days	



4. 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		G2B – Government to Business & Government to Citizen		
Who may avail		Student, Suppliers, Faculty		
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walks in accounting office and gives their inquiries.	1. Provides answers to queries	None	2 Days	Accounting Staff Accounting Office
1.1 Clients call in and inquires or follows up on their document being processed.	1.1 Answers telephone calls.		1 day	
TOTAL		None	3 days	



5. Lost 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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Change Matriculation Form			OUR Office	
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	Accounting Staff Accounting Office
TOTAL		None	3 days	



6. Status of Funds and Financial Report of 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		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Collection & Trial Balance		Accountant Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOST, CHED, or UP System initiates request of status of funds and financial reports of projects in UP Cebu	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	



7. Bank Reconciliation Report

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 			<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. COA follows up on monthly bank reconciliation report	1. Scans the Bank Statement	None	1 Day	Accounting Staff Accounting Office
	2. Copies the previous month's outstanding checks issued		1 Day	
	3. Gets the withdrawn checks based on the bank statement		1 Day	
	4. Sees the draft summary of reconciling items given by the Accountant		1 Day	
	5. When reconciled, prints the summary with the bank statement for Accountant signature		1 Day	
	6. Prepares also quarterly bank reconciliation for Time Deposit.		1 Day	
	7. Files separately for COA submission	None	1 Day	
TOTAL		None	7 Days	



8. Request for BIR 2306 and BIR 2307

This involves preparation, encoding and printing of BIR 2306 and BIR 2307 for NGW's for their withholding tax.

Office or Division		ACCOUNTING OFFICE		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		NGW, Lecturers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty /Employee informs accounting to request for BIR Form 2307,	1. Lists down names of names who requested	None	3 Days	Clerk in Charge Accounting Office
	2. Prepares, reviews, prints BIR Forms	Per hour rate of specific venue and equipment	4 Days	
TOTAL		None	7 days	



9. Voucher Processing – Liquidations

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		G2C – Government to Citizen		
Who may avail		UP Cebu ADMIN FACULTY, STAFF AND REPS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> - 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) 			<ul style="list-style-type: none"> - Cash Advance Requester/ Traveler - 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Cash Advance Requester, Traveler	1. Checks if liquidation documents are complete with attachments and signatures	None	1 Day	Accounting Staff Accounting Office
	2. Returns liquidations with lacking signatures and receipts to the Requester/ Traveler		2 Days	
	3. If liquidations are complete, submits to the Accountant for approval		1 Day	
	4. Prepares Month-end liquidation summary report for submission to the Accountant		2 Days	
	5. Files monthly liquidations for COA submission		1 Day	
TOTAL		None	7 Days	



INTERNAL SERVICES

1. Reassessment of Student Fees/Tuition Refund

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		G2B – Government to Business		
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	Accounting Staff Accounting Office
	2. Prepares Disbursement Voucher (DV) for in triplicate for tuition refund and Journal Entry Voucher (JEV)		1 Day	Accounting Staff 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.	None	1 Day	Accounting Staff Accounting Office
TOTAL		P40.00	3 Days	



2. 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	G2B – Government to Business			
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Accounting Staff 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	None	2 Days	Accounting Staff Accounting Office
TOTAL		None	3 Days	



3. 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		G2B – Government to Business		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			OUR Office	
CLIENT STEPS	AGENCY ACTION	FEES 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	None	2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		PHP 50.00	3 Days	



4. Withdrawal of Tuition Fee

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	G2B – Government to Business			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Simple		Simple		
CLIENT STEPS	AGENCY ACTION	FEES 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 Suppliers Submit letter request for second copy of BIR Forms 2306 & 2307	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)	none	2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		PHP10.00	3 days	



5. Refund due to Dissolved Subjects

This process shall accept applications from student for refund of 100% of the school fees due to subjects dissolved.

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2B – Government to Business		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			OUR Office	
CLIENT STEPS	AGENCY ACTION	FEES 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	none	2 Days	<i>Accounting Staff</i> Accounting Office
TOTAL		PHP50.00	3 Days	



6. 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		
Who may avail		Faculty, REPS, Administrative Staff, 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	Accounting Staff Accounting Office
	2. Assess the fees based on the needed venue / equipment and the number of hours.		1 Day	
	3. Forward the reservation form to the Office of the Vice chancellor for Administration (OVCA) for signature.		1 Day	
TOTAL		Per hour rate of specific venue and equipment	3 Days	



7. 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	G2B – Government to Business & Government to Citizen			
Who may avail	Student, Suppliers, Faculty			
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walks in accounting office and gives their inquiries.	1. Provides answers to queries	None	2 Days	Accounting Staff Accounting Office
1.1 Clients call in and inquires or follows up on their document being processed.	1.1 Answers telephone calls.		1 day	
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 ovca.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 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	<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				
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 1.2 Informs the client of the amount needed for the request	As per amount billed	2 Minutes	Administrative Assistant II Cash Office
2. Pays the required amount	2.1 Receives payment and encode the name and the corresponding fees paid by the client		1 Minute	
	2.2 Checks the amount of cash or check (cashier or manager's check) presented		1 Minute	
	2.3 Prints the official receipt after receiving the payment		2 Minutes	
	2.3 Prints the official receipt after receiving the payment		1 Minute	
3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to client		1 Minute	
TOTAL		As per amount billed	7 Minutes	



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			
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 1.2 Checks the rate of payment against the approved rate	As per amount billed	2 Minutes	Administrative Assistant II Cash Office
2. Pays the required fees	2. Accepts payment & Check the accuracy of the amount paid. 2.1 Encodes the name & corresponding amount required		1 Minute	
	2.2. Prints the official receipt		2 Minutes	
			1 Minute	
3. Claims the official receipt	3.Issues and releases the official receipt to client			
TOTAL		As per amount billed	7 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. Receives the letter and affix the date of receipt.	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office <i>Administrative Officer V</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 for payment and fill-up request for stop payment.		30 Minutes	
	1.6 Informs the client of the status of the request		2 Minutes	



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



4. 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.Checks and verify the date and amount deposited through the print-out bank statement	None	2 Minutes	Administrative Assistant II Cash Office
2. Requests for the issuance Of U.P. Cebu Official Receipt	2. Encodes the data in the online collection system for the online deposit	None	1 Minute	
	2.1. Prints the official receipt to be issued to the requestor	None	2 Minutes	
3. Claims the official receipt	3. Releases the official receipt to client	None	1 Minute	
	3.1 For request thru mail, Prepare acknowledgement letter.	None	2 Minutes	
	3.2 Releases and mails acknowledgement letter with the official receipt to the donor or funding agency.	None	5 Minutes	
TOTAL		None	13 Minutes	



5. 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. 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 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. 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. 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. Verifies the availability of the check. 1.2 Requires the client of the document needed to claim	None	2 Minutes 1 Minute	<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>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>	None	3 Minutes	Administrative Aide VI Cash Office
	<p>2.1 Checks the validity of the official receipt of the supplier</p>		2 Minutes	
	<p>2.2. Hands in the DV & warrant register to the supplier or claimant to sign the payee portion</p>		1 Minute	
<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>	None	2 Minutes	Administrative Aide VI Cash Office
	<p>4. Verifies the data affix in the official receipt and the signature in the DV & warrant register.</p>		2 Minutes	
	<p>4.1 Issues the check to claimant/supplier</p>		1 Minute	
TOTAL		None	14 Minutes	



6. 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.	None	2 Minutes	<i>Administrative Aide VI</i> Cash Office
	2.1. Receives the OR and attach to the DV slip		2 Days	
TOTAL		None	2 Days, 1 Hour, 15 minutes	



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 constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Request Form/Billing Statement 4. U.P. Cebu I.D		1. Office of the University Registrar (OUR) 2. Student/Client		
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 1.2 Informs the client of the amount needed for the request	As per amount billed	2 Minutes	Administrative Assistant II Cash Office
2. Pays the required amount	2.1 Receives payment and encode the name and the corresponding fees paid by the client 2.2 Checks the amount of cash or check (cashier or manager's check) presented 2.3 Prints the official receipt after receiving the payment		1 Minute	
			1 Minute	
			2 Minutes	
			1 Minute	
3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to client		1 Minute	
TOTAL		As per amount billed	7 Minutes	



2. Collection of rental fees of UP Cebu facilities

Cash Office collects fees from UP constituents including 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	G2C –Government to Citizen			
Who may avail	UP Cebu constituents			
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
4. 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	Administrative Assistant II Cash Office
	1.2 Checks the rate of payment against the approved rate		1 Minute	
5. Pays the required fees	2. Accepts payment & Check the accuracy of the amount paid.		2 Minutes	
	2.1 Encodes the name & corresponding amount required		1 Minute	
	2.2. Prints the official receipt		1 minute	
6. Claims the official receipt	3.Issues and releases the official receipt to client		1 Minute	
TOTAL		As per amount billed	7 Minutes	



3. 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 constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
D. Cancelled, stale check E. Letter request F. 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. Receives the letter and affix the date of receipt.	None	5 Minutes	<i>Administrative Aide VI</i> Cash Office <i>Administrative Officer V</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 for payment and fill-up request for stop payment.		30 Minutes	
	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. 2.1. Prepares the new check. 2.2 Forwards the check for signing of the main signatory and the counter signatory 2.3 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 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
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	
Temporary Form 5 I.D. Student Loan Form (those who want to avail the Loan)			Different Colleges Student 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)	1.1Receives 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.	None	2 Minutes	Administrative Assistant II Cash Office and Other Deputized Special Collecting Officer
2.Pay the required amount of school fees.	2.Receives payment by cash from the students 2.1 Checks the amount received and the authenticity of the bill paid through the counterfeit money detector. 2.2 Encodes the name and the amount paid by the student in the SAIS	None	1 Minute	
		As per amount billed	1 Minute	
		None	2 Minutes	
		None	1 Minute	
3. Claims the Official Receipt (OR)	3. Releases the auto generated official receipt, I.D. and Temporary Form 5 to the student	None	1 Minute	
TOTAL		As per amount billed	7 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		G2C - Government to Citizen		
Who may avail		UP Cebu Constituents		
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.Checks and verify the date and amount deposited through the print-out bank statement	None	2 Minutes	Administrative Assistant II Cash Office
2. Requests for the issuance Of U.P. Cebu Official Receipt	2. Encodes the data in the online collection system for the online deposit	None	1 Minute	
	2.1. Prints the official receipt to be issued to the requestor	None	2 Minutes	
3. Claims the official receipt	3. Releases the official receipt to client	None	1 Minute	
	3.1 For request thru mail, Prepare acknowledgement letter.	None	2 Minutes	
	3.2 Releases and mails acknowledgement letter with the official receipt to the donor or funding agency.	None	5 Minutes	
TOTAL		None	13 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	
General Form 57-A General Form 58-A Authenticated Copy of appointment/designation order SALN & Certificate of Employment Passport Size pictures (2pcs.) 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	None	5 Minutes	Administrative Aide VI Cash Office
	1.2. Prepares attachment B (list of bonded public official form)		15 Minutes	
	1.3 Forwards application form to the chancellor for approval		30 Minutes	



2. Prepares DV & OBR for payment of bond premium	2. Receives duly approve disbursement voucher for the bureau of the treasury for check preparation	1.5% of the required amount of bond	5 Minutes	Administrative Aide VI Cash Office
	2.1 Submits documents and checks to Bureau of the Treasury and secures authority to accept payment		1 Day	Administrative Officer V Cash Office
	2.2 Deposits check to Land Bank or Veterans Bank		1 Hour	
	2.3 Submits the validated deposit slip and authority to accept payment to Bureau of Treasury		30 Minutes	
	2.4 Secures confirmation letter of approved bonded officials from the Bureau of the Treasury		30 Minutes	
3. Applicant receives copy of the approve bonded officials	2.5 Provides applicant of a copy of confirmation letter of approved bonded officials		10 Minutes	Administrative Aide VI Cash Office
TOTAL		1.5% of the required amount of bond	1 Day, 3 Hours, 5 Minutes	



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 Constituents			
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 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. 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. B.I.R.		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Inquires the availability of check or business entity.	1. Verifies the availability of the check. 1.2 Requires the client of the document needed to claim	None	2 Minutes 1 Minute	<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>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>None</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>None</p>	<p>2 Minutes</p> <p>2 Minutes</p> <p>1 Minute</p>	<p><i>Administrative Aide VI</i> Cash Office</p>
TOTAL		None	14 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 Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to deposit 2. Bank Account Number 3. Bank Service Charge (inter-branch Account)		4. Requesting party 5. Client's Depository Bank 6. 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.	None	2 Minutes	<i>Administrative Aide VI</i> Cash Office
	2.1. Receives the OR and attach to the DV		2 Days	
TOTAL		None	2 Days, 1 Hour, 15 minutes	



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

The Cash Office pays salary, scholarship grant, stipend of FDS 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 Faculty, REPS, Administrative Staff & Students		
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.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 Chancellor Office for counter signature.		30 Minutes	



	1.7. Submits the signed ADA & Listing to LBP with the USB.		1 Hour	
	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.		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	
1. Individual Release – no requirement 2. Representative per College/Office- List Of employees with individual signature			1. None 2. Concern College/Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee requests verbally to release payslip at counter 1	1. Arranges pay slip alphabetically upon receipt from the accounting office.	None	1 Hour	Administrative Aide VI Cash Office
1. Receives folded & stapled Pay slip.	Individual Release 2.Finds and releases pay slip to employee		3 Minutes	
2. Submits the list of names of employees per College/Office requesting for the release of pay slip for the period.	Per College/Office 1. Finds and releases the individually folded and stapled pay slip		2 Minutes	
3. Receives the folded and stapled pay slip			10 Minutes	
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 ovca.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">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">1.2 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	<p>The numbers are at: (032) 232 8187 local 306</p> <p>Email at: cash.upcebu@up.edu.ph</p>



CAMPUS MAINTENANCE OFFICE (CMO)

EXTERNAL SERVICES

1. Reservation of Facilities and Grounds

This is to assist outsiders 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			
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 of fees to the Accounting Office		30 Minutes	CMO Staff Campus Maintenance Office
4. Brings the form to the Accounting Office	4. Accounting Office assesses the fees			Accounting staff in-charge 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			OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	6. The Chancellor takes action (approval/disapproval) on the request)			OC staff and the Chancellor 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			Cashier Staff Cash Office
7. Receives approved request and provides a copy to CMO	9. Confirms booking and enforces relevant action		5 Minutes	CMO Staff 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 of the situation



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

This is to assist concessionaires 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			
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	1. Issues copy request	PHP100/Day	3 Days	CMO Staff Campus Maintenance Office
	2. Computes for Electrical Payment			Cashier Staff Cash Office
	3. Concessionaire Bond	Concessionaire Bond of P200.00 – will be returned after the event		CMO Staff Campus Maintenance Office
TOTAL		PHP100.00/Day Concessionaire Bond of P200.00 – will be returned after the event	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		
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	Head of CMO/ Foreman Campus Maintenance Office
TOTAL		None	5 Days	

Note:

1. For outsider with fees depends of the computation



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 and Students		
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.Confirm the availability of the facilities	No fees are imposed on curricular and administrative activities of UP Cebu constituents, including approved calendar of activities of duly accredited student organizations.	2 Days	CMO Staff Campus Maintenance Office
2.Collects reservation form	2.Issues reservation form		25 Minutes	CMO Staff 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 If no fees are required, CMO advises client to bring the form to the OVCA for approval		30 Minutes	CMO Staff Campus Maintenance Office
4.Brings form to the Accounting Office	4.Accounting Office assesses fees			Accounting staff in-charge Accounting Office



5.Brings form to the Office of the Vice Chancellor for Administration (OVCA)	5.The VCA approves or disapproves request	Extra-curricular and other income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines.		OVCA Staff and Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
6. Brings approved form to the Cashier Office for payment	6. Cashier Office receives payment			Cashier Staff Cash Office
7. Receives approved request and provides a copy to CMO	7. Confirms booking and enforces relevant action		5 Minutes	CMO Staff 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 Requests

A job order request is usually a task or a job for UP Cebu constituents to address maintenance or other concern. 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 and 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 and UP Faculty/ Staffs</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 completion		20 Minutes	<i>CMO Staff</i> Campus 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 PRO-CESSING 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 and Students		
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 include repair, alterations, and additions while preserving those portions or features for minor cases only. Clients can submit request letter/proposal 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. Endorses request and forwards to the Office of the Vice Chancellor for Administration	None	1 Day	Head of CMO/ Foreman Campus Maintenance Office
	2. OVCA endorses request to the Office of the Chancellor			
	3. The Office of the Chancellor approves/disapproves request			
	4. Receives approved requests from the Office of the Chancellor and takes action		6 Days	
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	<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">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">1.3 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	<p>The numbers are at: (032) 232 8187 local 306</p> <p>Email at: ovca.upcebu@up.edu.ph</p>



HEALTH SERVICES UNIT (HSU)

EXTERNAL SERVICES

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:		Immediate dependents of UP Cebu employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Presence of patient Proof of immediate relations to employees			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks into clinic reception area for consultation	1. Patient is received by the nurse on duty for recording and vital signs taking	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.	None	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. Medicine is dispensed, and treatment instruction is given to the patient	None	10 Minutes	<i>Nurse</i> Health Services Unit
	TOTAL		50 Minutes	

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



2. 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:		Immediate dependents of UP Cebu employees		
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 Nurse receives the patient	None	2 Minutes	<i>Nurse</i> Health Services Unit
	1.2 The doctor evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)	None	5 Minutes	<i>Doctor</i> Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation	None	Usually done 2 days before desired schedule	<i>Doctor</i> Health Services Unit
3. Client returns as scheduled for the immunization	3. The doctor gives the immunization shot to the patient	Cost of vaccine (if ordered for delivery)	10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		2 Days, 17 Minutes	



3. 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		G2C – Government to Citizen		
Who may avail		Immediate dependents of UP Cebu 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. Patient is received by the nurse on duty for inquiry regarding availability of schedule,	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.	None	10 Minutes	<i>Dentist</i> Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Medicine is dispensed if needed	None	5 Minutes	<i>Nurse</i> Health Services Unit
TOTAL		None	17Minutes	



4. Dental Treatment

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		Immediate dependents of UP Cebu 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. Patient is received by the nurse on duty		5 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	Prophylaxis is free once a year for students and Php 60.00 for Faculty, Staff and Dependent		
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				<i>Dentist</i> Health Services Unit
TOTAL		Php 60	25 Minutes for mild cases 35 Minutes for moderate cases 50 Minutes for severe or heavy cases	



5. 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		Immediate dependents of UP Cebu 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. Patient is received by the nurse on duty		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		
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, 2 Minutes	



6. 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		
Type of Transaction		Simple to Highly Technical		
Who may avail		Immediate dependents of UP Cebu 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. Patient is received by the nurse on duty	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		None	1 Hour, 2 Minutes	



INTERNAL SERVICES

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, 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	2. Patient is received by the nurse on duty for recording and vital signs taking	None	5 Minutes	<i>Nurse</i> Health Services Unit
2. Client is brought to the doctor 's room for consultation	3. Provides medical consultation, examination and evaluation, and instruction, treatment, issuance of prescription for medicines or request for diagnostic tests etc.	None	5 Minutes for simple medical conditions 30 Minutes for complex medical condition	<i>Doctor</i> Health Services Unit
4. Client is referred back to the clinic reception for dispensing of medicine	3. Medicine is dispensed, and treatment instruction is given to the patient	None	10 Minutes	<i>Nurse</i> Health Services Unit
	TOTAL		50 Minutes	

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



2. BP/ V/S monitoring

To check on the blood pressure and vital signs of patient

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, 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
3. Client walks into clinic reception area for V/S monitoring	1. Nurse proceeds to take the patients vital signs and records this in the logbook	None	10 Minutes	<i>Nurse</i> Health Services Unit
4. Client with abnormal V/S is referred to the doctor for management	2. Provides medical consultation and evaluation	None	15 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		25 Minutes	



3. 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, 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. Nurse on duty 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. Patient is issued a referral for laboratory/ imaging, specialist consult or admission	None	10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		15 Minutes	



4. Request for 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 of UP Cebu employees.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, 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. Nurse receives the patient , takes vital signs and records	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. Provides physical examination and evaluation of patient and issuance of medical certificate	None	20 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		25 Minutes	



5. Request for medical certificate for Leave of Absence (LOA - absence from class or 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:	G2C – Government to Citizen			
Who may avail:	Students, 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. Nurse receives the patient, takes vital signs and records	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. Provides physical examination of patient and issuance of medical certificate	None	15 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		20 Minutes	



6. Processing of eHope reimbursements

To review medical receipts of employee for reimbursement through the UP eHope 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. Nurse receives the documents and forwards this to the Doctor	None	2 Minutes	<i>Nurse</i> Health Services Unit
	2. Examines the documents for completeness; evaluates claims and determines PhilHealth case rate	None	1 Day	<i>Doctor</i> Health Services Unit
	3. Issues patient claims summary			
	TOTAL		1 Day, 2 Minutes	



7. Signing of University Clearance

To sign University clearance of students/employees 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, faculty, REPS and administrative staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance form			From HRDO/OUR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents clearance form to clinic reception area	1. Nurse receives the documents and checks if client has obligations	None	5 Minutes	<i>Nurse</i> Health Services Unit
	2. Doctor signs clearance form	None	5 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		10 Minutes	



8. Processing of Medical Examination for New Employees and Students

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:		G2C – Government to Citizen		
Who may avail:		New employees and new students		
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. Client proceed to clinic reception area and presents the documents	1. Nurse receives the documents checks for completeness of documents, takes vital signs and records	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	None	30 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		35 Minutes	



9. 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, 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 Nurse receives the patient	None	2 Minutes	<i>Nurse</i> Health Services Unit
	1.2 The doctor evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)	None	5 Minutes	<i>Doctor</i> Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation	None	Usually done 2 days before desired schedule	<i>Doctor</i> Health Services Unit
3. Client returns as scheduled for the immunization	3. The doctor gives the immunization shot to the patient	Cost of vaccine (if ordered for delivery)	10 Minutes	<i>Doctor</i> Health Services Unit
	TOTAL		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		G2C – Government to Citizen		
Who may avail		Students, 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. Patient is received by the nurse on duty for inquiry regarding availability of schedule,	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.	None	10 Minutes	<i>Dentist</i> Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Medicine is dispensed if needed	None	5 Minutes	<i>Nurse</i> Health Services Unit
TOTAL		None	17Minutes	



11. Dental Treatment

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, 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. Patient is received by the nurse on duty		5 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	Prophylaxis is free once a year for students and Php 60.00 for Faculty, Staff and Dependent		
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				<i>Dentist</i> Health Services Unit
TOTAL		Php 60	25 Minutes for mild cases 35 Minutes for moderate cases 50 Minutes for severe or heavy cases	



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		G2C – Government to Citizen		
Who may avail		Students, 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. Patient is received by the nurse on duty		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		
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, 2 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		
Type of Transaction		Simple to Highly Technical		
Who may avail		Students, 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. Patient is received by the nurse on duty	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		PHP75.00/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. 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 ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	7. The office receives the complaint and directs the processing to proper authority. 1.4 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: 1.16 Complaint processing 1.17 Complaint investigation 1.18 Corrective action 1.19 Complaint resolution 1.20 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 have 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 have 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	



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	
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
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.	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	Administrative Aide IV Administrative Aide III HRDO Chief HRDO
	1.2 For faculty applicants: HRDO receives 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.		3 Days	Administrative Aide IV HRDO Chief HRDO



	1.3 HRDO staff in-charge notifies the applicant of the interview schedule		1 Day	Administrative Aide IV HRDO
2. Confirms attendance to the interview / interview and teaching demo schedule.	2.1 The University HRMPSB / AcPFC / RPFC sets a meeting for the deliberation of the recommended applicants by the College/Office HRMPSB/ REPS Personnel Committee /CAPC		3 Days	HRDO Chief HRDO
	2.2 After the AcPFC/HRMPSB/RPFC meeting, HRDO prepares endorsements to be signed by the VCAA/VCA which will need the approval of the Chancellor		4 Days	HRDO Chief 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	HRDO Chief HRDO
	2.4 Basic Paper/s approved by the Chancellor are sent back to HRDO to inform considered applicant and for the preparation of appointment		1 Day	HRDO Chief HRDO
	TOTAL	None	20 Days	



4. Coordinate Pre-Employment Requirements

Pre-Employment requirements are accomplished documents required by the University to all its new employees.

Office of Division	HRDO
Classification	Complex
Type of Transaction	G2C – Government of Citizen
Who may avail	Applicants for teaching, administrative, and REPS positions
CHECKLIST OF REQUIREMENTS	
<p>Fill out and print the following:</p> <ul style="list-style-type: none"> • Personal Data Sheet (3 original copies) • Medical Certificate with medical results (1 original; 2 photocopies) + Drug Test and Psychological Test • Oath of Office (3 original copies) • Statement of Assets and Liabilities (3 original copies) • Assumption to Duty (3 original copies) • Position Description Form (3 original copies) • BIR form 1905 for those with existing TIN- (2 copies) • BIR TIN verification (1 original, 1 photocopy) • BIR form 1902 if without TIN) (1 original; 1 photocopy) • PSA birth certificate (1 original, 1 photocopy) • Philhealth Membership Form (2 original copies) • Pag-ibig Membership ID verification (1 original; 1 photocopy) • GSIS Membership Form (1 original copy) • UP Provident Fund Membership Form (1 original copy) • BIR 2316 (if previously employed in a different company within the year) (1 original, 1 photocopy) • Transcript of Records/ True Copy of Grades (1 original; 1 photocopy) • Diploma/ Certificate of Graduation (present original; 2 photocopies) • NBI Clearance (1 original copy) • Approved resignation from previous employer (1 original; 1 photocopy) • Authenticated copy of Civil Service Eligibility (1 original; 1 photocopy) 	
WHERE TO SECURE	
<p>UP Cebu- HRDO</p> <p>BIR</p> <p>Civil Service Commission</p> <p>Previous government employer</p>	



<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) 				
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.	1.1 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 Service Commission Field Office		1 Day	<i>Administrative Aide IV</i> <i>Administrative Assistant II</i> HRDO
TOTAL		None	7 Days	



5. 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	



6. Request for clearance by separated employees

All separated employees are required to accomplish a clearance to clear them from personnel, money and property obligations.

Office of Division	HRDO			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Retired/separated/resign employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance Form			UP Cebu- HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a copy of the university clearance form from any of the staff of the HRDO	1.1 The head of office of the separated employee signs first as indicated in the form, followed by other office heads up to the Chancellor:	None	1 Hour	
	a. Office where Clearance is initiated		1 Hour	<i>Head of Office</i> Deans or Heads of Administrative Offices
	b. Accounting Office		1 Hour	<i>Chief</i> Accounting Office
	c. SPMO		30 Minutes	<i>Chief</i> Supply and Property Management Office
	d. Budget Office		30 Minutes	<i>Chief</i> Budget Office
	e. Cash Office			<i>Chief</i> Cash Office
	f. University Library		30 Minutes	<i>Chief</i> University Library
	g. HRMO		30 Minutes	
	h. Legal		30 Minutes	



	<p>i. Vice Chancellor for Administration/Academic Affairs</p> <p>j. Chancellor</p>		<p>30 Minutes</p> <p>1 Hour</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 ffor GSIS, Pag-Ibig, UP Provident Inc.	1.1 HRDO staff-in-charge assists and facilitates the retirement process	None	2 Days	Administrative Assistant II HRDO
	1.2 Staff-in-charges submits retirement benefit application forms to GSIS, Pag-Ibig, UP Provident Fund Inc.		3 Days	
2. Retired employee submits to HRDO the GSIS clearance upon release of the benefit	2. HRDO receives the retirement clearance form from the retire upon release of the GSIS benefit		1 Day	
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	
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	
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> <i>HRDO Chief</i> 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 personally claims the document.		1 Hour	<i>Administrative Assistant II</i> <i>HRDO Chief</i> HRDO
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	



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> HRDO Chief 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.	2.1 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.	P130 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 employee		30 minutes	<i>Administrative Aide IV Administrative Aide III HRDO</i>
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</i> Colleges
	1.2 Endorsement by the CU: - APFC (faculty) - HRDC (admin) - RPFC (REPS)		1 Day	<i>Academic Personnel Committee</i> Constituent University Committee
	1.3 Endorsement preparation by HRDO		7 Days	<i>HRDO Chief</i> HRDO
	1.4 Endorsement/ approval of the Chancellor for submission to the UP System		3 Days	<i>Chancellor</i> Office of the Chancellor
	1.5 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: <ul style="list-style-type: none">- 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.	1.3 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	<i>SPMO Chief</i> <i>SPMO</i>
2. Staff attends training	2.1 HRDO facilitates the conduct of the training	None	2 Days	<i>Administrative Aide IV</i> <i>HRDO</i>
	2.2 HRDO gives the participants the feedback form for them to assess the training		1 Day	<i>Administrative Aide IV</i> <i>HRDO</i>
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	1. 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	2. 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. 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
	1.2 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	FEES 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	1.1 HRDO assists the concerned office in preparing for the draft of request.	None	3 Days	<i>Administrative Aide IV</i> <i>HRDO Chief</i> <i>HRDO</i>
	1.2 Endorsement of the following: <ul style="list-style-type: none"> Budget HRDO VCA Chancellor VPA UP President for approval 		4 Hours 4 Hours 4 Hours 4 Hours 1 Day 1 Day	<i>Budget Chief</i> <i>Budget Office</i> <i>HRDO Chief</i> <i>HRDO</i> <i>Vice Chancellor</i> <i>Office of the Vice Chancellor for Administration</i> <i>Chancellor</i> <i>Office of the Chancellor</i> <i>Vice President for Administration</i> <i>Office of the Vice President for Administration</i> <i>UP President</i> <i>Office of the UP President</i>



1. Office head requests for authority to fill the vacated item through UIS and attached prepare template				
2. The requesting office waits for the approval of Authority to Fill				
TOTAL		None	7 Days	



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.	1. HRDO prepares budget proposal concerning the annual event and submit for approval through: a. Vice Chancellor for Administration b. Budget Clearance c. Approval of the Chancellor	None	5 Days	<i>HRDO Chief</i> HRDO
			1 Day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
			1 Day	<i>Budget Chief</i> Budget Office
			1 Day	<i>Chancellor</i> Office of the Chancellor
			2 Days	<i>Administrative Assistant II</i> HRDO
2 Faculty and staff submit nomination with complete documents as proof of accomplishment	2. PRAISE Committee and Nomination committee deliberate on the submitted papers of the nominees.		7 Days	<i>PRAISE / Nomination Committee</i>



to the PRAISE and Nomination Committee	2.1 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	<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 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	<p>The numbers are at: (032) 232 8187 local 119</p> <p>Email at: hrdo.upcebu@up.edu.ph</p>



INFORMATION TECHNOLOGY CENTER (ITC)

EXTERNAL SERVICES

1. UP Cebu WIFI Account for Students

Creation, Update, or Recovery 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 official 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. Present requirements	1. Receive and Review presented Requirements	None	5 minutes	<i>ITC Personnel</i> Information Technology Center
2. Receive account details	2. Print account details	None	5 minutes	
Optional: 3. Change Password and Set-up Account Recovery	3. Assist client to Kiosk and open. appropriate electronic form	None	5 minutes	<i>ITC Personnel</i> Information Technology Center <i>ITC Interns</i> Information Technology Center
TOTAL		None	15 minutes	



2. UP Mail Account for Students and Contractuals

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:		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: Send request email with documents to helpdesk@up.edu.ph	1. For students, provide list of requirements to send to ITDC Helpdesk	None	5 minutes	<i>ITC Personnel</i> Information Technology Center
2. Receive details via email	2. ITDC to process request	None	2 days	<i>ITDC Staff</i> Information Technology Center
TOTAL		None	2 days, 5 minutes	



3. UP Cebu Network Help Desk

Basic device network troubleshooting and configuration (Internet Connectivity Support)

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Student, Faculty, Employee, or Contractual			
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. Send Email Request	1. Verify client's ID and affiliation	None	10 minutes	<i>ITC Personnel</i> Information Technology Center
2. Provide details and/or make device ready for checkup	2. Visit and Review presented device	None	1 hour	<i>ITC Personnel</i> Information Technology Center <i>ITC Interns</i> Information Technology Center
	3. Perform trouble- shooting or configuration	None	3 hours	
3. Receive device	4. Return device with feedback	None	10 minutes	
TOTAL		None	4 hours, 20 minutes	



INTERNAL SERVICES

1. UP Email Account for Employees

Creation, Update, or Recovery of UP Email Account

Office or Division:		Information Technology Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All permanent Faculty and Staff		
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. Request HR to send details ITC for creation of Account	1. Receive and Review presented Requirements 2. Send request for creation to ITDC	None	15 minutes	<i>ITC Personnel</i> Information Technology Center
2. Receive account Details	3. Update Records and print account details	None	1 hour	<i>ITDC Personnel</i> Information Technology Center <i>ITC Personnel</i> Information Technology Center
3. Change Password and Set-up Account Recovery - Present identification and send an email request	4. Perform the requested update or escalate to ITDC	None	15 minutes	<i>ITC Personnel</i> Information Technology Center <i>ITC Interns</i> Information Technology Center
TOTAL		None	1 day, 30 minutes	



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:		Students and 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 2. For Students: Approved letter or endorsement letter from faculty adviser along with approval from #1.			ITC Office Room 242 Arts and Science Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	10 minutes	ITC Personnel Information Technology Center
2. Fill out hosting agreement	2. Provide hosting agreement and explain context	None	15 minutes	
3. Receive details via email	3. Provision Instance	None	1 hour	
TOTAL		None	1 day, 30 minutes	



3. UP Cebu Network Help Desk

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:	Students and 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. Send Email Request	1. Verify client's ID and affiliation	None	10 minutes	<i>ITC Personnel</i> Information Technology Center
2. Provide details and/or make device ready for checkup	2. Visit and Review presented device	None	1 hour	<i>ITC Personnel</i> Information Technology Center <i>ITC Interns</i> Information Technology Center
	3. Perform troubleshooting or configuration	None	3 hours	
3. Receive device	4. Return device with feedback	None	10 minutes	
TOTAL		None	1 day, 30 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 itc.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 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 itc.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">1.4 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">2.1 Complaint processing2.2 Complaint investigation2.3 Corrective action2.4 Complaint resolution2.5 Organizational improvement
Contact information of HRDO	<p>The numbers are at: (032) 232 8187 local 202</p> <p>Email at: itc.upcebu@up.edu.ph</p>



OFFICE OF THE CAMPUS ARCHITECT (OCA)

EXTERNAL SERVICES

1. End-User's building space allocation and design requirements

A conceptual design is done by the Campus Architect upon the request of End-User with their respective requirements and with approval from Chancellor for the project proposal.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schematic Design, Presentation, Comments from End – users and Chancellor			Contractor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit schedule request, letter, form or confirmation to OCA	1. Receives the request and evaluates the submitted form	None	4 Days	<i>OCA Staff/ Senior or Junior Architect</i> Office of the Campus
	2. Endorsed to the Vice Chancellor		5 Days	<i>Vice Chancellor for Administration</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. Back to sender		1 Day	<i>OCA Staff</i> Office of the Campus
TOTAL		None	13 Days	



2. Project construction implementations

Construction Phase is implemented by 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 – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors and other concerned department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	Senior or Junior Architect Office of the Campus
	2. The architects will evaluate the PERT CPM		5 Days	Senior or Junior Architect Office of the Campus
	3. Endorses to the Vice Chancellor		5 Days	Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	4. Chancellor's action regarding the document		3 Days	Chancellor Office of the Chancellor
	5. Return a copy to the contractor		1 Day	OCA Staff Office of the Campus
TOTAL		None	17 Days	



3. Fit-out and materials 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:		Complex and Highly Technical		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors and other concerned department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Construction materials submittal		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits material submittal with brochure or actual sample	1. Receives the request and evaluates the submitted material	None	3 Days	<i>OCA Staff/ Senior or Junior Architect</i> Office of the Campus
	2. Endorses to the Vice Chancellor		4 Days	<i>Vice Chancellor for Administration</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. Back to sender		1 Day	<i>OCA Staff</i> Office of the Campus
TOTAL		None	11 Days	



4. Progress Billing

Project billing is to be submitted by contractor for further evaluation of accomplishment works, with complete required documents such request letter, progress construction photos, contract and up to date performance bond.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors and other concerned departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 sets of request letter to bill, accomplishment report, progress photographs including the photo of COA tarp, affidavit of no outstanding account, photocopy of contract, NOA, NTP, performance bond and CARI		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	OCA Staf/ Senior or Junior Architect Office of the Campus
	2. Endorses the request for billing to the end-user		2 Days	End-user
	3. Endorses the request letter to the Vice Chancellor		4 Days	Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	4. Chancellor's action on the request		2 Days	Chancellor Office of the Chancellor
	5. Creates DV, obligation request form and prescribed billing form and generate DV number through UIS		1 Hour	OCA Staff Office of the Campus
	6. Endorses the obligation request form to the budget office		1 Day	Budget Officer Budget Office
	7. Endorses the prescribed billing form and the DV to the Vice Chancellor		3 Days	Vice Chancellor for Administration Office of the Vice Chancellor for Administration



	8. Chancellor's action on the prescribed billing form		3 Days	Chancellor Office of the Chancellor
	9. Endorses the DV to the end – user		1 Day	End-user
	10. Scans the documents for UIS attachment		1 Hour	OCA Staff Office of the Campus Architect
	11. Submits to the Accounting Office for validation		5 Minutes	Accounting Staff Accounting Office
TOTAL		None	19 Days, 2 Hours, 5 Minutes	



5. 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. Office of the Campus Architect will release a Letter of Final Acceptance for the project if the project is done satisfactorily and acceptable by the Chancellor.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors and other concerned departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Punchlists, building permits, occupancy permit, as – built drawings and final acceptance		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for punchlist	1. Receives the request	None	5 Minutes	OCA Staff Office of the Campus
2. Execute the punchlist	2. Evaluate through site inspection together with the end - user		3 Days	Senior or Junior Architect Office of the Campus Architect
	3. Inform the contractor for the defects		1 Day	
	4. Create punchlist report		3 Days	
	5. Endorse to the end – user		1 Day	
	6. Endorse to the Vice Chancellor		3 Days	Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	7. Chancellor's action on the document		3 Days	Chancellor Office of the Chancellor
	8. Send a copy to the contractor in order to execute the punchlist		1 Day	OCA Staff Office of the Campus Architect
	9. If the punchlist work is completed, the office will provide a letter of acceptance		1 Day	Senior Architect Office of the Campus Architect



	10.Endorse the letter to the end – user		1 Day	OCA Staff Office of the Campus Architect
	11.Endorse to the Vice Chancellor		3 Days	Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	12.Chancellor's action on the letter		3 Days	Chancellor Office of the Chancellor
	13.Provide a copy to the contractor		1 Day	OCA Staff Office of the Campus Architect
TOTAL		None	24 Days, 5 Minutes	



6. Bond Warranty

The Contractor shall submit a Bond Warranty as assurance that the construction works to be done appropriately.

Office or Division:		Office of the Campus Architect		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizen		
Who may avail:		Contractors and other concerned departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of Performance bond and contractor's all risk insurance (CARI)		Contractor and bonding company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of performance bond and CARI to the SPMO	1. UP Cebu will require the contractor to submit an original copy of performance bond and CARI to the SPMO	None	10 Days	Contractor
	2. Provide a photocopy for the OCA with the validity period until final acceptance		1 Day	Admin Aide Supply and Property Management Office
TOTAL		None	11 Days	



INTERNAL SERVICES

1. Bidding phase

Approved Conceptual Drawings are given by Office of the Campus Architect to 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 – Government to Citizen		
Who may avail:		Administrator of concerned department		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding documents and drawings		OCA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Bids and Awards Committee (BAC) requests for scope of work or terms of reference and the drawings for the project to be bid out.	1. The agency will prepare the scope of work or terms of reference and the drawings for the project to be bid out; 2. Submit to the BAC	None	19 Days 1 Day	<i>Senior or Junior Architect</i> 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	<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 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 oca.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">ii. Complaint processingiii. Complaint investigationiiii. Corrective actioniiv. Complaint resolutioniv. Organizational improvement
Contact information of HRDO	<p>The numbers are at: (032) 232 8187 local 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		
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	Guard on duty at the Entrance Gate Safety and Security Officer (SSO) Safety and Security Unit
	2. OVCA receives and approves the application and return the form to the client for payment		1 Day	OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
2. Claims approved application from the OVCA				



3. Pays at the Cashier's Office	3. 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		
4. Presents Official Receipt to OVCA and claims the car sticker	4. OVCA reviews and issues the Car Sticker			OVCA Staff Office of the Vice Chancellor for Administration
	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	



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	FEES 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. Prsents a valid ID				
TOTAL		None	3 Minutes	



3. Incident Investigation

To conduct initial investigation of incidents involving the University outsiders 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	Outsiders			
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
	4. OVCA endorses to the Office of the Chancellor, if applicable			OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	5. 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 and 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</i> Safety and Security Officer (SSO) Safety and Security Unit <i>Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
2. Claims approved application from the OVCA	3. OVCA receives and approves the application and return the form to the client for payment		1 Day	
2. Pays at the Cashier's Office	4. Cash Office issues receipt	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker		



		PHP800.00 For Contractual Employees & Students: 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
3. Presents Official Receipt to OVCA and claims the car sticker	5. OVCA reviews and issues the Car Sticker			
	TOTAL	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker PHP800.00 For Contractual Employees & Students: 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00	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 and 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	1. Endorses the request and forwards to the Office of the Vice Chancellor for Administration (OVCA)	None	3 Days	SSU Personnel Safety and Security
	2. The OVCA endorses and forwards request to the Office of the Chancellor for approval			OVCA Staff/ VCA Office of the Vice Chancellor for Administration
	3. 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	4. Conducts Safety and Security Survey on the area. 5. 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 and 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	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 and 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
	4. OVCA endorses to the Office of the Chancellor, if applicable			OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	5. 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	



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	<p>The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols.</p> <ul style="list-style-type: none">13. Reevaluation of process14. Corrective action15. 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	<p>9. The office receives the complaint and directs the processing to proper authority.</p> <p>1.5 For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint.</p> <p>10. For formal complaints, the office shall do the following:</p> <ul style="list-style-type: none">1.21 Complaint processing1.22 Complaint investigation1.23 Corrective action1.24 Complaint resolution1.25 Organizational improvement
Contact information	<p>The numbers are at: (032) 232 8187 local 312</p> <p>Email at: ssu.upcebu@up.edu.ph</p>



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 STEPS	AGENCY ACTION	FEES 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</i> Supplies Property and Management Office
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 STEPS	AGENCY ACTION	FEES 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 STEPS	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	



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 STEPS	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	



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 STEPS	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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
	2. Routes to BAC members for review and signature.		1 day	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
	3. HOPE or authorized person approves and signs it.		1 day	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
TOTAL		None	3 Days	



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 STEPS	AGENCY ACTION	FEES 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 STEPS	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 STEPS	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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff Supplies Property and Management Office
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 STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Requisition Issue Slip (RIS)	Prepares RIS and routes it for signature.	None	3 Days	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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</i> Supplies Property and Management Office
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 STEPS	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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff 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 STEPS	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 STEPS	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 STEPS	AGENCY ACTION	FEES 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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
	2. Routes to BAC members for review and signature.		1 day	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
	3. HOPE or authorized person approves and signs it.		1 day	SPMO Staff Supplies Property and Management Office and BAC Secretariat BAC Office
TOTAL		None	3 Days	



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 STEPS	AGENCY ACTION	FEES 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 STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Requisition Issue Slip (RIS)	Prepares RIS and routes it for signature.	None	3 Days	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff Supplies Property and Management Office
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 STEPS	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	



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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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	SPMO Staff 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 STEPS	AGENCY ACTION	FEES 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 STEPS	AGENCY ACTION	FEES 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 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 spmo.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 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 spmo.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"> 2.1 Complaint processing 2.2 Complaint investigation 2.3 Corrective action 2.4 Complaint resolution 2.5 Organizational improvement
Contact information	<p>The numbers are at: (032) 232 8187 local 306</p> <p>Email at: spmo.upcebu@up.edu.ph</p>



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. Fill out application form	1. Office Staff accepts form	None	3 Working days	<i>Office Staffer</i> Communication, Art, and Design
2. Submit Forms 137 and 137-A	2. Program Coordinator evaluates credentials and endorses for Talent Determination Test (TDT)			<i>Program Coordinator</i> Communication, Art, and Design
3. for Senior High School Graduates				



4. Submit College Diploma and Transcript of Records for Higher Education Degree Holders	3. Office Staff informs applicant through telephone and e-mail of the schedule for the TDT			Dean Communication, Art, and Design
5. Submit Letter of Intent for Special Students (Non-Credit Intake)	4. During the TDT, applicants bring drawing materials (pencil, pen, etc.) and folio of artworks			
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. Discuss project with office Staff	1. Office Staff accepts project	Variable depending on project specifications	20 working days	<i>Office Staffer</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. Return to the lab when work is completed	3. Issue Billing Statement			<i>Cashier</i> Cash Office
4. Pay FEES TO BE PAID to the cashier				
5. Collect finished project				
TOTAL		Variable 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. Staffer acknowledges receipt of e-mail within 3 days.	None	3 working days	<i>Office Staffer</i> Communication, Art, and Design
2. Concerned party replies through the college e-mail within 3 days.	2. Staffer forwards the e-mail to the concerned party.			<i>Dean</i> Communication, Art, and Design
	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 Staffer</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. Submit request for letter of authentication	1. Staffer accepts the request 2. Staffer drafts, reviews, and countersigns the letter of authentication 3. College Secretary/Dean signs	None	2 working days	<i>Office Staffer</i> Communication, Art, and Design <i>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
1. Fill out request form countersigned by CMO janitor to ensure clean up after the activity and submit it to College office 2. Pay for use of the airconditioner at the Cashier's Office if activity is non-academic	1. Staffer accepts the form and checks for available rooms. Dean approves or disapproves 2. Cashier receives payment and issues an official receipt	None, if the activity is academic For non-academic activities, P50/hour for the use of one airconditioner unit Hourly pay for janitorial services if these fall outside their working hours	1 day	<i>Office Staffer</i> Communication, Art, and Design <i>FabLab Technician</i> Communication, Art, and Design <i>Cashier</i> Cash Office
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. Administrative Staffer 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 Staffer</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
1. Write a request for travel order to the Chancellor, through channels stating reason for as well as dates and destination of travel 2. Request for a travel order through the UIS website	1. College Academic Personnel Committee, Department Chair (if applicable), Dean, and Vice Chancellor for Academic Affairs endorses letters from faculty members. Dean and Vice Chancellor for Administration endorses letters from administrative staffers. Faculty Adviser, Dean, Office of Student Affairs and Vice Chancellor for Academic Affairs endorses requests from students. 2. Concerned officials and Chancellor approves requests in UIS 3. Office of the Chancellor generates and releases the travel order	None	3 working days	<ul style="list-style-type: none"> Client, Office Staffers 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. Fill up UIS 2. Print approved UIS	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
1. Letter to the Chancellor, through channels, three months prior to the semester of effectivity 2. Submits certification of funding (if applicable)	1. College Academic Personnel Committee screens the proposal and recommends its endorsement or non-endorsement by the Department Chair/ Program Coordinator and Dean. 2. Staffer receives the letter and forwards to the Central Visayas Studies Center for endorsement. 3. The Dean acts on a 3-unit proposal 4. The Chancellor acts on a proposal of more than 3 units	None	15 working days	For 3-unit proposals: <ul style="list-style-type: none"> Department Chair / Program Coordinator (if applicable) CAPC Dean For proposals worth more than 3 units. <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/staffer fills out the form	1. Department Chair/ Program Coordinator recommends approval 2. Dean approves the request.	None	1 day	<i>Office Staffer</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
1. Write a letter to the Chancellor, through channels three months before the semester of effectivity. 2. Fill out leave form	1. Department Chair / Program Coordinator recommends approval 2. Dean recommends approval. 3. Vice Chancellor for Academic Affairs recommends approval. 4. Chancellor approves request.	None	5 working days	<i>Office Staffer</i> Communication, Art, and Design <i>Department Chair or Program Coordinator</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	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
1. Faculty writes letter to the Chancellor, through channels one semester before the affected semester 2. Faculty member fills out the leave form	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	<i>Office Staffer</i> Communication, Art, and Design <i>Department Chair or Program Coordinator</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	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. Wait for the call for applications for faculty grant 2. Submit form with supporting documents to the CAPC	1. CAPC reviews documents for endorsement to AcPFC 2. AcPFC reviews applications and ranks applicants for endorsement 3. Chancellor reviews and approves request	None	20 working days	Office Staffer Communication, Art, and Design CAPC AcPFC Chancellor Office of the Chancellor
TOTAL		None	20 working days	



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. Wait for the call for proposals for research grant	1. Dean endorses the form	None	20 working days	Office Staffer Communication, Art, and Design
2. Write a letter and attach research proposal using the CVSC template	2. CVSC submits proposal for peer review			Dean Communication, Art, and Design
3. Submit to the Dean for endorsement	3. CVSC returns proposal to faculty for revisions			CVSC
4. Respond to the reviewer's comments and submit revised proposal to CVSC	4. CVSC endorses revised proposal to VCAA			Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	5. VCAA endorses proposal for approval by Chancellor			Chancellor Office of the Chancellor
	6. CVSC processes the research contract and returns it to the faculty for signing			
	7. OVCAA staffer 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
1. Write a letter to the Chancellor through channels. Indicate your plan for compensating for work that will be affected.	1. Department Chair/ Program Coordinator	None	2 working days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Fill out UIS: international travel	2. Dean, VCAA endorse the letter.			<i>Dean</i> Communication, Art, and Design
	3. Office of the Chancellor issues the Authority to Travel Abroad			<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	



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. Submit to HRDO for AcPFC review and endorsement 2. Submit endorsed request with supporting documents for Chancellor's approval	None	10 working days 10 working days	<i>Department Chair or Program Coordinator or Dean</i> Communication, Art, and Design 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. Write 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. Attach 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
1. Write a letter to the Chancellor through channels requesting for grant 2. Fill out UP Cebu RDG form 3. Attach supporting documents 4. Once approved, follow up on the release of RDG	1. Endorsement by the Department Chair (if applicable), Dean, CVSC Director, VCAA. 2. Approval of the Chancellor 3. Once approved, staffer prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR) 4. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 5. Staffer inputs data in UIS. Cashier prepares & releases the check once signed	None	15 working days	Applicant CVSC <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor Budget Accounting Cash Office
TOTAL		None	15 working days	



13. RENEWAL OF FACULTY APPOINTMENT

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 			Personal, Department/Program Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter to the Chancellor through Channels two months before the semester starts	1. CAPC endorses the request and forward the letter and the attachments 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. Attach the following documents: justification with CAPC endorsement, recent SET of faculty, faculty loading for the next school year	2. AcPFC forwards the request to the Chancellor for approval.		10 working days	<i>Dean</i> Communication, Art, and Design CAPC HRDO AcPFC <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 working days	



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
1. Download forms from https://ovpaa.up.edu.ph/ 2. Attach supporting documents 3. Check ovpaa.up.edu.ph for the submission dates for the RDG. 4. E-mail scan of endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA 5. Mail to UP (OVPAA) the printed form (with endorsements and attachments)	1. Forms need to be endorsed by the Department Chair/ Program Coordinator, Dean, CVSC Director, VCAA. 2. OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) will inform applicant by email if application was approved. 3. Once approved, OVPAA will send an email to the applicant for the release of the grant/award. 4. Staffer prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR)	None	45 working days	Applicant CVSC <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs Office of the Vice President for Academic Affairs <i>Dean</i> Communication, Art, and Design <i>Chancellor</i> Office of the Chancellor Cash Office



6. Forward the e-mail of OVPAA to staffer to prepare for the release of the grant/award.	5. Dean endorses, OVCAA recommends and Chancellor approves the release of payment 6. Staff inputs data in UIS. 7. Cashier prepares and releases the check once signed			
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		
• Clearance Form		• HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out clearance form and have it signed by concerned academic and administrative heads	1. Program Adviser, College Secretary, and Dean sign 2. Administrative Heads sign	None	3 working days	Academic and Administrative Heads
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.Fill up form OVPAA FRASDP Form 11.1 Masteral fellowship or OVPAA FRASDP Form 11.2 Doctoral Fellowship	1.Submit to Dean, VCAA and Chancellor for endorsement	None	20 working days	Academic and Administrative Heads
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. Wait 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. Submit 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
1. Submit a letter of application for tenure to the Dean of the College 2. Attach supporting documents.	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 shall be made indicating the decision of the majority on the tenure application.	None	45 working days	<i>Applicant</i> CAPC <i>Tenured Faculty</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design HRDO AcPFC <i>Chancellor</i> Office of the Chancellor Board of Regents



	<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 the applicant is recommended, the application is sent to the BOR for approval.</p>			
TOTAL		None	45 working days	



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
1. Fill out Purchase Requisition (PR) and Obligation Request (OBR) forms to be signed by the Dean	1. Budget Officer checks availability of funds to purchase the requested items and endorses OBR to VCA or Chancellor for approval	None	7 working days	Office Staffer Communication, Art, and Design
2. Submit PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) to Budget Office	2. VCA or Chancellor approves request			Dean Communication, Art, and Design
	3. Approved PR with attached documents is submitted to Bids and Awards Committee BAC office for mode of procurement			Budget Office
	4. Supply and Property Management Office (SPMO) facilitates procurement			Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs or Chancellor Office of the Chancellor 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. Submit a letter to the Chancellor through channels, indicating if applicable a plan to compensate for missed classes and administrative work.	1. Endorsement 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. Fill 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
FOR CA 1. Submit travel order, itinerary of travel, airline tickets, and other documentary requirements.	1. Staffer prepares DV and OBR. 2. Dean signs documents 3. Staffer enters request in UIS	None	7 working days	Applicant <i>Dean</i> Communication, Art, and Design Cash Office <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration <i>Chancellor</i> Office of the Chancellor
FOR Reimbursement/Liquidation 1. Submit travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	4. Staffer submits the signed DV to Budget, Accounting, and then OVCA 5. If papers are complete, Cashier prepares and releases the signed check			
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. Submit 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. Assign 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, prepare 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. Submit 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		
• LPP form		• UIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill 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.	1. Dean of the servicing unit receives the request and identifies the faculty member who is available to handle the requested course	None	7 working days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. The request includes the proposed schedule.	2. Servicing unit approves the request including changes made to the proposed schedule.			<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
1. 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. 2. The request includes the proposed schedule.	1. The concerned faculty is asked for his/her availability 2. Servicing unit, either through the Dean or the faculty members, replies in writing whether the college can accommodate request 3. 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 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	



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
1. Submit a letter to the Dean responsible for the specific data/document, stating the purpose of the request.	1. The Dean, after legal clearances, forwards the request to the concerned department/unit.	None	3 working days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Sign the request letter to signify receipt of the data/document.	2. Depending on the nature of the request, the concerned department/unit should be able to produce the requested data/document within days.			<i>Dean</i> College of receiving unit
	3. The Dean releases the data/document			<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. Request application documents (Application Form and Recommendation Form)	1.1. Furnish requested application documents	None	1 day	Staff Office of the College Secretary
	1.2. Ask 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 • (foreign): USD 25.00 	2 minutes	



2. Submit accomplished application documents and TOR *Make sure non-refundable application fee is paid at the Cash Office	1.1. Receive the application documents and TOR	None	5 minutes	<i>Department Chair, Program Adviser, and Program faculty College of Science</i> <i>Staff Office of the College Secretary</i>
	2.2. Evaluate the TOR	None	1 day	
	2.3. Evaluate the application documents	None	1 day	
	2.4. Release evaluation result	None	1 day	
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. Apply for non-degree program	1.1. Release payment slip	Php 700.00	5 minutes	Staff Office of the College Secretary
2. Submit official receipt for testing fee	2.1. Receive official receipt for testing fee		5 minutes	
	2.2. Schedule the admission test		1 day	Program Adviser College of Science
3. Take admission test	3.1. Administer admission test		4 hours	Designated Faculty College of Science
	3.2. Check the admission test		3 days	Program Faculty College of Science
	3.3. Release admission test results		5 minutes	Staff Office of the College Secretary
	3.4. Release 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. Send letter of invitation	1.1. Receive letter of invitation	None	5 minutes	Program Faculty College of Science
	1.2. Evaluate letter of invitation		1 day	
	1.3. Inform 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. Submit letter request for OJT addressed to the department/program	1.1. Receive the letter request for OJT	None	5 minutes	Department Staff College of Science
	1.2. Evaluate the feasibility of offering OJT		2 days	Department Chair / Program Coordinator College of Science
	1.3. Submit the recommendation to the Dean for action		10 minutes	Department Staff College of Science
	1.4. Receive recommendation		5 minutes	College Staff College of Science
	1.5. Evaluate recommendation		5 days	Dean College of Science
	1.6. Approve/Disapprove the recommendation		5 minutes	
	1.7. Send communication to the requesting institution to initiate the drafting of MOA, if approved		10 minutes	College Staff College of Science
2. Submit draft MOA	2.1. Receive draft MOA		5 minutes	
	2.2. Review draft MOA		5 days	Dean College of Science



	2.3. Forward to legal office for evaluation and clearance		10 minutes	College Staff College of Science
	2.4. Receive cleared MOA from legal office		5 days	
	2.5. Schedule a MOA signing.		1 day	Focal Person (Faculty) College of Science
3. Visit UP Cebu for MOA signing	3.1. Sign MOA together with the requesting institution for notarization		2 hours	Chancellor Office of the Chancellor Dean College of Science
	3.2. Communicate with the focal person of the requesting institution for the mechanics of the OJT program.		1 hour	Focal Person (Faculty) 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. Apply local Travel Order through UIS *Application should be made at least three (3) days before the official travel	1.1. Receive the application for Travel Order	None	5 minutes	Department Chair College of Science
	1.2. Evaluate the application for Travel		1 hour	
	1.3. Approve the application for Travel Order		2 minutes	
	1.4. Receive the application for Travel Order		5 minutes	Dean College of Science
	1.5. Evaluate the application for Travel		1 hour	
	1.6. Approve the application for Travel Order		2 minutes	
2. Submit letter request for travel with complete	2.1. Receive the letter request for travel		5 minutes	Department Staff College of Science



attachments (UIS printed Travel Order, Invitation Letter, Acceptance Letter, Itinerary)	2.2. Endorse the letter request for travel		10 minutes	<i>Department Chair</i> College of Science
	2.3. Forward the letter request for travel to the Office of the Dean for endorsement		10 minutes	<i>Department Staff</i> College of Science
	2.4. Receive the letter request for travel		5 minutes	<i>College Staff</i> College of Science
	2.5. Endorse the letter request for travel		10 minutes	<i>Dean</i> College of Science
	2.6. Forward 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. Apply international Travel Order through UIS *Application should be made at least three (3) days before the official travel	1.1. Receive the application for Travel Order	None	5 minutes	Department Chair College of Science
	1.2. Evaluate the application for Travel		1 hour	
	1.3. Approve the application for Travel Order		2 minutes	
	1.4. Receive the application for Travel Order		5 minutes	Dean College of Science
	1.5. Evaluate the application for Travel		1 hour	
	1.6. Approve the application for Travel Order		2 minutes	
2. Submit letter request for travel with complete attachments (Invitation Letter, Application for Authority to	2.1. Receive the letter request for travel	None	5 minutes	Department Staff College of Science
	2.2. Endorse the letter request for travel		10 minutes	Department Chair College of Science



Travel Abroad, Acceptance Letter, Itinerary)	2.3. Forward the letter request for travel to the Office of the Dean for endorsement		10 minutes	<i>Department Staff</i> College of Science
	2.4. Receive the letter request for travel		5 minutes	<i>College Staff</i> College of Science
	2.5. Endorse the letter request for travel		10 minutes	<i>Dean</i> College of Science
	2.6. Forward 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. Submit Letter Request for Funding	1.1. Receive the letter request for funding for travel	None	5 minutes	Department Staff College of Science
	1.2. Endorse the letter request for funding for travel		10 minutes	Department Chair College of Science
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement		10 minutes	Department Staff College of Science
	1.4. Receive the letter request for funding for travel		5 minutes	College Staff College of Science
	1.5. Endorse the letter request for funding for travel		10 minutes	Dean College of Science
	1.6. Forward the letter request for funding for travel to the Central Visayas Studies Center		10 minutes	College Staff 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. Submit Letter Request for Funding	1.1. Receive the letter request for funding for travel	None	5 minutes	Department Staff College of Science
	1.2. Endorse the letter request for funding for travel		10 minutes	Department Chair College of Science
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement		10 minutes	Department Staff College of Science
	1.4. Receive the letter request for funding for travel		5 minutes	College Staff College of Science
	1.5. Endorse the letter request for funding for travel		10 minutes	Dean College of Science
	1.6. Forward 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. Submit Letter Request for Funding with attached accomplished Research Dissemination Grant Application Form	1.1. Receive the letter request for funding for travel	None	5 minutes	Department Staff College of Science
	1.2. Endorse the letter request for funding for travel		10 minutes	Department Chair College of Science
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement		10 minutes	Department Staff College of Science
	1.4. Receive the letter request for funding for travel		5 minutes	College Staff College of Science
	1.5. Endorse the letter request for funding for travel		10 minutes	Dean College of Science
	1.6. Forward the letter request for funding for travel to the Budget Office		10 minutes	College Staff College of Science
	1.7. Retrieve the endorsed letter request for funding for travel and RDG Application Form from the Office of the Chancellor		5 minutes	Department Staff College of Science
	1.8. Forward the letter request for funding for travel and RDG Application Form to Office of the Vice President for Academic Affairs		10 minutes	Department Staff 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. Secure Nomination Form	1. Furnish Nomination Form	None	5 minutes	Staff Office of the College Secretary
2. Submit accomplished Nomination Form (signed by Thesis Advisory Committee) for sequential signing	2.1. Receive accomplished Nomination Form		5 minutes	Department Staff College of Science
	2.2. Endorse Nomination Form		5 minutes	Program Adviser College of Science
	2.3. Forward Nomination Form to the Office of the Department Chair		10 minutes	Department Staff College of Science
	2.4. Receive Nomination Form		5 minutes	Department Chair College of Science
	2.5. Recommend approval of Nomination Form		5 minutes	
	2.6. Forward Nomination Form to the Office of the Dean		10 minutes	Department Staff College of Science
	2.7. Receive Nomination Form		5 minutes	College Staff College of Science
	2.8. Approve/Disapprove Nomination Form		5 minutes	Dean College of Science



	2.9. Forward Nomination Form to the Office of the Department Chair		10 minutes	College Staff College of Science
	2.10. Receive Nomination Form		5 minutes	Department Staff College of Science
	2.11. Furnish 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. Secure Thesis Proposal/Oral Defense Application Form	1. Furnish Thesis Proposal/Oral Defense Application Form	None	5 minutes	Staff Office of the College Secretary
2. Submit 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. Receive accomplished Thesis Proposal/Oral Defense Application Form		5 minutes	Department Staff College of Science
	2.2. Endorse Thesis Proposal/Oral Defense Application Form		5 minutes	Program Adviser College of Science
	2.3. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair		10 minutes	Department Staff College of Science
	2.4. Receive Thesis Proposal/Oral Defense Application Form		5 minutes	Department Chair College of Science
	2.5. Recommend approval of Thesis Proposal/Oral Defense Application Form		5 minutes	
	2.6. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Dean		10 minutes	Department Staff College of Science



	2.7. Receive Thesis Proposal/Oral Defense Application Form		5 minutes	College Staff College of Science
	2.8. Approve/Disapprove Thesis Proposal/Oral Defense Application Form		5 minutes	Dean College of Science
	2.9. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair		10 minutes	College Staff College of Science
	2.10. Receive Thesis Proposal/Oral Defense Application Form		5 minutes	Department Staff College of Science
	2.11. Furnish 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	
<ul style="list-style-type: none"> Document Request Form 			<ul style="list-style-type: none"> Office of the College Secretary 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Document Request Form	1. Furnish Document Request Form	None	5 minutes	Staff Office of the College Secretary
2. Submit accomplished Document Request Form *Thesis Defense Report	2.1. Receive accomplished Document Request Form	None	5 minutes	Department Staff College of Science
	2.2. Approve release of Thesis Proposal Defense Report	None	5 minutes	Depart Chair College of Science
	2.2. Release Thesis Defense Report	None	5 minutes	Department Staff 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 need 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. Submit 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. Receive name of external critic/reader	None	5 minutes	Department Staff College of Science
	1.2. Evaluate external critic/reader CV		1 day	Department Chair College of Science
	1.3. Recommend approval of external critic/reader		5 minutes	
	1.4. Forward 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	Department Staff College of Science
	1.5. Receive name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form		5 minutes	College Staff College of Science
	1.6. Evaluate name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form		1 day	Dean College of Science
	1.7. Release 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. Submit letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	1.1. Receive letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	None	5 minutes	Department Staff College of Science
	1.2. Endorse letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		5 minutes	Thesis Adviser College of Science
	1.3. Evaluate letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		1 day	Department Chair College of Science
	1.4. Recommend approval of letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member		5 minutes	
	1.5. Forward letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member to the Office of the Dean		10 minutes	Department Staff College of Science
	1.6. Approve/Disapprove letter request for Change of Adviser/Panel Member with		5 minutes	Dean College of Science



	Conforme from new Adviser/Panel Member			
	1.7. Furnish Copy of Approved/Disapproved request for Chanve 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. Submit Request for the release of Thesis Panel honoraria	1.1 Receive request	None	5 minutes	Department Staff College of Science
	1.2 Endorse request		5 minutes	Department Chair College of Science
	1.3 Forward to Office of the Dean		10 minutes	Department Staff College of Science
	1.4 Receive endorsed request		5 minutes	College Staff College of Science
	1.5 Approve request		5 minutes	Dean College of Science
	1.6 Submit 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. Submit letter request for Official Student Travel with attachments (Waiver etc.)	1.1. Receive the letter request for Official Student Travel	None	5 minutes	Department Staff College of Science
	1.2. Endorse the letter request for Official Student Travel		10 minutes	Department Chair College of Science
	1.3. Forward the letter request for Official Student Travel to the Office of the Dean for endorsement		10 minutes	Department Staff College of Science
	1.4. Receive the letter request for Official Student Travel		5 minutes	College Staff College of Science
	1.5. Endorse the letter request for Official Student Travel		10 minutes	Dean College of Science
	1.6. Forward the letter request for Official Student Travel to Office of Student Affairs		10 minutes	College Staff 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		
<ul style="list-style-type: none"> Memorandum of Agreement with Company 		<ul style="list-style-type: none"> Department 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit prepared Memorandum of Agreement	1.1. Receive prepared Memorandum of Agreement	None	5 minutes	College Staff College of Science
	1.2. Sign the Memorandum of Agreement		5 minutes	Dean College of Science
	1.3. Forward the Memorandum of Agreement for notarization		10 minutes	College Staff College of Science
TOTAL		None	20 minutes	



14. 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. Request use of equipment and non-consumable material through borrower's slip/logbook.	1.1. Receive request	None	5 minutes	Lab Technician College of Science
	1.2. Release requested items	None	10 minutes	Lab Technician College of Science
2. Return the borrowed items	2.1. Receive the borrowed items.	None	5 minutes	Lab Technician College of Science
	2.2. Check for broken materials or damaged equipment	None	10 minutes	Lab Technician College of Science
	2.3. Record the accountability of the student/faculty in case of broken materials or damaged equipment	None	5 minutes	Lab Technician College of Science
TOTAL		None	35 minutes	



15. 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. Submit three (3) copies of letter request for long term use of equipment and non-consumable material.	1.1. Receive request	None	5 minutes	Department Staff College of Science
	1.2. Evaluate the request		1 hour	Department Chair College of Science
	1.3. Endorse request to the Office of the Dean		5 minutes	College Staff College of Science
	1.4. Evaluate the Request		1 hour	Dean College of Science
	1.5. Approve/Disapprove request		5 minutes	
2. Submit a copy of the approved letter request	2.1. Receive approved letter request		5 minutes	Lab Technician College of Science
	2.2. Allow the use of the requested equipment.		5 minutes	
3. Return the equipment within the approved period in the letter	3.1. Receive the equipment		5 minutes	
	3.2. Check for broken materials or damaged equipment		10 minutes	
	3.3. Countersign the approved letter (2 copies) to indicate the return.		5 minutes	



4. Submit the countersigned approved letter to the faculty MR Holder	4. Receive the countersigned letter		5 minutes	MR Holder/Faculty College of Science
TOTAL		None	2 hours, 50 minutes	



16. 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. Request use consumable material	1.1. Receive request	None	5 minutes	Lab Technician College of Science
	1.2. Release requested items		10 minutes	
TOTAL		None	15 minutes	



17. 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. Submit clearance form for sequential signing	1.1. Receive and sign clearance form	None	5 minutes	Laboratory Technician / Laboratory-in-charge College of Science
	1.2. Receive and sign clearance form		5 minutes	Program-based Organization Adviser College of Science
	1.3. Receive and sign clearance form		5 minutes	Program Adviser College of Science
	1.4. Receive and sign clearance form		5 minutes	Department Chair College of Science
2. Submit accomplished clearance	2.1. Received accomplished clearance		5 minutes	College Clerk College of Science
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>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 request for an appointment.	1. Approval by Faculty	None	1 working day	<i>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>Staff</i> College of Social Sciences <i>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
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. 2. Pay at the Cashier's Office for use of the aircon if authority for free use was not granted	1. Staff accepts and checks for the availability of the room. Dean approves or disapproves 2. Cashier receives payment and issues an OR	None, if academic-related For non-academic use, P50/hour is charged for one air-conditioning unit Pay per hour for cleaner/s if use goes beyond working hours of the janitor.	1 working day	<i>Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Cashier</i> Cash Office
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>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	<ol style="list-style-type: none"> <p><i>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> Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</p> <p><i>For admin staff:</i> Vice Chancellor for Administration Office of the Vice Chancellor for Administration</p> <p>For students:</p>



				OSA Director Office of Student Affairs and <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs 3. <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. Fill up UIS 2. Print 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
1. Letter addressed to the Chancellor, through channels, three months prior to the affected semester 2. Submits certification of funding (if applicable)	1. CAPC reviews & recommends (or not), Department Chair's (if applicable) and Dean's endorsement. 2. Staff receives the letter and forwards to CVSC for endorsement. 3. if three units only, Dean approves (or not). 4. if more than three units, the Chancellor approves (or not)	None	15 working days	If request is only three units: <i>Department Chair</i> College of Social Sciences CAPC <i>Dean</i> College of Social Sciences If request is more than 3 units: <i>CVSC Director</i> Central Visayas Studies Center <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
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>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
1. Faculty writes a letter addressed to the Chancellor, through channels, three months before the affected semester. 2. Faculty accomplishes the Leave Form	1. Department Chair recommends for approval (In the case of CS). 2. Dean recommends for approval. 3. Vice Chancellor for Academic Affairs recommends for approval. 4. Chancellor approves the request.	None	5 working days	<i>Staff</i> College of Social Sciences <i>Department Chair</i> College of Social Sciences <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	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
1. Faculty writes letter addressed to the Chancellor, through channels, one semester before the affected semester 2. Faculty fills up the leave form	1. CAPC reviews & recommends (or not), Department Chair's (if applicable) and Dean's endorsement 2. CAPC submits endorsement to AcPFC 3. AcPFC reviews & recommends action on request to the Chancellor 4. Chancellor reviews and acts on the request	None	20 working days	<i>Staff</i> College of Social Sciences <i>Department Chair or Program Coordinator</i> College of Social Sciences <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	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
1. Faculty waits for the call for faculty grant 2. Submit form with supporting documents to the CAPC for endorsement	1. CAPC reviews documents for endorsement 2. AcPFC reviews, ranks for endorsement 3. 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
1. Faculty waits for the call for research grant 2. Faculty writes a letter and attach the CVSC research template 3. Submit to the Dean for endorsement 4. Faculty responds to the reviewer's comments and submit revised proposal to CVSC	1. Dean endorses the form 2. CVSC sends the research document out for peer review 3. CVSC returns proposal to faculty for revisions 4. CVSC endorses revised proposal to VCAA 5. VCAA endorses proposal for Chancellor's approval 6. CVSC processes the research contract and returns to faculty for signature 7. OVCAA staff prepares the Disbursement Voucher (DV), Obligation Request (OBR) with the signed contract for fund release	None	20 working days	<i>Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>CVSC Director</i> Central Visayas Studies Center <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
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 channelsUIS: 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. Write 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	Department Chair College of Social Sciences
2. Accomplish form at UIS: international travel	2. Once approved, the office of the Chancellor issues the Authority to Travel Abroad		1 working day	Dean College of Social Sciences Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs Chancellor Office of the Chancellor
TOTAL			None	2 working days



14. Request to Hire New Faculty

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		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 of request endorsed by CAPC addressed to the Chancellor through channels, one semester in advance (Basic papers attached to request)	1. Submit to HRDO for AcPFC review and endorsement 2. Submit endorsed request with supporting documents for Chancellor's approval	None	10 working days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
			10 working days	<i>Dean</i> College of Social Sciences CAPC AcPFC <i>HRDO Head</i> Human Resource Development Office <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 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 forward 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. Attach 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	<i>AcPFC</i> <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
1. Letter of request addressed to the Chancellor through channels 2. Accomplish UP Cebu RDG form 3. Attach supporting documents 4. Once approved, follow up on the release of RDG	1. Endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA. 2. Approval of the Chancellor 3. Once approved, staff prepares the DV and OBR status 4. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 5. Staff inputs in UIS. 6. Cashier prepares & releases the check once signed	None	15 working days	<i>Applicant</i> <i>CVSC Director</i> Central Visayas Studies Center <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor <i>Staff</i> College of Social Sciences Budget Office Accounting Office <i>Cashier</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
1. Department Chair/Program Coordinator writes a letter addressed to the Chancellor through channels (two months before the semester starts)	1. CAPC endorses the request and forward the letter and the attachments to HRDO for AcPFC review and endorsement.	None	10 working days	Department Chair or Program Coordinator College of Social Sciences
2. Department Chair/Program Coordinator attaches the following documents: justification with CAPC endorsement, recent SET of faculty, faculty loading for the next school year	2. AcPFC forwards the request to the Chancellor for approval.		10 working days	Dean or CAPC College of Social Sciences HRDO Head Human Resources Development Office Vice Chancellor for Academic Affairs or AcPFC Office of the Vice Chancellor for Academic Affairs
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"> Access and download forms from https://ovpaa.up.edu.ph/ Attach supporting documents Check ovpaa.up.edu.ph for the submission dates for the RDG. Email scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA Mail to UP (OVPA) the printed form (with endorsements and attachments) Forward the email of OVPA to staff to prepare 	<ol style="list-style-type: none"> Forms need to be endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA. OVPA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) will inform applicant by email if application was approved. Once approved, OVPA will send an email to the applicant for the release of the grant/award. Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR) Dean endorses the release of payment, OVCAA recommends and Chancellor approves 	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> <p><i>Dean</i> <i>College of Social Sciences</i></p> <p><i>Chancellor</i> <i>Office of the Chancellor</i></p> <p><i>Cashier</i> <i>Cash Office</i></p>



for the release of the grant/award.	6. Staff inputs in UIS. 7. Cashier prepares & releases the check once signed			
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 sign 2. Administrative Heads sign	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/ performance 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. Submit a letter of application for tenure to the Dean of the College 2. Supporting documents.	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 of the college. 3. Dean calls a meeting with the tenured faculty to evaluate the application and attachments. 4. Tenured faculty endorses (or does not endorse) based on the application, tenure evaluation form, and other supporting documents. 5. If endorsed, Dean sends recommendation 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.	None	45 working days	Applicant CAPC Tenured Faculty <i>Dean</i> College of Social Sciences <i>HRDO Head</i> Human Resource Development Office AcPFC <i>Chancellor</i> Office of the Chancellor Board of Regents



	<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, the application is sent to the BOR for approval.</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
1. Staff makes Purchase Requisition (PR) and OBR to be signed by the Dean 2. PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) is submitted to Budget Office	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) for procurement	None	7 working days	<i>Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Budget Officer</i> Budget Office <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration or <i>Chancellor</i> Office of the Chancellor BAC Chair 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. Submit 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. Fill up UIS for travel order, if applicable	1. Endorsement of the Dean, VCAA, and Chancellor	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. Submit travel order, itinerary of travel, airline tickets, 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	None	7 working days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Cashier</i> Cash Office
FOR Reimbursement/Liquidation 1. Submit travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	5. If all papers are complete, Cashier prepares and releases the signed check			<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. Submit a letter of application for promotion 2. Self-evaluation based on the promotion instrument 3. Prepare two sets of supporting documents 4. If cross-ranking, prepare justification for cross-ranking	1. CAPC reviews and evaluates application. 2. Submit to HRDO for AcPFC. 3. AcPFC reviews, evaluates, and recommends 4. Chancellor's recommendation 5. BOR if cross-ranking to Associate Professor and Full Professor	None	45 working days	<i>Applicant</i> CAPC <i>Dean</i> College of Social Sciences AcPFC <i>Chancellor</i> Office of the Chancellor Board of Regents (if cross-ranking from Associate Professor to Full Professor)
TOTAL		None	45 working days	



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 recommend action to the Chancellor. 6. 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. Fill 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. 2. The request includes the proposed schedule.	1. The concerned faculty is asked for his/her availability 2. Servicing unit, either through the Dean or the faculty, replies in writing if the college can accommodate request or not 3. If the servicing unit or college cannot accommodate the request, then the requester needs to look for their own lecturer	None	3 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	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
1. Submit 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. 2. Signs the request letter to signify receipt of the data/document.	1. The Dean, after legal clearances, forwards the request to the concerned department/unit. 2. 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. 3. The Dean releases the data/document	None	3 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	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 short listed applicants, and submits endorsement to AcPFC through HRDO. 6. Informs the recommended faculty of the AcPFC action and for him/her to submit employment requirements.	None	45 working days	<i>Applicant</i> <i>Dean</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor



	7. Inform faculty to report for duty upon issuance of his/her appointment from the Office of the Chancellor			
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
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.	1. College staff checks availability of room/facility. 2. Dean endorses request.	None	1 working day	Requester <i>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 assessment of credentials		30 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program



will be informed thru text or call	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. Pay testing 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 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 Checking of 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 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>Clinic 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 Miscellaneous Fees: P 895	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>



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		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>Cashier 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>Cashier 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		(Lab fees are additional fees on top of the students' regular load) 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	M.Ed. Staff 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	M.Ed. Staff Office of the Master of Education
	1.3 Generates the student's username and passwords for the Online SET		10 Minutes	M.Ed. Staff Office of the Master of Education
2. Login 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	M.Ed. Staff Office of the Master of Education
	2.2 Prints the evaluation results and distributes them to the concerned faculty,		3 Hours	M.Ed. Staff Office of the Master of Education



	College Dean, and the Office of the Chancellor			
	3. Keep 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	Clinic Staff 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	M.Ed. Staff Office of the Master of Education
	2.2 Writes and prepares the letter for renewal and justifications.		2 Days	M.Ed. Program Coordinator Office of the Master of Education
	2.3 Submits the renewal documents to HRDO to be included in the scheduled meeting		30 Minutes	M.Ed. Staff Office of the Master of Education
TOTAL		None	2 Days, 1 Hour	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	<p>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</p>
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.
<p>For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888</p>	



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. Accomplish application guidelines	1. Office Clerk accept application form	PHP300.00	15 minutes	Office staff Office of the High School Program
2. Submit complete requirements	2. Evaluation of credentials by the admission committee.		15 minutes	Application committee Office of the High School Program
3. Filing up of application form	3. Review of application form		15 minutes	Office staff Office of the High School Program
4. Payment of processing fees at the Cashier's office)	4. Conduct of individual interview for applicants.		30 minutes	
5. Claiming of test permits to qualified applicants	5. Approval of qualified applicants.		5 minutes	
	6. Releasing of test permits.			
6. Getting Test Results	7. Releasing of 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. Accomplish requirements for enrollment	1. Office accepts required documents (medical, report card, etc.)	None	4 hours	Office Staff Office of the High School Program
2. Submission of all required credentials	2. Evaluation of credentials by the office staff			H.S faculty Office of the Faculty
3. Filling out of enrollment form	3. Issuance of enrollment forms			Office staff Office of the High School Program
4. Enrollment procedure	4. Acceptance of Official enrollment form			Homeroom Adviser Year level Classroom
TOTAL		None	1 working day	



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 get 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 Distribute 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	
			30 minutes	
3. Checking all entries of the SET of their teachers for all the subjects taken	3.1 Keep copies of the SET in the High School office for filing		10 Minutes	
TOTAL		None	2 days, 2 Hours 15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	<p>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</p>
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.
<p>For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888</p>	



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. Fill up the Room Use Form.				
2. Submit 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 PM but pay for the	30 minutes (if payment is required)	



		<p>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. Wait 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 will evaluate 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 hired Faculty with attached teaching demo, Faculty Loading, Application		1 day	Dean College CAPC College



	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. Submit 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. Submit 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. Email 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
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. Write 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
	1.1 Dean endorses the request		1 hour	Dean College
	1.1 VCAA endorses the request		3 hours	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.2 Once approved, the Office of the Chancellor issues the Authority to Travel Abroad		1 day	Chancellor Office of the Chancellor
2. Encode 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. Fill up the clearance form and have it signed by concerned academic and administrative heads	1.1 Program Adviser/Coordinator, College Secretary, and Dean sign the form	None	1 day	<i>Program Adviser</i> College
	1.2 Administrative Heads sign 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. Wait for the call for Faculty Grant	CVSC will make the announcement	None		<i>Applicant</i>
2. Submit the form with supporting documents to the Dean for endorsement	Dean endorses the application		30 minutes	<i>Dean</i>
2. Submit 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 and returns the contract to	3.1 Staff forwards the contract to the Chancellor.		10 minutes	<i>Staff College</i>



the college staff (assume 1 day)	<p>3.2 Once signed, the contract will be notarized</p> <p>3.3 Notarized contract will be given back to the college</p> <p>3.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.</p>		<p>5 days</p> <p>10 minutes</p> <p>3 days</p>	<p><i>Chancellor</i> <i>Office of the Chancellor</i></p> <p><i>Staff</i> <i>Legal Office</i></p> <p><i>Staff</i> <i>College</i></p> <p><i>Staff</i> <i>Office of the Vice Chancellor for Administration</i></p>
4. Applicant picks up the check from Cashier				<i>Applicant</i>
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. Fill up the form and submit 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 Submit to HRDO.	None	1 hour 10 minutes	College Staff College Dean College HRDO staff Human Resource Development Office
TOTAL		None	1 day	



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. Submit a letter addressed to the Chancellor, through channels, three (3) months before the affected semester. Fill up the Leave Form.	1.1 CAPC recommends, and Dean endorses the request. 1.2 Forwarded to the OVCAA for endorsement for approval. 1.3 Chancellor approves the request.	None	1 day 1 day 2 days	CAPC College Dean College Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs 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. Fill up University Information System (UIS)	1.1 Request will be forwarded to the Dean for endorsement	None	1 day	Dean College
	1.2 Request will be forwarded to the Chancellor for approval		1 day	Chancellor Office of the Chancellor
2. Print approved request from University Information System (UIS) and submit to the college staff	2.1 Staff receives the printed approval and files it			Staff College
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
Submit 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 Submit 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's Recommendation		10 days	
	1.5 BOR if cross-ranking to Association Professor and Full Professor		20 days	Chancellor Office of the Chancellor Board of Regents (if cross-ranking)
TOTAL			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. Wait for the call for a research grant	CVSC will make the announcement			
2. Write a letter and attach the CVSC research template				Applicant
3. Submit 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) Staff



	4.3 CVSC processes the research contract and returns it to faculty for signature		10 days	Legal Office Chancellor Office of the Chancellor CVSC Staff 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. 5.2 Once signed, the contract will be notarized 5.3 Notarized contract will be given back to the college 5.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.		10 minutes 5 days 10 minutes 3 days	Staff College Chancellor Office of the Chancellor Staff College staff Office of the Vice Chancellor for Academic Affairs
5. Pick up the check			1 day	Cashier's Office Applicant
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. Submit 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. Submit 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)
	1.6 The Chancellor approves requests.		1 day	HRDO Vice-Chancellor for Academic Affairs (VCAA) Chancellor Office of the Chancellor



	1.7 College Staff informs the faculty once the request is approved.			College Staff 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. Submit 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 The cover letter shall be made indicating the decision of the majority on the tenure application.</p> <p>1.7 Wait 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, the application is sent to the BOR for approval.</p>		<p>15 days</p> <p>1 day</p> <p>1 day</p>	<p><i>Dean</i> <i>HRDO Staff</i> <i>HRDO</i></p> <p><i>APFC</i> <i>Office of the Vice-Chancellor for Academic Affairs</i></p> <p><i>Chancellor</i> <i>Office of the Chancellor</i></p> <p><i>Board of Regents</i> <i>Office of the Secretary of the University</i></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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 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. Pay all required courses	Cashier 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. Return 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. Request for GWA	OCS Staff issues a certificate of GWA	PHP 50	3 days	OCS Staff Office of the College Secretary
2. Submit 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. Pay for the Comprehensive Exam	Cashier receives the payment	PHP 200	10 minutes	Cashier Cash Office
Before the Comprehensive Exam				
4. Provide 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 computer laboratory and	MBA Staff receive the letter request and have the Program Coordinator and Dean endorse the letter.		1 day	Program Coordinator College Dean College



technical assistance Attachment: OVCA Events form to	MBA Staff forwards it to the concerned			<i>MBA Staff College</i>
6. Pay the required amount	Cashier receives payment	PHP 450 / hour; up to PHP 5,850.00	10 minutes	<i>Cashier Cash Office</i>
7. Pay the technical Staff their honorarium		Technical Staff's hourly rate		<i>Dean College</i>
8. Block representative sends a request to VECO for no power interruption on the exam date				<i>Block Representative</i>
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. Submit 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 will send an email for the applicant to apply next time with the initial requirements	None	1 hour 1 hour	MBA Staff College
2. Submit all MPAT requirements	MBA Staff receives the requirements		1 hour	
3. Pay the MPAT fee	Cashier receives payment and issues OR	PHP700.00		Cashier Cash Office
TOTAL		PHP700.00	1 day	



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. Fill up the Reservation Form and submit 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. Get an approval of the Dean	Dean approves the request		2 minutes	<i>Dean</i> College
3. Submit the approved Reservation Form to the Cashier and pay the fees	Cashier receives payment		5 minutes	<i>Cashier</i> Cash Office
4. Submit 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	1 day	



	Non-academic use - 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. Request 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		1 day	



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	7 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. Submit your signed DTR to the College Staff	1.2 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	College Staff College Budget Staff Budget Office Accounting Staff Accounting Office Cashier 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 Vice-Chancellor for Administration (VCA) Office of the Vice-Chancellor for Administration (OVCA) Chancellor 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. Pick up the Check at the Cash Office			10 minutes	Cashier Cash Office
TOTAL			6 days	



Cash Advance / Reimbursement / Liquidation processes

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		
7. Travel Order (1 original) 8. Itinerary of the Travel (1 original, 2 photocopies) 9. Airline Ticket (1 photocopy) 10. Boarding Passes (1 photocopy) 11. Certificate of Appearance and other documentary requirements (1 original) 12. Approved Letter of Funding (1 original, 2 photocopies) 13. Disbursement Voucher (DV, 1 original, 2 photocopies) 14. Obligation Request (OBR, 1 original, 2 photocopies) 15. Certificate of Travel Completed (1 original, 2 photocopies)		Applicant (Faculty / Admin Staff)		
		College Staff		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Cash Advance: Submit the travel order, the itinerary of travel, airline tickets, and other documentary requirements.	College Staff prepares the Itinerary of Travel, DV, and OBR.	None	30 minutes	College Staff College
	College Staff enters request in University Information System (UIS) for Disbursement Voucher number		30 minutes	Dean College
			5 minutes	Budget Staff Budget Office
			Dean signs the Itinerary of Travel, DV, and OBR.	2 days
			30 minutes	Vice-Chancellor for Administration Office of the Vice-Chancellor for Administration



	Submits the signed Itinerary of Travel, DV & ObR to Budget, Accounting, and then OVCA		2 hours	Cashier Cash Office
For CA Liquidation:	If all documents are complete, the Cashier prepares and releases the signed check		30 minutes	
Submit the travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	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		15 minutes	
	The traveler & Dean will sign the Liquidation Report, Certificate of Travel Completed & Itinerary Travel.		2 hrs	
For CA Reimbursement:	Submit signed documents together with the supporting documents to the Accounting office for checking and approval to the Chief Accountant College staff prepares Disbursement Voucher & Obligation Request Dean signed the Disbursement Voucher & Obligation Request College Staff submits the DV, ObR, and attached the approved		2 days	



	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. Write a letter to the Chancellor through channels two (2) months before the term starts. Attach 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.	None	1 day	College Staff College
	CAPC endorses the request and forwards the letter and attachments to the HRDO for APFC review and endorsement. (wait for the schedule of APFC)		20 days	AcPFC Office of the Vice-Chancellor for Academic Affairs (OVCAA)
	1.2 APFC forwards the request to the Chancellor for approval		3 days	Chancellor 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	Program Coordinator 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	None	5 days	Program Coordinator / Dean College
	College Staff forwards the request and other attachments to the HRDO for APFC review,	None	10 minutes	College Staff College HRDO Staff



	endorsement, and approval of the Chancellor. Wait for APFC meeting.		15 days	Human Resource Development Office APFC Office of the Vice-Chancellor for Academic Affairs Chancellor Office of the Chancellor
	HRDO issues the Notice of Appointment (NOA) and informs the college. College Staff picks up the NOA.	None	1 day	HRDO Staff Human Resource Development Office
	College Staff informs the lecturer/s of the NOA	None	2 minutes	College Staff College
Lecturer picks up the NOA	College Staff releases the NOA	None	2 minutes	College Staff College
TOTAL		None	26 days	



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 a 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 Wait 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. Submit 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
	1.3 College Staff releases the document/s to the requestor		1 minute	<i>Dean</i> <i>College Staff</i> College
TOTAL			1 day	



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. Submit 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 their own 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. Login and fill up form in UIS	1.1 Dean endorses request in UIS	None	1 hour	Dean College
	1.2 VCAA endorses request in UIS		4 hours	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves/disapproves request in UIS		4 hours	Chancellor Office of the Chancellor
TOTAL		None	2 days	



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. Submit 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	Dean College Legal Office Staff Concerned Department / Unit
2. Signs the request letter to signify receipt of the data/document.	College Staff releases the document	None	1 minute	College Staff College
TOTAL		None	5 days	



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. Submit 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. Fill up UIS for travel order, if applicable.	1.1 Dean endorses the request.	None	1 hour	Dean College
	1.2 VCAA endorses the request.		4 hours	Vice-Chancellor for Academic Affairs (VCAA) Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request		4 hours	Chancellor Office of the Chancellor
TOTAL		None	2 days	



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. Submit 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. Access and fill up UIS: Request for Travel	1. Submit the letter to the College Staff for endorsement of the Dean. Dean endorses the request.	None	4 hours	<i>College Staff</i> College <i>CAPC</i> 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. Submit 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	None	10 minutes	College Staff College
	Dean endorses the request. The college staff sends the request to the CVSC office.		30 minutes	Dean College
			10 minutes	College Staff
	1.2 CVSC Director reviews the document and endorses the request		3 days	CVSC Director
	1.3 VCAA reviews and endorses the request.		4 hours	Vice-Chancellor for Academic Affairs
	1.4 Chancellor approves the request.		4 hours	Chancellor 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	College Staff College
			10 minutes	Dean College
	1.6 OVCAA endorses the release of payment.		4 hours	Vice-Chancellor for Academic Affairs
	1.7 Chancellor approves the release of payment.		4 hours	Chancellor 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	College Staff Cashier Vice-Chancellor for Academic Affairs or Chancellor College Staff
2. Pick up the check from the Cash Office	Cashier releases signed check		10 minutes	Cashier 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. Submit 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	<i>College Staff</i> College <i>Dean</i> College
	1.2 CVSC Director endorses the request		3 day	<i>CVSC Director</i> Central Visayas Studies Center
	1.3 VCAA endorses the request.		1 day	<i>Vice-Chancellor for Academic Affairs</i> Office of the Vice-Chancellor for Academic Affairs
	1.4 Chancellor endorses the request.		1 day	<i>Chancellor</i> Office of the Chancellor



<p>2. Email scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA.</p> <p>Mail to UP (OVPAA) the printed form (with endorsements and attachments)</p>	<p>2.1 OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) will inform the applicant by email if the application was approved.</p> <p>Once approved, OVPAA will send an email to the applicant for the release of the grant/award.</p>	None	17 days	<p><i>OVPAA Staff</i> Office of the Vice President for Academic Affairs</p>
	<p>2.2 College Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR).</p> <p>Dean endorses the release of payment.</p>		1 day	<p><i>College Staff</i> College</p> <p>Dean College</p>
	<p>2.3 OVCAA endorses release of payment</p>		4 hours	<p><i>Vice-Chancellor for Academic Affairs</i> Office of the Vice-Chancellor for Academic Affairs</p>
	<p>2.4 Chancellor approves the release of payment.</p>		4 hours	<p><i>Chancellor</i> Office of the Chancellor</p>
<p>3. Forward the email of OVPAA to College Staff to prepare the release of the grant/award.</p>	<p>3.1 College Staff inputs request in UIS.</p> <p>Cashier prepares the check for signature. Routing of checks for signature.</p> <p>College Staff informs the</p>		<p>30 minutes</p> <p>4 hours</p> <p>4 hours</p> <p>10 minutes</p>	<p>College Staff College</p> <p>Cashier Cash Office</p> <p>Vice-Chancellor for Administration Chancellor</p> <p>College Staff</p>



	applicant that the check is ready for pickup			
4. Pick up the check	3.2 Cashier releases signed check			Cashier Cash Office
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. Wait for the APFC schedule. APFC evaluates and deliberates. Recommends action to the Chancellor.	None	10 minutes	Program Coordinator / Dean
	1.2 HRDO Staff submits the endorsed request with supporting documents for Chancellor's approval.		18 days 1 day	College Staff CAPC College HRDO Staff APFC Office of the Vice-Chancellor for Academic Affairs
TOTAL		None	20 days	Chancellor Office of the Chancellor



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. Fill up the request form and submit 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	CMO Staff / Janitor Campus Maintenance Office College Staff College Dean College
2. Pay for the use of the aircon	Cashier receives payment and issues an OR	None, if academic-related. For non-academic purpose, PHP 50 / hr per unit of aircon usage		Cashier 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. Write a letter of request addressed to the Chancellor. Submit 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. Submit 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 number		5 minutes	<i>College Staff</i> College



	College Staff routes the necessary documents for budget clearance, endorsements, and approval of the Chancellor		10 minutes	<i>Head</i> Budget Office <i>Guidance Counselor</i> Office of Student Affairs VCAA Office of the Vice-Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
	Once approved, College Staff scans the documents as attachments to the request on UIS		5 minutes	<i>College Staff</i> College
	Once all papers are complete, Cashier issues the check and routes it for signatures		1 day and 4 hours	<i>Cashier</i> VC Administration
	College Staff informs the student to pick up check from the Cash Office		5 minutes	<i>College Staff</i> College
Claim Check	Cashier issues check		1 min	Cashier Cash Office
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. Fill 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	College Staff College College Secretary Office of the College Secretary
	1.2 College Secretary / Dean responds to the suggestion		2 days	College Secretary Office of the College Secretary Dean College
	1.3 College Staff replies to the student if required			College Staff College
TOTAL		None	3 days	



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. Pay for comprehensive exam fee to the Cashier		200	10 minutes	Applicant Cashier
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	Examiner
	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	Examiner IT Staff ITC
	2.3 Take the comprehensive exams on the specified dates		2 days	Applicant
	2.4 Checking of comprehensive exams		15 days	Comprehensive Exam committee checkers
	2.5 MBA Staff sends out a notification to the examinees to pick up the MBA Comprehensive Exam results		1 day	MBA Staff College
3. Get the results from the MBA Staff	3.1 MBA Staff issues the results. For examinees who failed, MBA Staff informs the examinee of the schedule of the retake.			MBA Staff College



	TOTAL	PHP 200.00	19 days and 40 minutes	
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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, come in 30 minutes before the start of the exam, show permit	MBA Staff registers applicant	None	1 min	MBA Staff College
	Examiner conducts the written exam in the morning, followed by a panel interview in the afternoon.	None	1 day	Examiners
2. Goes home after the exam		None		
	Checking of 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.	None	14 days 1 day	MPAT Checkers Admissions Committee Dean College
	MBA Staff notifies all MPAT examinees to pick up the MPAT results	None	30 minutes	MBA Staff
3. Pick up the letter at the School of Management Office	MBA Staff issues the letter.	None	1 min	MBA Staff College
TOTAL		None	16 days	



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. Secure and fill out the Change of Matriculation Form (pink form)			5 days	
2. Get endorsement from your adviser and instructor/s	2.1 Adviser and instructor/s sign the form			<i>Program Adviser</i> Home College <i>Instructor</i> College where course is offered
3. Submit 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, pay it at the Cash Office	4.1 Cashier accepts payment and writes OR# number on form	PHP 10.00 / unit		<i>Cashier</i> Cash Office
5. Submit 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. Fill out the Dropping Form			5 days	
2. Submit form to your instructor	Instructor indicates the student's class standing and signs the form.			<i>Instructor</i> College where course is offered
3. Submit 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. Pay the fee	Cashier accepts payment and writes the Official Receipt # on the form.	PHP 10.00 / unit		<i>Cashier</i> Cash Office
5. Submit 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) Updated Program Checklist with Program Adviser's signature (1 photocopy)			OCS, Office of the University Registrar (OUR) Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Application for Graduation			3 days	
2. Secure the signature of Program Adviser (PA).	Program Adviser / Program Coordinator examines updated checklist and signs the form.			<i>Program Adviser / Coordinator</i> College
3. Pay the fee at the Cash Office.	Cashier accepts payment and writes the Official Receipt (OR) number on the forms.	PHP 300.00		<i>Cashier</i> Cash Office
4. Submit 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 his/her signature on the forms and issues one (1) copy to the student.			<i>OCS Staff</i> Office of the College Secretary
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. Secure and fill out the Application for LOA 2. Secure required signatures. 3. Submit 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.		3 Days	<i>Department Chair / Program Coordinator</i> College OCS Staff Office of the College Secretary <i>College Secretary</i> Office of the College Secretary



	College Secretary signs the form (also signs for the Dean).			
4. If approved, pay the fee at the Cash Office	Cashier receives the payment and writes the Official Receipt # (OR #) on the form.	PHP 150.00		Cashier Cash Office
5. Submit 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. Fill out the Application for Overload Form.	OCS Staff evaluates the application, signs the form and returns it to the student.	None	3 days	OCS Staff Office of the College Secretary
2. Submit the Form to the OCS Staff.				Program Adviser College Program Coordinator College Dean College
3. Secure the signatures of Program Adviser, Program Coordinator, and the College Dean	The Program Adviser, Program Coordinator and the College Dean signs the form on approval / disapproval. If the Dean is on leave, the College Secretary or Officer-in-Charge (OIC) will sign the form instead.			
4. Submit the approved form to the OCS.	OCS Staff receives the forms and issues (1) copy to the student.			OCS Staff Office of the College Secretary
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. Write 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. Secure True Copy of Grades from the OCS.	OCS Staff issues the TCG upon request.	PHP 50 / page		
3. Fill out the Appeal for Readmission Form.				
4. Prepare a Plan of Study detailing the courses to be taken from the time of readmission until graduation.				
5. Get endorsement from your Department Chair / Program Coordinator.	Program Coordinator / Department Chair signs the form.			<i>Program Coordinator / Department Chair College</i>
6. Get 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. Get endorsement from your College Secretary	College Secretary signs the form.			<i>College Secretary Office of the College Secretary</i>
8. Submit 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>



Dean
College

OCS Staff
Office of the College Secretary

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.

For approved readmission from AWOL cases, OCS Staff issues a College Readmission Slip. Student proceeds to payment at the Cash Office (Step 10).

For all other cases, the College Dean endorses the application to the Admissions Committee.

The Notice of Action (NOA) is issued on the next business day after the Admissions Committee meeting.

(Note: Admissions Committee meets only once per semester / trimester)



9. Get the NOA from the Office of the Vice-Chancellor for Academic Affairs (OVCAA) and submit it to OCS	9.1 OVCAA Staff issues three (3) copies of the NOA to the student			OVCAA Staff 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.			OCS Staff Office of the College Secretary
10. If you were issued a College Readmission Slip, pay the readmission fee. Also, please accomplish a University Clearance.	Cashier Staff receives the payment.	PHP 225		Cashier Cash Office
11. Submit 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.			OCS Staff 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. Fill out the Application for Shifting of Program Form.			5 days	
2. Get 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> <i>Current College</i> <i>Program Adviser / Program Coordinator</i> <i>Current College</i> <i>College Secretary</i> <i>Office of the College Secretary of Current College</i>
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> <i>Office of the College Secretary of Accepting College</i>
4. Get the endorsement of the College Secretary and approval of the Dean of the accepting college.	The College Secretary and Dean signs the form upon approval of the application.			<i>Dean</i> <i>Accepting College</i> <i>College Secretary</i> <i>Office of the College Secretary of Accepting College</i>



5. Submit the approved application form to the OCS of the accepting college.	OCS Staff receives the form and issues one (1) copy to the student. OCS Staff then updates the student's account.			OCS Staff 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. Secure and fill up the form.			10 days	
2. Submit 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. Submit 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. Secure Admission Slip from OUR			3 days	
1. Go 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 Clerk College
3. Pay fees at the Cashier's Office.	Cashier receives payment and issues three (3) copies of Form 5	Tuition Fees + Other School Fees		Cashier Cash Office
4. Have the Form 5 signed by the Program Coordinator	Program Coordinator signs the Form 5.			Program Coordinator College
5. Submit 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. Secure Admission Slip from OUR			2 days	
2. Submit Admission Slip to OCS.	<p>OCS Staff encodes the subjects and issues two (2) copies of Form 5A.</p> <p>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.</p> <p>Else, OCS Staff issues an Opt-out Form and continue with Step #3</p>	None if FT-eligible.		OCS Staff Office of the College Secretary
3. If you opt out of the FT scheme or not FT-eligible, pay the fee at the Cash Office and return to the OCS	Cashier receives payment and issues the Form 5 (3 copies).	Tuition Fees + Other School Fees		Cashier Cash Office



4. Submit 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.			OCS Staff 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. Go to OCS for enlistment	OCS Staff enlists student in Residency. OCS Staff then issues two (2) copies of Temporary Form 5A for assessment. College Clerk assesses fees and signs the form.		2 days	<i>OCS Staff</i> Office of the College Secretary <i>College Clerk</i> College
2. Submit form to Program Adviser / Program Adviser	Program Adviser / Program Coordinator signs the form			<i>Program Adviser / Coordinator</i> College
3. Pay fee at Cash Office	Cashier accepts payment and issues three (3) copies of the Form 5	PHP 200		<i>Cashier</i> Cash Office
TOTAL		PHP 200	2 days	



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. Write a letter addressed to the Dean indicating your intent to continue your program for starting this incoming term		None	1 day	
2. Get 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. Submit 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. Proceed 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. Submit 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	Program Adviser / Coordinator College
2. Submit 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.		Program Adviser College OCS Staff Office of the College Secretary
3. If not FT-eligible, pay the calculated fee.	Cashier issues three (3) copies of Form 5.	Tuition Fees (PHP 1,000 / unit) + Other School Fees		Cashier Cash Office



4. Proceed 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.			OCS Staff 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. Submit 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	Program Adviser / Coordinator College
2. Submit your Admission Slip to the OCS Staff	OCS Staff encodes the courses.			OCS Staff Office of the College Secretary
3. Proceed 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. Secure and fill out a copy of the Form 26A and Form 13C for every subject where an Incomplete or 4.0 needs to be removed				
2. Secure signature of your instructor.	The instructor signs the form.			Instructor College
3. Submit 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.			OCS Staff Office of the College Secretary
4. Secure signature from the University Registrar (UR).	The University Registrar signs the form.			University Registrar Office of the University Registrar
5. Pay the fee at the Cash Office		P20.00 or none if removal		Cashier Cash Office



		exam or submission of requirement/s falls within the "Removal Examination Period" of the Academic Calendar	20 days	
6. Submit 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 Clerk</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. Secure and fill out the Request to Cross-Register Form. Attach the other documents in support of the request to cross-enroll.			5 days	
2. Request 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. Submit the form to the OCS Staff Dean and the University Registrar.	OCS Staff checks validates the form. The College Secretary signs the form as approval (for the Dean).			<i>OCS Staff</i> Office of the College Secretary
4. Submit the form to the OUR	The University Registrar signs the form The VCAA signs the form			<i>University Registrar</i> Office of the University Registrar <i>Vice Chancellor for Academic Affairs</i>



5. For cross-registration outside the UP System, submit the form for action of the Vice Chancellor for Academic Affairs (VCAA). Else, proceed to Step #6				Office of the Vice Chancellor for Academic Affairs
6. Upon approval, pay the registration fee at the Cash Office.	Cashier receives the payment and indicates the OR# on form.	P 40.00		Cashier Cash Office
7. Submit one (1) copy of the accomplished form to the OUR at the end of the semester.	OUR Staff records the cross-registration in the student jacket.			OUR Staff Office of the University Registrar
TOTAL		P 40.00	5 days	



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. Fill out the Substitution Form.				
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. Submit 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.		5 days	<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. Secure and fill out the College Request Slip.				
2. Secure the signature of the Library and Accounting Office.	2.1 Library Staff signs the form 2.2 Accounting Office Staff signs the form			Library Staff Library Accounting Staff Accounting Office
3. Pay the fee at the Cash Office.	Cashier receives payment, issues an Official Receipt (OR), and signs the form.	PHP 50.00 / page		Cashier Cash Office
4. Submit the Official Receipt (OR) together with the Request Slip.	OCS Staff checks the form and provides turnaround time for completion of request.		3 days	OCS Staff Office of the College Secretary



5. To claim, present 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.			OCS Staff 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. Secure and fill out Waiver of Prerequisites.			5 days	
2. Get 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 sign the form.			<i>Program Adviser / Coordinator</i> College where courses are offered <i>Instructor</i> College where courses are offered
3. Submit 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. Enlist your classes in SAIS during pre-enlistment period and print your Form 5A.			3 days	
2. Submit Form 5A and updated Program Checklist to Program Adviser / Program Coordinator	Program Adviser / Program Coordinator verifies enlisted classes. If there are ineligibilities, student is to clear this first with the corresponding office. If there are no ineligibilities, Program Adviser / Program Coordinator then signs the form after verification.			Program Adviser / Coordinator College
3. Submit Form 5A to the College Clerk for assessment	College Clerk assesses payment and writes the amount on the Form 5A.			College Clerk College



4. If you availed of the Free Tuition Program (RA 10931), proceed to Step 6. Else, proceed to Cash Office for payment				
5. Pay the fee at the Cash Office	Cashier accepts payment and issues three (3) copies of the Form 5.	Tuition Fees + Other School Fees		Cashier Cash Office
6. Sign 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.			OCS Staff 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the University Clearance Form		None		Applicant
2. Secure the clearance from offices indicated in the Clearance Form. Follow prescribed sequence.			5 days	Various Offices as prescribed in the University Clearance Form



3. For the College Secretary, submit the form to OCS.	3.1 OCS Staff checks form and forwards it to the College Secretary for action. 3.2 College Secretary signs the appropriate boxes (including the Dean). College Clearance is only up to the Dean. 3.3 College Secretary signs the appropriate boxes (including the Dean). College Clearance is only up to the Dean.			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary
4. For University Clearance, submit the form including your UP ID or Affidavit of Loss to the OUR for action.	4.1 OUR Staff receives the form and ID and forwards it to the University Registrar for action 4.2 The University Registrar signs the form and the OUR Staff issues two (2) copies to the student.			<i>OUR Staff</i> Office of the University Registrar <i>University Registrar</i> Office of the University Registrar
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