



UNIVERSITY OF THE PHILIPPINES

Cebu

CITIZEN'S CHARTER

2025 (5th Edition)



I. Mandate

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

The University shall:

- lead in setting academic standards and initiating innovations in teaching, research, and faculty development in philosophy, the arts and humanities, the social sciences, engineering, natural sciences, mathematics, and technology; and maintain centers of excellence in these disciplines and professions.
- serve as a graduate university by providing advanced studies and specialization for scholars, scientists, writers, artists, and professionals especially those who serve on the faculty of state and private colleges and universities.
- serve as a research university in various fields of expertise and specialization by conducting basic and applied research, promoting research and development, and contributing to the dissemination and application of knowledge.
- lead as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, the private sector, and civil society while maintaining its standards of excellence.
- protect and promote the professional and economic rights and welfare of its academic and non-academic personnel.
- provide opportunities for training and learning in leadership, responsible citizenship, and the development of democratic values, institutions, and practice through academic and non-academic programs, including sports and enhancement of nationalism and national identity.



- serve as a regional and global university in cooperation with international and scientific unions, networks of universities, scholarly and professional associations in the Asia Pacific Region and around the world.
- provide democratic governance based on collegiality, representation, accountability, transparency, and active participation of its constituents; and promote the holding of meetings and fora for students, faculty, research, extension, and professional staff (REPS), administrative staff, and alumni to discuss non-academic issues affecting the University.

II. Vision

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

III. Mission

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

The university:

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



IV. Service Pledge

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

1. Prompt and expeditious service

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

2. Commitment

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

3. Just and Fair

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

4. Transparency

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



5. Efficiency

We strive to ensure that all our delivery of academic services, research and dissemination 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 the delivery of all services.



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OFFICE OF THE CHANCELLOR (OC)



EXTERNAL and INTERNAL SERVICE

1. Approval of Request

For all types of requests, both external and internal, that require the approval of the Chancellor.

Office or Division	Office of the Chancellor (OC)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may Avail	All			
Checklist of Requirements		Where to Secure		
1. Request, submitted via the following: 1.1 in-person, call 1.2 email 1.3 DRS (Document Routing System) 1.4 BULSA (Budget Utilization & Liquidation System Analytics) Portal 1.5 PUSO (Personnel Unified Systems Outlook) Portal 1.6 airSlate (document routing and signing portal) 1.7 Adobe Acrobat Sign 1.8 others		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request, with the necessary attachments and	1.1 Receive the request and check the completeness of the submitted documents.	None	7 Days	<i>Admin Aide VI Admin Asst V Executive Asst III</i>



endorsements, to the Office of the Chancellor.	<i>If the documents are not complete, it is returned to the Requesting Office.</i>			<i>Asst to the Chancellor</i> Office of the Chancellor
	1.2 Inspect the details and endorsements of the request. <i>If the request needs to be referred to another office, then it is forwarded to that office.</i>			<i>Admin Aide VI</i> <i>Admin Asst V</i> <i>Executive Asst III</i> <i>Asst to the Chancellor</i> Office of the Chancellor
	1.3 Review and act on the request.			Chancellor Office of the Chancellor
	1.4 Return to the requesting office. <i>For BULSA, PUSO, airSlate, Acrobat Sign, the request is automatically forwarded to the requesting unit after approval or action of the Chancellor.</i>			<i>Admin Aide VI</i> <i>Admin Asst V</i> <i>Executive Asst III</i> <i>Asst to the Chancellor</i> <i>Chancellor</i> Office of the Chancellor
TOTAL		None	7 Days	



I. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor, or emailed directly to oc.upcebu@up.edu.ph .
How feedback is processed	The Office of the Chancellor receives feedback and suggestions. For suggestions or feedback requiring a response, the office investigates proactive solutions or re-evaluation of protocols. 1. Re-evaluation 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 emailed directly to oc.upcebu@up.edu.ph with attached, signed formal complaint.
How complaints are processed	The Office of the Chancellor receives the complaint and directs the processing to the proper authority. The office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)



BUDGET OFFICE (CBO)



INTERNAL SERVICES

1. Budget Clearance for Funding Requests

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 (CBO)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements			Where to Secure	
1. Letter Request with necessary attachments			Requesting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request with the necessary attachments to the Budget Office, via BULSA*.	1.1 Receive and check the completeness of the submitted documents; check for availability of funds; indicate the fund source; and record the transaction in BULSA* and in CBO ledgers.	None	7 Days	CBO Analyst Budget Office
	1.2 Review and budget clear the letter request for funding.			CBO Chief Budget Office
	<i>The letter request is automatically forwarded to the next signatory in BULSA.</i>			
TOTAL		None	7 Days	

*BULSA – Budget Utilization & Liquidation System Analytics Portal
CBO – UP Cebu Budget Office



2. Budget Clearance for Basic Paper (BP)

Basic paper for faculty, REPS, and administrative personnel will be processed for budget clearance.

Office or Division	Budget Office (CBO)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements		Where to Secure		
1. Basic Paper		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Basic Paper to the Budget Office, via PUSO*.	1.1 Receive and evaluate the Basic Paper; check for availability of funds; indicate the fund source; and record the transaction in PUSO* and in CBO ledgers.	None	7 Days	<i>CBO Analyst</i> Budget Office
	1.2 Review and budget clear the Basic Paper.			<i>CBO Chief</i> Budget Office
	<i>The Basic Paper is automatically forwarded to the next signatory in PUSO.</i>			
TOTAL		None	7 Days	

*PUSO – Personnel Unified Systems Outlook Portal



3. Budget Clearance for JO or COS Request

Contract for hiring of Job Order (JO) or Individual Contract of Service (COS) will be processed for budget clearance.

Office or Division	Budget Office (CBO)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements		Where to Secure		
1. NEER* Contract		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the NEER* Contract to the Budget Office, via airSlate*.	1.1 Receive and evaluate the NEER Request; check for availability of funds; indicate the fund source; and record the transaction in airSlate* and in CBO ledgers.	None	7 Days	CBO Analyst Budget Office
	1.2 Review and budget clear the NEER Contract.			CBO Chief Budget Office
	<i>The NEER Contract is automatically forwarded to the next signatory in airSlate.</i>			
TOTAL		None	7 Days	

*NEER – No Employer-Employee Relationship
airSlate – document routing and signing portal



4. Budget Clearance for Purchase Request

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

Office or Division	Budget Office (CBO)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements			Where to Secure	
1. Purchase Request			BULSA Online	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request with the necessary attachments to the Budget Office, via BULSA.	1.1 Receive and check the completeness of the submitted documents; check for availability of funds; indicate the fund source; and record the transaction in BULSA and in CBO ledgers.	None	7 Days	<i>CBO Analyst</i> Budget Office
	1.2 Review and budget clear the Purchase Request.			<i>CBO Chief</i> Budget Office
	<i>The Purchase Request is automatically forwarded to the next signatory in BULSA.</i>			
TOTAL		None	7 Days	



5. Obligation Request (ObR) and 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 (CBO)			
Classification	Complex			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements			Where to Secure	
1. Obligation Request (ObR) or Budget Utilization Request (BUR)			BULSA Online	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Obligation Request with the necessary attachments to the Budget Office, via BULSA.	1.1 Receive and check the completeness of the submitted documents; check for availability of funds; indicate the fund source; and record the transaction in BULSA and in CBO ledgers.	None	7 Days	CBO Analyst Budget Office
	1.2 Review and budget clear the Obligation Request.			CBO Chief Budget Office
	<i>The Obligation Request is automatically forwarded to the next signatory in BULSA.</i>			
TOTAL		None	7 Days	



6. Generation of Reports

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

Office or Division	Budget Office (CBO)			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may Avail	All University constituents/colleges/offices/projects			
Checklist of Requirements			Where to Secure	
1. Request through email, DRS*, or other forms of communication			Requesting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the data or report request to the Budget Office.	1.1 Receive and acknowledge the request.	None	20 Days	CBO Analyst Budget Office
	1.2 Generates and prepares the requested data output and report.			CBO Analyst Budget Office
	1.3 Review, check, and sign the generated report.			CBO Chief Budget Office
	1.4 Send the requested data or report to the requesting unit.			CBO Analyst Budget Office
TOTAL		None	20 Days	

*DRS – Document Routing System



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor, or emailed directly to oc.upcebu@up.edu.ph or to budget.upcebu@up.edu.ph .
How feedback is processed	The Budget Office receives feedback and suggestions. For suggestions or feedback requiring a response, the office investigates proactive solutions or re-evaluation of protocols. 1. Re-evaluation 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 emailed directly to oc.upcebu@up.edu.ph with attached, signed formal complaint.
How complaints are processed	The Budget Office receives the complaint and directs the processing to the proper authority. The office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)



LEGAL OFFICE (LO)



INTERNAL SERVICES

1. Service of pleadings and other required legal documents to judicial, quasi-judicial and administrative agencies within the reglementary period/s set under the applicable rules

Submission of required pleadings/documents to other government agencies

Office of Division	Legal Office	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	Office of the Chancellor, All UP Cebu Offices	
CHECKLIST OF REQUIREMEN TS		WHERE TO SECURE
1. Signed and notarized pleadings and/or documents to be sent or furnished to the appropriate/required government agency 2. Complete attachment/s (if any)		From the availing Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed pleading / document to the legal office.	1. Receives pleading/document; 1.1. Checks for completeness of attachments and signatures	None	15 Minutes	Legal Assistant Legal Office
	2. Submits the pleading/document to the appropriate/required government agency within the reglementary period/s set by applicable rules;	Transportation and other necessary expenses shall be shouldered by the requesting office	2 Days	
	3. Compiles the received copy in the legal office file.	None	15 Minutes	
TOTAL		NA	2 Days and 30 Minutes	



2. Facilitation of the Notarization of UP Cebu documents

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

Office of Division	Legal Office	
Classification	Simple	
Type of Transaction	G2G - Government to Government, G2C - Government to Citizen	
Who may avail	All UP Cebu Constituents	
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.)
2. Complete document to be notarized, including attachments (if any), plus two extra copies for the Notary Public for recording/court reporting purposes		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed documents to be notarized to the legal office	1. Receives document for legal clearance 1.1. Checks for completeness of attachments and signatures 1.2. Checks whether the government issued ID of the requesting party is available	NONE	15 Minutes	<i>Legal Assistant / Legal Officer (who is a Notary Public)</i> Legal Office
2. Personal appearances of the signatories before the notary public.	2. Submits document to the notary public together with the signatories;	Depending on the type of document to be notarized.	45 minutes	

		Please see <u>IBP Schedule of Fees</u>		
	3. Returns notarized documents to the signatories and keeps one copy for the legal office file.	NONE	2 Days	<i>Legal Assistant /</i>
TOTAL			3 Days	



3. Issuance of pro-forma affidavits and legal documents

Giving out of standard 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal requests at the Legal Office.	1. Issuances of the pro-forma affidavit or legal document to the client/office concerned.	None	3 Hours	<i>Legal Assistant / Legal Officer/s Legal Office</i>
TOTAL		None	3 Hours	



4. Legal Consultation

Giving verbal legal advice to the client

Office of Division	Legal Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All UP Cebu Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of documents, files, and papers in relation to the matter for consultation, if applicable		Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appointment schedule personally, e-mail, or other means	1. Confirms availability of Legal Officer concerned	None	1 Hour	<i>Legal Assistant I</i> Legal Office
2. Personal appointment in the Legal Office on the time and day scheduled by Legal Assistant I.	2. Verbally addresses queries/issues requiring application of law or university rules.	None	1 Hour	<i>Legal Officer</i> Legal Office
TOTAL		None	2 Hours	



5. Render Legal Opinion

Giving a written legal advice/opinion to the client

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. A brief narrative/summary of the concern or question subject of the Legal Opinion 2. 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. Official request issuance of Legal Opinion, including supporting documents in the said request	1. Acceptance of request 1.1 Confirmation of request 1.2 Endorsement / assignment to the available Legal Officer	None	1 Hour	<i>Legal Assistant</i> Legal Office
	2. Assesses and studies the legal problem;	None	7 Days	



	3. Issues written legal opinion.	None	7 Days	<i>Legal Officer</i> Legal Office
TOTAL		None	14 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/electronic/scanned copy of the contract to be reviewed. 2. Attached documents/papers/files, if appropriate.		From the Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits contract to be reviewed to the Legal Office	1. Receives the Contract to be reviewed 1.1. Checks for completeness of attachments and signatures		15 Minutes	<i>Legal Assistant I</i> Legal Office
	2. Assesses the contract on whether or not it is in accordance with Philippine laws and university rules		8 Days	<i>Legal Officer</i> Legal Office



	3. Issues a legal clearance	None	1 Day	<i>Legal Officer</i> Legal Office
TOTAL		None	9 Days and 15 Minutes	



7. Draft pleadings, contracts, policy, reports, pleadings, 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 For administrative, criminal, or civil cases to be filed or to answer by the Office or officer/employee concerned in an official capacity, prior authorization from the Chancellor is required.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent records and supporting documents in support of the case/claim; 2. Annexes in the form of letters, pictures, issuances, and all other documentary evidence.		From the Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits records, documents, and annexes to the Legal Office	1. Receives records, documents and annexes for review and analysis;		15 Minutes	<i>Legal Assistant I</i> Legal Office
	2. Synthesizes legal issues and arguments;		10 Days	<i>Legal Officer</i> Legal Office
	3. Drafts pleading/contract/document		8 Days	<i>Legal Officer</i> Legal Office



	4. Issuance/release of final output to the requesting party	None	1 Day	<i>Legal Officer</i> Legal Office
TOTAL		None	19 Days and 15 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	Office of the Chancellor, All UP Cebu Offices (subject to prior authorization of the Chancellor)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Case record/file 2. All available documents, files, and papers concerning the case		From the Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written 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	1. Reads and synthesizes the case records;	Depending on the Special Counsel Allowance in the official deputation by the Office of	5 Days	<i>Legal Officer With deputation from the Office of the Solicitor</i>
	2. Interviews witnesses/parties concerned;		5 Days	



required; or the endorsement of a service of an order/ subpoena/ notice from the concerned judicial/ quasi- judicial/ administrative bodies.	3. Makes a case analysis;	the Solicitor General to the Legal Officer concerned for the fiscal year	5 Days	<i>General (OSG) Legal Office</i>
	4. Prepares arguments;		4 Days	
	5. Appears as counsel for UP Cebu in the judicial/quasi-judicial/administrative body concerned.		1 Day	
TOTAL		NA	20 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, All UP Cebu Offices (subject to prior authorization of the Chancellor)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint; 2. Available documents, papers, files, and other evidence to support the claim or allegation		From the Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Written request for fact finding / investigation.	1. Sends Notices;	None	1 Day	<i>Legal Assistant I</i> Legal Office
	2. Assesses/reviews document;	None	4 Days	<i>Legal Officer</i> Legal Office
	3. Conducts hearings/investigations;		7 Days	
	4. Prepares or drafts the decision/recommendation based on the documentary evidence and oral testimonies;		7 Days	



	5. Issues Decision/Recommendation.		1 Day	
TOTAL		None	20 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 legal.upcebu@up.edu.ph
How feedbacks are processed	The Budget Office receives feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 legal.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	The Legal Office receives the complaint and directs the processing to the proper authority. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)



EXTERNAL SERVICES

1. Orientation/Talk/Workshop on Anti-Sexual Harassment (ASH), Safe Spaces and related topic(s)

This service is in accordance with the OASH's mandate to "undertake information and educational activities to ensure that the University policy, rules, regulations, and procedures on anti-sexual harassment are disseminated and become part of academic culture" in Sec. 9 (b.2.) of the UP ASH Code.

Office or Division	Office of Anti-Sexual Harassment (OASH)			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may Avail	External clients - Government agencies, academic institutions, local government units, private and non-government organizations, business partners, and UPC students			
Checklist of Requirements			Where to Secure	
- Letter of invitation/request - Activity is at least 2 weeks from the sending of the invitation/request			Partner entity or requesting client	
- Post-activity evaluation result - Client satisfaction			Partner entity or requesting client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or hand over the letter of invitation / request for ASH orientation /	1.1. Respond to the invite by: - acknowledging receipt of the invite - seeking clarifications where applicable - undertaking to feedback on the availability of requested within the next 5 working days	None		<i>OASH Staff/ OASH Coordinator</i> Office of Anti-Sexual Harassment



talk / workshop (hereafter referred to as “invite”) 1.1. Provide clarification(s) where applicable	1.2. Furnish or forward a copy of the acknowledgment receipt to: • OASH Coordinator for review/endorsement • Chancellor for courtesy information/other appropriate action 1.3. Check availability of requested resource person or coordinate with GAD and/or other faculty expert-consultant 1.4. Provide feedback on the (non-)availability of the requested resource person and/or alternative(s)		Within 24 hours from receipt of the invite No more than 5 working days Within 48 hours from the lapse of the 5 working days stated above	
2. Confirm the finalized arrangements for the activity	2.1. Provide client’s needed documentary requirements, e.g. bionote/curriculum vitae, certificate of employment, etc. 2.2. Provide post-activity evaluation unless client has their own instrument 2.3. Deliver the orientation/talk/workshop 2.4. Request the result of the post-activity evaluation	None	2 working days 2 working days N/A	<i>OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment</i>



	2.5. Request client satisfaction rating		Within 48 hours after the activity	
	TOTAL		14 days	



2. Referral service

If a service is not available or not offered by the Office of Anti-Sexual Harassment, the requesting party will be referred to an appropriate agency or unit to enable them to access such service/s

Office or Division	Office of Anti-Sexual Harassment (OASH)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	External clients - Government agencies, academic institutions, local government units, private and non-government organizations, business partners, and UPC students			
Checklist of Requirements		Where to Secure		
Letter request for a service that is not offered by OASH		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or hand over the letter request	1.1. Acknowledge receipt of the letter request 1.2. Prepare the referral letter 1.3. Sign the referral letter 1.4. Release the referral letter	None	1 day	OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment
TOTAL			1 day	



INTERNAL SERVICES

1. First Responders' Drill on Anti-Sexual Harassment (#ASH1st)

This service is in accordance with the OASH's mandate to "design and implement a continuing program of activities and initiatives for the prevention of sexual harassment" in Sec. 9 (b.1.) of the UP ASH Code.

Office or Division	Office of Anti-Sexual Harassment (OASH)			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Members of the UP Cebu Community			
Checklist of Requirements		Where to Secure		
- Letter of invitation/request - Activity is at least 2 weeks from the sending of the invitation/request		Requesting client		
- Evaluation result - Client satisfaction		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or hand over the letter of invitation/request (hereafter referred to as "invite") for the First Responders' Drill (#ASH1st)	1.1. Acknowledge receipt of the invite 1.2. Furnish or forward a copy of the acknowledgment receipt to OASH Coordinator for appropriate action 1.3. Check availability of the resource person or coordinate with units for alternate resource person(s) 1.4. Provide feedback on the (non-)availability of the requested	None	Within 24 hours from receipt of the invite No more than 3 working days	OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment



	resource person and/or alternative(s)		Within 48 hours from the lapse of the 3 working days stated above	
2. Confirm the finalized arrangements for the activity	2.1. Provide client's needed documentary requirements, e.g. bionote, etc. 2.2. Deliver the talk/ facilitate #ASH1st with: • post-activity evaluation • client satisfaction rating	None	2 working days N/A Within 48 hours after the activity	<i>OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment</i>
TOTAL			10 days	



2. Treatment and resolution of report(s)/complaint(s) on sexual harassment/ violation of safe spaces

This service is pursuant to OASH's duty to "formulate procedures of such nature as to elicit trust and confidence on the part of interested parties in resolving problems arising from cases or incidents of sexual harassment, including counseling and grievance management" in Sec. 9 (b.3.) of the UP ASH Code.

Office or Division	Office of Anti-Sexual Harassment (OASH)		
Classification	Complex		
Type of Transaction	G2C - Government to Citizen		
Who may Avail	Members of the UP Cebu Community		
Checklist of Requirements		Where to Secure	
Reporting stage Incident report of sexual harassment		Reporting/complaining client	
Investigation/determination of prima facie case of sexual harassment - Incident report treated as a complaint, i.e. in writing, signed and notarized - Response in writing, signed and notarized - Evidence documentation - Endorsement to ASH Council		Aggrieved party or witness(es) Person complained of Parties concerned OASH	
Informal procedure Report and recommendation for alternative dispute resolution (conciliation/mediation under Sec. 12 of the UP ASH Code) within 30 working days from receipt of notarized response or lapse of the period to response		ASH Council	
Formal procedure - Report and recommendations within 30 working days from receipt of notarized response or lapse of the period to response - Formal charge of sexual harassment		ASH Council	



• Constitution of ASH Hearing Committee • Summons • Notice(s) to (preliminary) meeting • Position Papers of parties where applicable • Report and recommendations within 15 working days • Decision within 30 days from the ASH Hearing Committee report and recommendation		Chancellor OASH with Chancellor ASH Hearing Committee ASH Hearing Committee Complainant and Respondent ASH Hearing Committee Chancellor		
Reporting-to-complaint stage • Letter or statement appealing the decision of the Chancellor • Records of the Case		Appealing party OASH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or accomplish the report/case in-take form or hand over the report of sexual harassment either for: • OASH documentation only • treatment as a complaint which may or may not be	1.1. Respond to the report by: • acknowledging receipt of the report • entering the report in the <i>Received disclosures & Incident Reports Log</i> • if the report is to be treated as a complaint, by seeking clarifications via email or personal interview where applicable • scheduling and conducting an interview for the finalization of the complaint • scheduling a notarization if requested by Complainant	None	Within 24 hours from receipt of the letter	OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment OASH Staff and/or OASH Coordinator Office of Anti-Sexual Harassment



accompanied by a request for: ○ Protection Order; and/or ○ preventive suspension	● receiving the Complaint 1.2. Notify the person complained of about the filed complaint for them to respond to it 1.3. Notify about the filing of the complaint the ff.: ● HRDO (if against a worker at UPC) ● OSA and OUR (if against a student)		Depending on the complainant's availability but preferably no later than 7 working days from receipt of the report 5 working days from receipt of the Complaint	<i>OASH with GSS</i> <i>OASH with Legal Office</i> <i>Person complained of</i> <i>OASH Staff/ OASH Coordinator</i> <i>OASH Staff/ OASH Coordinator</i>
2. File response to the Complaint in writing, signed and notarized with the copy	2.1. Receive the notarized response with facilitation for the Complainant's receipt of their copy (to avoid retaliation by either of the parties)	None	Within 48 hours from receipt of the notarized response	<i>OASH Staff/ OASH Coordinator</i>



furnished to the Complainant (5 working days from receipt of OASH notice)	2.2. Mark as received the notarized response after the Complainant's receipt of their copy 2.3. Forward the records to the ASH Council for investigation/prima facie determination 2.4. Notify the following about the elevation of the complaint to the ASH Council: • HRDO (if against a worker at UPC) • OSA and OUR (if against a student)		Within 5 working days from receipt of notarized response	OASH Staff/ OASH Coordinator
3. Provide clarifications according to the specified modality, e.g. in person appearance or submission of additional documents	3.1. Document the ASH Council proceedings as Secretariat 3.2. Facilitate the selection of conciliator/ mediator where alternative dispute resolution is applicable 3.3. If 3.2 is not applicable, submit the ASH Council report and recommendations to the Chancellor	None	Within 30 working days from receipt of the notarized response	OASH Staff OASH with ASH Council & Chancellor OASH Staff/ OASH Coordinator



4. Appear when called for conciliation/ mediation where applicable	4.1. Document the informal proceeding as Secretariat 4.2. Notify the following of the outcome of the alternative dispute resolution: • ASH Council • HRDO (if against a worker at UPC) • OSA and OUR (if against a student) 4.3. Submit a supplemental report and recommendations on behalf of the ASH Council in case of a failure of alternative dispute resolution 4.4. Issue a Formal Charge if the ASH Council finds that there is a prima facie case of sexual harassment 4.4. Constitute an ASH Hearing Committee for the Formal Procedure 4.5. Facilitate the service of Summons and Formal Charge	None	Within 5 working days from the release of the outcome of the alternative dispute resolution Within 30 days from receipt of the notarized response (same count as above) Within 15 working days from receipt of the OASH report and recommend -ation Within 7 working days from receipt of the Formal Charge Within 5 days from receipt of the Summons	<i>OASH Staff/ OASH Coordinator</i> <i>Chancellor</i> <i>OASH with Chancellor</i> <i>OASH with OVCA</i>



	4.6. Notify the following about the issuance of a formal charge: • HRDO (if against a worker at UPC) • OSA and OUR (if against a student)		Within 5 days from receipt of the Formal Charge or Summons	<i>OASH Staff/ OASH Coordinator</i>
5. In the Formal Procedure where there is a prima facie case of sexual harassment determined: • Receive the Summons and Formal Charge • Attend the preliminary and/or clarificatory meeting(s) with witness(es), if any • File position paper where applicable	5.1. Notify the parties of meeting schedules 5.2. Document the formal proceeding as Secretariat 5.3. Submit the ASH Hearing Committee report and recommendations 5.4. Issue the decision on the case 5.5. Notify the following about the issuance of the decision: • HRDO (if against a worker at UPC) • OSA and OUR (if against a student) • OASH of other CUs where applicable	None	Within 15 working days from submission of position papers or last clarificatory hearing Within 30 working days from receipt of ASH Hearing Comm. report Within 5 working days from receipt of the Chancellor's decision	<i>OASH Staff/ OASH Coordinator</i> <i>Chancellor</i> <i>OASH Staff/ OASH Coordinator</i>



6. Appeal from the decision of the Chancellor <i>(within 10 days from receipt of the Chancellor's decision)</i>	Forward the case records to the Office of the President via the Office of the University Secretary	None	Within 5 working days from receipt of the appeal	<i>OASH Staff/ OASH Coordinator</i>
TOTAL			112 Days	



3. Internship safety briefing

This service is in accordance with the OASH's mandate to "undertake information and educational activities to ensure that the University policy, rules, regulations, and procedures on anti-sexual harassment are disseminated and become part of academic culture" in Sec. 9 (b.2.) of the UP ASH Code.

Office or Division	Office of Anti-Sexual Harassment (OASH)			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Colleges/programs on behalf of their UPC students-interns/practicumers			
Checklist of Requirements		Where to Secure		
• Letter of invitation/request • Activity is at least 1 week from the sending of the invitation/request		Requesting client		
• Evaluation result • Client satisfaction		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or hand over the letter of invitation / request (hereafter referred to as "invite") for the Internship safety briefing	1.1. Acknowledge receipt of the invite 1.2. Furnish or forward a copy of the acknowledgment receipt to OASH Coordinator for appropriate action	None	Within 24 hours from receipt of the invite No more than 3 working days	<i>OASH Staff/ OASH Coordinator</i>



	1.3. Check availability of the resource person or coordinate with units for alternate resource person(s) 1.4. Provide feedback on the (non-)availability of the requested resource person and/or alternative(s)		Within 48 hours from the lapse of the 3 working days stated above	
2. Confirm the finalized arrangements for the activity	2.1. Provide client's needed documentary requirements, e.g. bionote, etc. 2.2. Deliver the talk/ facilitate briefing with: • post-activity evaluation • client satisfaction rating	None	2 working days N/A Within 48 hours after the activity	<i>OASH Staff/ OASH Coordinator</i>
TOTAL			10 days	



4. Issuance of clearance or related certification

A clearance is issued as proof of having undergone an anti-sexual harassment re-orientation after 3 years from a prior ASH orientation in accordance with Sec. 30 of the UP ASH Code. Related certification may be availed of as a proof of having availed of other OASH service(s) such as attendance in an ASH orientation/talk/workshop or other ASH-related training, or the status of a case.

Office or Division	Office of Anti-Sexual Harassment (OASH)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	Members of the UP Cebu Community			
Checklist of Requirements		Where to Secure		
• Letter request		Requesting client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email or hand over the letter request for clearance/ certification	1.1. Acknowledge receipt of the letter request 1.2. Ascertain that issuing the clearance or certification is in order 1.3. Prepare the clearance or certification 1.4. Sign the clearance or certification 1.5. Release the clearance or certification	None	1 day	OASH Staff/ OASH Coordinator Office of Anti-Sexual Harassment
TOTAL			1 day	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor, or emailed directly to oc.upcebu@up.edu.ph or to oash.upcebu@up.edu.ph .
How feedback is processed	The Office of Anti-Sexual Harassment receives feedback and suggestions. For suggestions or feedback requiring a response, the office investigates proactive solutions or re-evaluation of protocols. 1. Re-evaluation 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 emailed directly to oc.upcebu@up.edu.ph with attached, signed formal complaint.
How complaints are processed	The Office of Anti-Sexual Harassment receives the complaint and directs the processing to the proper authority. The office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact information of ARTA, PCC, and CCB	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908 881 6565 (SMS)



PUBLIC INFORMATION OFFICE (PIO)



EXTERNAL SERVICES

1. Create content for UP Cebu website and social media platforms

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

Office or Division:	Public Information Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All external and internal parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request of desired posting sent to UP Cebu PIO email (pio.upcebu@up.edu.ph) or to 2F TIC Bldg. Flip Facility		Public Information Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request to PIO email or PIO office	1. Reviews letter and decides on approval action.	None	1 Day	<i>PIO Staff</i> Public Information Office
2. Waits for approval/ endorsement of PIO	2. Approves/disapproves the requested posting and feedback to the client of decision		3 Days	<i>PIO Head</i> Public Information Office
	TOTAL		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 X Page UP Cebu Official Instagram Page	
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 to the inquiry posed or directed inquiry of the general public towards the concerned office.	None	5 Days	<i>PIO Staff</i> Public Information Office
	TOTAL	None	5 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		
Approved publicity material to be posted endorsed by a certain office/client		Public Information Office Email (pio.upcebu@up.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letter request and publicity material/poster to PIO email or PIO office for review	1. Reviews letter and decides on approval action.	None	1 Day	<i>PIO Staff</i> Public Information Office
2. Waits for approval/ endorsement of PIO for publishing	2. Approves/disapproves the requested posting and feedback to the client of decision		2 Days	<i>PIO Head</i> Public Information Office
2.1 Retrieves pubmat from PIO and avails of assistance from Campus Maintenance Office for posting on designated areas			1 Day	Campus Maintenance Office
3. Waits for publishing on UP Cebu's official social media sites	3. Posts and disseminates publicity material and other information on UP Cebu's official social media sites	None	2 Days	<i>PIO Staff</i> Public Information Office
	TOTAL		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 students, unions, 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 event's purpose to UP Cebu PIO email (pio.upcebu@up.edu.ph) or 2F TIC Bldg. Flip Facility 2. Request for documentation of the event		Public Information Office Email (pio.upcebu@up.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intent to have documentation for the event	1. Coordinates with different offices of events occurring within or outside the University and provides the necessary documentation	None	1 Day	<i>PIO Staff</i> Public Information Office
	TOTAL	None	1 Day	



5. Organization of events

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

Office or Division:	Public Information Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All colleges, external event partners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter indicating the purpose of the event to UP Cebu PIO email (pio.upcebu@up.edu.ph) or 2F TIC Bldg. Flip Facility			Public Information Office Email (pio.upcebu@up.edu.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent for the event concerned and requests assistance with event preparation.	1. Organizes events for internal and external stakeholders of the University while coordinating with host office	None	7 Days	<i>PIO Staff</i> Public Information Office
	2. Verifies budget with concerned office hosting the event		3 Days	<i>Staff</i> Budget Office
	3. Reserves event venue with Campus Maintenance Office		1 Day	<i>Staff</i> Campus Maintenance Office
	4. Coordinates with ITC for necessary equipment		2 Days	<i>Staff</i> Information Technology Center
	5. Coordinates with Campus Maintenance Office for preparation of venue		5 Days	<i>Staff</i> Campus Maintenance Office
2. Shows up for the event proper	6. Conducts technical test with ITC before event		1 Day	<i>Staff</i> Information Technology Center
TOTAL		None	19 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 the event's purpose to UP Cebu PIO email (pio.upcebu@up.edu.ph) or 2F TIC Bldg. Flip Facility 2. Request for published material and where to publish said material		Public Information Office Email (pio.upcebu@up.edu.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Expresses intent to have a printed and/or web graphic as an advertisement of events or recognition of accomplishments	1. Creates graphics for web and/or print media for public information or UP events	None	7 Days	<i>PIO Staff</i> Public Information Office
TOTAL		None	7 Days	



INTERNAL SERVICES

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

Communicate with UP System on UP Cebu updates through reports and media and vice versa for activities and events concerning UP and UP Cebu's 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 emails to UP Cebu PIO for information about updates/media/reports about UP Cebu's 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	Answer the client feedback form and drop it at the designated drop box at the Office of the Chancellor (OC) Contact info: +63 (32) 232 8187 loc 313 pio.upcebu@up.edu.ph
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	Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar. Complaints may also be filed via email. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups: +63 (32) 232 8187 loc 120 pio.upcebu@up.edu.ph
How complaints are processed	One of the OC staff opens the drop box and compiles and records all feedback submitted, including complaints. If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE (TTBDO)



EXTERNAL SERVICES

1. Assessment of invention of product

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

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed Disclosure Form Official Receipt		UP Cebu STIITCH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed disclosure form.	1. Reviews request form and generate a billing statement.	PHP10,000.00 (Basic Assessment: Potential IP, Potential Markets, Marketing Strategy) PHP25,000.00 (Advanced Assessment: Potential IP, Potential Markets, Marketing Strategy, Commercialization Options, Risk Assessment)	7 – 20 Working Days	Admin Staff TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt			Admin Staff Cashier's Office
3. Shows official receipt.	3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return and pick-up assessment.			Admin Staff TTBD0
TOTAL		Basic Assessment – PHP10,000.00 Advanced Assessment – PHP25,000.00	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 TTBD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and sets date for client to return and pick-up search results.	None	7 Working Days	Admin Staff TTBD
TOTAL		None	7 Working Days	



3. Advanced patentability search for product or invention

This is a more detailed 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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and generates a billing statement.	PHP15,000.00	20 Working Days	Admin Staff TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt			Admin Staff Cashier's Office
3. Shows official receipt.	3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return and pick-up assessment.			Admin Staff TTBD0
TOTAL		PHP15,000.00	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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and generates a billing statement.	Utility Model – PHP10,000.00 Patent – PHP25,000.00	20 Working Days	Admin Staff TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt			Admin Staff Cashier's Office
3. Shows official receipt.	3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return and pick-up and review claims drafted.			Admin Staff TTBD0
TOTAL		Utility Model – PHP10,000.00 Patent – PHP25,000.00	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 being 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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits IP documents.	1. Reviews submitted documents and the request form and generates a billing statement for admin fee.	Trademark – PHP2,000.00 Copyright – PHP2,000.00	3 Working Days	Admin Staff TTBD0
2. Pays to Cashier's Office	2. Cashier's Office issues official receipt	Industrial Design - PHP2,000.00		Admin Staff Cashier's Office
3. Shows official receipt.	3.1 Make a photocopy of the 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		Admin Staff TTBD0



TOTAL	Trademark – PHP2,000.00 Copyright – PHP2,000.00 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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents.	1. Reviews submitted documents.	None	7 Working Days	Incubator Manager UP Cebu inIT
2. Receives decision of UP Cebu inIT management.	2. Informs client of decision.			
TOTAL		None	7 Working Days	



7. Memorandum of Agreement

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

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



INTERNAL SERVICES

1. Assessment of invention of product

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

Office or Division:	Office of the Chancellor – 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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits disclosure form.	1.1 Reviews disclosure form.	None	7 – 20 Working Days	Admin Staff TTBD0
	1.2 Conducts Outlook Assessment			
2. Receives results of review.	2. Releases technology brief.			
TOTAL		None	7 – 20 Working Days	



2. Patentability search for product or invention

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

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



3. Claims Drafting

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

Office or Division:	Office of the Chancellor – TTBD0			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Faculty, Student, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completed request form		UP Cebu TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completed request form.	1. Reviews request form and sets date for release of claims draft.	None	20 Working Days	Admin Staff 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 TTBD0		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits IP documents.	1.1 Reviews submitted documents. 1.2 Discusses with the client on the decision to move forward or not.	None	3 Working Days	Admin Staff TTBD0
TOTAL		None	3 Working Days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor, or directly emailed to the office at oc.upcebu@up.edu.ph
How feedbacks are processed	The Budget Office receives feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 ttbdo.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	TTBDO receives the complaint and directs the processing to the proper authority. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. For formal complaints, the office shall do the following: 1. Complaint processing 2. Complaint investigation 3. Corrective action 4. Complaint resolution 5. Organizational improvement
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



UP CEBU UGNAYAN NG PAHINUNGOD OFFICE



EXTERNAL SERVICES

1. Disaster Risk Reduction Management (DRRM) Buhay Pahinungòd Program

A Disaster Risk Reduction Management (DRRM) Buhay Pahinungòd 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 Pahinungòd			
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 Pahinungòd Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for DRRM training	1. Accepts letter request and checks for completeness	None	1 Hour	<i>Pahinungòd Staff</i> Pahinungòd Office
	1.1 Reviews the request, assesses, and evaluates the status of the Barangay who requested for a DRRM Buhay Pahinungòd training	None	1 Day	<i>Program Coordinator</i> Pahinungòd Office
	1.2 Writes or emails endorsement letter to Pahinungòd Director	None	1 Hour	<i>Program Coordinator</i> Pahinungòd Office
2. Waits for the approval/ disapproval of the request	2. Reviews the endorsement for approval/ disapproval of the training request	None	1 Day	<i>Director</i> Pahinungòd Office



3. Receives notice of approval/ disapproval.	3. Drafts letter addressed to the requesting barangay re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature.	None	3 Days	<i>Pahinungód Staff Director Pahinungód Office</i>
	3.1 Sends letter or emails the letter to the Barangay Captain	None	3 Hours	<i>Pahinungód Staff Pahinungód Office</i>
4. Reviews terms of policies and agreements.	4. Prepares contract of agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature	None	7 Days	<i>Pahinungód Staff Pahinungód Office</i>
4.1 Invites participants and prepares a venue for the training.	4.1 Coordinates with Barangay Captain for the list of participants, identifies the venue, and provides a copy of the contract of agreement	None	2 Days	<i>Program Coordinator Pahinungód Office</i>
	4.2 Identifies resource speaker(s) from UP Cebu regular staff or faculty to handle the training	None	3 Days	<i>Program Coordinator Pahinungód Office</i>
	4.3 Schedules date preferred by the speaker and informs the requesting barangay of the tentative date for them to confirm their availability on the chosen date	None	1 Day	<i>Program Coordinator Pahinungód Office</i>
TOTAL		None	18 Days 5 Hours	





2. Teachers Professional Development Training Program

A Teachers Professional 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 Pahinungòd			
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 Pahinungòd Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request for Teachers Development Training	1. Accepts letter request and checks for completeness	None	1 Hour	<i>Pahinungòd Staff</i> Pahinungòd Office
	1.1 Reviews the letter, assesses, and evaluates the status of the school	None	2 Days	<i>Program Coordinator</i> Pahinungòd Office
	1.2 Writes or emails endorsement letter to Pahinungòd Director	None	1 Hour	<i>Program Coordinator</i> Pahinungòd Office
2. Waits for the approval/ disapproval of the request	2. Reviews the endorsement and approves /disapproves the training request.	None	1 Day	<i>Director</i> Pahinungòd Office



3. Receives notice of approval	3. Drafts letter addressed to the requesting school re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff Director</i> Pahinungód Office
	3.1 Sends letter or emails the letter to the School Principal	None	3 Hours	<i>Pahinungód Staff</i> Pahinungód Office
4. Invites the teachers to attend and prepare the venue for the training	4. Coordinates with the Principal regarding the list of participants, identifies the training venue	None	3 Days	<i>Program Coordinator</i> Pahinungód Office
	4.1. Looks for UP Cebu Faculty who will conduct the training	None	5 Days	<i>Program Coordinator</i> Pahinungód Office
	4.2. Schedules date preferred by the speaker and informs the requesting school to confirm their availability on the chosen date	None	3 Days	<i>Program Coordinator</i> Pahinungód Office
TOTAL		None	17 Days 5 Hours	



3. 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 focuses on the students who need intervention because of their low performance in a particular class.

Office of Division	UP Cebu Ugnayan ng Pahinungòd			
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 Pahinungòd Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to avail the Tutorial Service Program	1. Accepts letter request and checks the completeness	None	1 Hour	<i>Pahinungòd Staff</i> Pahinungòd Office
	1.1 Reviews the letter, assesses and evaluates the status of the school such as the number of student population and the need for tutorial service	None	3 Days	<i>Program Coordinator</i> Pahinungòd Office
	1.2 Writes or emails endorsement letter to Pahinungòd Director	None	1 Hour	<i>Program Coordinator</i> Pahinungòd Office
2. Waits for the approval/ disapproval	2. Reviews the endorsement and approves/ disapproves the Tutorial Service Program request.	None	1 Day	<i>Director</i> Pahinungòd Office



3. Receives notice of approval/ disapproval	3. Drafts letter addressed to the requesting school re notice of approval/ disapproval and submits letter to the Office of the Chancellor for signature	None	3 Days	<i>Pahinungód Staff Director Pahinungód Office</i>
3.1 Notifies the students who will join the tutorial program to have their parents sign the parent's consent form	3.1 Coordinates with the Principal regarding the parent's consent form	None	3 Days	<i>Pahinungód Staff Pahinungód Office</i>
3.2 Submits list of students who will avail of the Tutorial Program.	3.2 Gets the list of students who will avail the tutorial service program	None	2 Days	<i>Program Coordinator Pahinungód Office</i>
3.3 Prepares classroom to be used during the entire tutorial sessions	3.3 Identifies classroom to be utilized during the tutorial session	None	2 Days	<i>Program Coordinator Pahinungód Office</i>
	3.4 Schedules date preferred by the student volunteer tutors and informs the requesting school of the tentative schedule to confirm their availability on the chosen date	None	3 Days	<i>Director Pahinungód Office</i>
TOTAL		None	17 Days 2 Hours	



4. Processing of Tutorial Service Program Volunteer Application

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

Office of Division	UP Cebu Ugnayan ng Pahinungòd			
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)		Ugnayan ng Pahinungòd Office		
2. Volunteer Agreement Form (2 copies)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes and submits the following documents: - Volunteer Application Form - Volunteer Agreement Form	1. Accepts and reviews duly accomplished volunteer and agreement form and checks the completeness	None	1 Hour	Program Coordinator Pahinungòd Office
	1.1 Conducts initial interview and writes letter or emails the Pahinungòd Director for update	None	1 Hour	Pahinungòd Staff Pahinungòd Office
2. Receives notice of acceptance	2. Emails or messages through FB messenger the interested student re notice of acceptance	None	1 Hour	Pahinungòd Staff Pahinungòd Office



3. Undergoes Volunteer Orientation	3. Schedules and coordinates orientation for the volunteer to undergo 3.1 Facilitates logistics	None	3 Days	<i>Program Coordinator</i> Pahinungòd Office
		None	5 Day	<i>Pahinungód Staff</i> Pahinungòd Office
4. Undergoes Volunteer	4. Schedules and coordinates with	None	3 Days	<i>Program Coordinator</i> Pahinungòd Office
Camp	Office of the Student Affairs for the volunteer camp 4.1 Facilitates logistics	None	7 Day	<i>Pahinungód Staff</i> Pahinungòd Office
TOTAL		None	18 Days 3 Hours	



INTERNAL SERVICE

1. Processing of Teachers Professional Development Training Program Application

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

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



2. Waits for the approval/ disapproval	2. Reviews the activity plan and approves/ disapproves the request	None	1 Day	<i>Director</i> Pahinungòd Office
3. Receives notice of approval.	3. Emails or messages through FB messenger the UP Cebu Faculty about the notice of approval/ disapproval.	None	2 Days	<i>Program Coordinator</i> Pahinungòd Office
4. Notifies school Principal to organize the teachers who will participate the training and prepares the venue	4. Coordinates with UP Cebu Faculty and schedules date preferred by the faculty	None	1 Day	<i>Program Coordinator</i> Pahinungòd Office
	4.1 Informs the requesting school of the tentative schedule to confirm their availability on the chosen date	None	1 Day	<i>Program Coordinator</i> Pahinungòd Office
	4.2 Facilitates the logistic, food, transportation, per diem, certificates, registration, and evaluation forms for the training.	None	10 Day	<i>Pahinungòd Staff</i> Pahinungod Office
TOTAL		None	12 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. 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: 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 INTERNATIONAL LINKAGES (OIL)



INTERNAL SERVICES

1. FACILITATION OF REQUESTS FOR MOAS OF MOUS

Facilitation of requests for a Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU)

Office or Division	OIL			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government/International Partners			
Who may avail	Contracting Parties			
Checklist of Requirements		Where to Secure		
MOA/MOU		Legal Office and Vice Chancellor for Academic Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit MOA/MOU to VCAA	1.1 The OIL Coordinator or any faculty member receives the MOA/MOU from potential international partners and submits it to the VCAA.	None	1 hour	<i>OIL Coordinator Office of International Linkages</i> <i>The Faculty in-Charge who initiates the MOA/MOU</i> <i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i>



2. Follow up if all the points in the MOA/MOU are in agreement between both parties	2.1 VCAA reviews and endorses the MOA/MOU		10 days	<i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i>
	2.2 VCAA submits it to the Legal Office.		1 hour	<i>Legal Officer Legal Office</i>
3. Get the MOA/MOU for signatures	3.1 After the Legal Officer, evaluates the MOA/MOU, the VCAA receives it and endorses it to the OC for action of the Chancellor		1 day	<i>Chancellor Office of the Chancellor Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs OIL Coordinator Office of International Linkages The Faculty in-Charge who initiates the MOA/MOU</i>
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 or Division		OIL		
Classification		Highly Technical		
Type of Transaction		G2G - Government to Government/International Partners		
Who may avail		Students and Faculty		
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 STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the accomplished application form endorsed by the Program Adviser/Dean	1.1 The OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	<i>OIL Coordinator Office of International Linkages</i> <i>The Program Adviser/Dean</i>
2. Follow up/revise the application, if needed.	2.1 The VCAA reviews and endorses the application to the Office of the Chancellor for action		5 Days	<i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i> <i>OIL Coordinator Office of International Linkages</i>
	2.2 The Office of the Chancellor endorses the application		2 Days	<i>Chancellor Office of the Chancellor</i>



	2.3 The OIL Coordinator sends the endorsed application to the OIL System at UP Diliman, Quezon City.		4 hours	<i>OIL Coordinator Office of International Linkages</i> <i>The Applicant</i>
3. Receive the result	3.1 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

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

Office or Division	OIL			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government/International Partners			
Who may avail	Contracting Parties			
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 STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the accomplished application form endorsed by the Program Adviser/Dean	1.1 The OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	<i>OIL Coordinator Office of International Linkages</i> <i>The Program Adviser/Dean</i>
1. Follow up/revise the application, if needed.	2.1 VCAA reviews and endorses the application to the Office of the Chancellor for action		5 Days	<i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	2.2 The Office of the Chancellor endorses the application		2 Days	<i>Chancellor</i> <i>Office of the Chancellor</i>



	2.3 The OIL Coordinator sends the endorsed application to the OIL System at UP Diliman, Quezon City.		2 Hours	<i>OIL Coordinator Office of International Linkages</i> <i>The Applicant</i>
3. Receive the result	3.1 The UP System OIL Committee evaluates the application and emails the results to the applicant cc: OIL Coordinator, VCAA, OC.		10 Days	<i>The OIL System Committee Office of the International Linkages System</i> <i>OIL Coordinator Office of International Linkages</i> <i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i>
TOTAL		None	22 Days and 2 Hours	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	We appreciate to hear from you, kindly fill out the feedback form below.
How feedback is processed	Feedbacks will be checked regularly and will be handled with strict confidentiality.
How to file a complaint	Email us at: oil.upcebu@up.edu.ph
How complaints are processed	All complaints will be handled with strict confidentiality at the Office of International Linkages and Office of the Vice Chancellor for Academic Affairs.
Contact information of ARTA, PCC, and CCB	Tel. No. (6332) 2328187 loc. 124



OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS (OVCAA)



EXTERNAL SERVICES

1. ENDORSEMENT OF REQUESTS FOR COLLABORATIONS AND PARTNERSHIPS

Endorsement of collaboration requests, and 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 TME	PERSON RESPONSIBLE
1. Submits documents to the Legal Office	1.1 Receives documents	None	1 Day	Office Staff Legal Office
	1.2 Reviews the MOA/MOU/ contracts		10 Days	<i>Legal Counsel Legal Office</i>
	1.3 Reviews and endorse		2 Days	<i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>



	1.4 Submits to OC for action of the Chancellor		1 Day	<i>Office Staff Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Office of the Chancellor</i> <i>Chancellor Office of the Chancellor</i>
TOTAL		None	14 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 TME	PERSON RESPONSIBLE
1. Phone call/email or walk-in	1.1 Sets schedule	None	1 Day	Office Staff of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.2 Dialogue		1 Day	Office Staff of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
TOTAL			2 Days	



INTERNAL SERVICES

1. ENDORSEMENT OF REQUEST 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
1. Colleges submit requests and required documents to the Human Resource and Development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1.1 HRDO staff/APFC secretary receives and reviews documents	None	7 Days	Office Staff Human Resource and Development Office APFC Secretary APF Committee
	1.2 APFC deliberates and acts on the requests		1 Day	APF Committee
	1.3 APFC secretary prepares minutes/ summary of actions of the APFC and submits to OVCAA		4 Days	APFC Secretary APF Committee
	1.4 APFC secretary prepares endorsements and supporting		4 Days	APFC Secretary APF Committee



	documents and submits them to OVCAA			
	1.5 OVCAA staff receives and VCAA reviews the summary of actions, endorsements, and supporting documents		3 Days	<i>Office Staff of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.6 OVCAA staff submits documents to OC for approval/second endorsement		1 Day	<i>Office Staff of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i> <i>Chancellor</i> <i>Office of the Chancellor</i>
TOTAL		None	20 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
1. Colleges submit requests and required documents to the Human Resource and Development Office (HRDO) /Academic Personnel and Fellowship Committee (APFC) Secretary	1.1 HRDO staff/APFC secretary receives and reviews documents	None	7 Day	Office Staff Human Resource and Development Office APFC Secretary APF Committee
	1.2 APFC deliberates and acts on the requests		1 Day	APF Committee
	1.3 APFC secretary prepares minutes/ summary of actions of the APFC and submits to OVCAA		4 Days	APFC Secretary APF Committee
	1.4 APFC secretary prepares endorsements and supporting documents and submits them to OVCAA		4 Days	APFC Secretary APF Committee
	1.5 OVCAA staff receives and VCAA reviews the summary of		3 Days	Office Staff of the Vice Chancellor for Academic Affairs



	actions, endorsements, and supporting documents			<i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.6 OVCAA staff submits documents to OC for approval/second endorsement		1 Day	<i>Office Staff of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i> <i>Chancellor</i> <i>Office of the Chancellor</i>
TOTAL		None	20 Days	



3. ENDORSEMENT OF 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, and 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
1. Faculty submits requests to the Central Visayas Studies Center (CVSC)	1.1 CVSC staff receives documents	None	1 Day	Office Staff Central Visayas Studies Center
	1.2 CVSC Director reviews requests and CVSC staff prepares certifications		2 Days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	1.3 CVSC prepares contracts and forwards to the Legal Office for review and to OVCAA for endorsement		3 Days	Office Staff Central Visayas Studies Center Office Staff Legal Office



				<i>Office Staff Office of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.4 CVSC requests the release of the Faculty Grant and submits it to OVCAA. OVCAA staff prepares DV, OBR, etc.		2 Days	<i>Office Staff</i> <i>Central Visayas Studies Center</i> <i>Office Staff</i> <i>Legal Office</i> <i>Office Staff Office of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.5 VCAA endorses/signs certifications, DVs, etc.		1 Day	<i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.6 OVCAA staff forwards to Budget Office for budget		1 Day	<i>Office Staff</i>



	clearance and Budget Office processes payment of grants			Office of the Vice Chancellor for Academic Affairs Office Staff / Budget Officer Budget Office
TOTAL		None	10 Days	



4. ENDORSEMENT OF REQUESTS RELATED TO GRANTS AND INTERNATIONAL PUBLICATION AWARDS

Endorsement of requests to avail of 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
1. Faculty submits requests to the Central Visayas Studies Center (CVSC)	1.1 CVSC staff receives documents	None	1 Day	Office Staff Central Visayas Studies Center
	1.2 CVSC Director reviews and endorses requests and CVSC staff submits to OVCAA		3 Days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	1.3 OVCAA staff receives, VCAA reviews, and endorses requests and OVCAA staff forwards to OC for endorsement and to the Office of the Vice President for Academic Affairs for approval		3 Days	Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs



				<i>Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Office of the Chancellor</i> <i>Chancellor Office of the Chancellor</i>
	TOTAL	None	7 Days	



5. ENDORSEMENT OF REQUESTS FOR BASIC EDUCATION FUND (BEF)

Endorsement of requests to avail Basic Education Fund (BEF)

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
1. Faculty submits the request to the Office of the Dean	1.1 The College Dean reviews and endorses the request and the staff forwards the documents to the OVCAA via DRS	None	2 Days	College Staff
	1.2 OVCAA staff receives and forwards to the VCAA for review and endorsement		2 Days	Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 OVCAA staff submits documents to OC via DRS for approval		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs



				<i>Office Staff</i> <i>Office of the Chancellor</i> <i>Chancellor</i> <i>Office of the Chancellor</i>
TOTAL		None	5 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
1. Faculty member submits requests to their respective College	1.1 College staff receives document	None	1 Day	College Staff
	1.2 The dean reviews and endorses the request and the college staff submits it to the Budget Office for funding clearance and forwards it to OVCAA		3 Days	College Staff College Dean College Budget Officer/Staff Budget Office Office Staff Office of the Vice Chancellor for Academic Affairs
	1.3 OVCAA staff receives and the VCAA endorses the request and OVCAA staff forwards to OC for approval		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs



				<i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Office of the Chancellor</i>
TOTAL		None	5 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
1. College staff of the 4 colleges submit Forms 67, 67A, 67B/67S, Faculty Loading to the Office of the Vice Chancellor for Academic Affairs (OVCAA)	1.1 OVCAA staff receives Forms 67 & Faculty Loading (for office files)	None	1 Day	College Staff College Office Staff Office of the Vice Chancellor for Academic Affairs
	1.2 OVCAA staff receives, reviews Forms 67A & 67B/67C		10 Days	Office Staff Office of the Vice Chancellor for Academic Affairs
	1.3 VCAA signs the documents		2 Days	<i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>
	1.4 OVCAA staff submits documents to OC for signature/approval		1 Day	<i>Office Staff</i>



				<i>Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Office of the Chancellor</i> <i>Chancellor Office of the Chancellor</i>
	1.5 OVCAA staff receives signed/approved documents from OC		1 Day	<i>Office Staff Office of the Chancellor</i> <i>Office Staff Office of the Vice Chancellor for Academic Affairs</i>
	OVCAA staff prepares and the VCAA signs the Obligation Request and Status (OBR) respectively (Undergraduate and Graduate Programs) and OVCAA staff submits all documents to the Accounting Office		2 Days	<i>Office Staff Office of the Vice Chancellor for Academic Affairs</i> <i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Accounting Office</i>
TOTAL		None	17 Days	



8. ENDORSEMENT OF API PROPOSALS AND REQUESTS FOR REALIGNMENT OF APPROVED LINE ITEM BUDGET FOR API ACTIVITIES

Endorsement of API Proposals and requests for realignment of approved Line Item Budget for API activities.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Complex			
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
1. Requesting offices submit to OVCAA	1.1 OVCAA staff receives and VCAA reviews documents	None	3 Days	Office Staff Office of the Vice Chancellor for Academic Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.2 VCAA endorses		2 Days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs



	1.3 OVCAA staff submits 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	6 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
1. Students submit requests to the Office of the University Registrar (OUR)	1.1 OUR staff and Admissions Committee secretary receive and review documents	None	5 Days	Office Staff Office of the University Registrar
	1.2 The Admissions Committee deliberates and acts on the requests		7 Days	Committee Secretary Admissions Committee
	1.3 UR submits results to OVCAA		2 Days	University Registrar Office of the University Registrar
	1.4 OVCAA staff prepares Notices of Action (NOAs)		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs



	1.5 VCAA reviews and signs NOAs		1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.6 OVCAA staff releases NOA to students		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs
TOTAL		None	17 Days	



10. ENDORSEMENT OF STUDENTS' REQUESTS FOR ALTERNATIVE CLASS LEARNING EXPERIENCE (ACLE) AND OTHER ACTIVITIES

Endorsement of students' requests for Alternative Class Learning Experience (ACLE) and other 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
1. Students submit request	1.1 OVCAA staff reviews and receives request letter	None	1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs
	1.2 VCAA acts on the requests		1 Day	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.3 OVCAA staff submits to OC for the 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 Days	



11. ENDORSEMENT OF STUDENTS' REQUESTS FOR EXTENSION OF ENROLLMENT

Endorsement of students' 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
1. Students submit request	1.1 OUR staff and OVCAA staff review and receive request letters	None	1 Day	Office Staff Office of Student Affairs Office Staff Office of the Vice Chancellor for Academic Affairs
	1.2 UR and VCAA review and act on the requests		1 Day	Director Office of Student Affairs Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs



	1.3 OVCAA staff submit to OC for the 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 Days	



12. ENDORSEMENT OF STUDENTS' 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
1. Students submit requests to the Office of Student Affairs (OSA)	1.1 OSA and OVCAA staff review and receive request letters	None	1 Day	Office Staff Office of the University Registrar Office Staff Office of the Vice Chancellor for Academic Affairs
	1.2 OSA Director and VCAA review and act on the requests		1 Day	University Registrar Office of the University Registrar Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs



	1.3 OVCAA staff submits to OC for the 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 Days	



13. SUBMISSION OF DATA/REPORTS

Submission of requested data/reports.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	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
1. The requesting office sends an email/ Communication, a Memorandum	1.1 OVCAA staff receives and reviews requests for data/ information from other offices	None	2 Days	Office Staff Office of Student Affairs
	1.2 OVCAA staff receives and reviews requests for data/ information from other offices		11 Days	Office Staff Office of the Vice Chancellor for Academic Affairs
	1.3 OVCAA staff receives and reviews requests for data/ information from other offices		5 Days	Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs
	1.4 OVCAA staff submits data/reports to the requesting office		2 Days	Office Staff Office of the Vice Chancellor for Academic Affairs
TOTAL		None	20 Days	



14. GENERATION OF STUDENT EVALUATION OF TEACHING (SET) REPORTS THROUGH UP CEBU ACADEMIC MANAGEMENT INFORMATION SYSTEM (AMIS)

Submission of requested data/reports.

Office or Division	Office of the Vice Chancellor for Academic Affairs			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Cebu			
Checklist of Requirements			Where to Secure	
			UP System through AMIS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Colleges send requests to the OVCAA	1.1 OVCAA sends request to UP System/AMIS Team	None	1 Day	College Staff & Coordinator (CCAD, CS, CSS, SoM, NSTP) Office Staff Office of the Vice Chancellor for Academic Affairs
	1.2 OVCAA generates reports for each college and NSTP.		3 Days	Office Staff Office of the Vice Chancellor for Academic Affairs
	1.3 OVCAA sends reports to college deans and NSTP Coordinator		1 Day	Office Staff Office of the Vice Chancellor for Academic Affairs Deans & Coordinator (CCAD, CS, CSS, SoM, NSTP)



TOTAL	None	5 Days	

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	We appreciate hearing from you, kindly fill out the feedback form below.
How feedback is processed	Feedback will be checked regularly and will be handled with strict confidentiality.
How to file a complaint	Email us at: ovcaa.upcebu@up.edu.ph
How complaints are processed	All complaints will be handled with strict confidentiality at the Office of the Vice Chancellor for Academic Affairs.
Contact information of ARTA, PCC, and CCB	Tel. No. (6332) 2328187 loc. 124



CENTRAL VISAYAS STUDIES CENTER (CVSC)



EXTERNAL SERVICES

1. OVERSEAS INTER-GOVERNMENT COMMUNICATIONS RELATED TO TRAINING AND WORKSHOPS AND OTHER RESEARCH-RELATED DATA REQUESTS

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

Office or Division		Central Visayas Studies Center		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		Regional Government Agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email addresses of government agencies, letters of responses			Official Email Inbox of CVSC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends letters of invitation and requests to CVSC or to the Chancellor forwarded to CVSC	1. Responds by email to letters of invitation and different types of requests such as participation in government-organized programs and meetings and requests 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. Accomplishes proposal application form	1. Calls for participants to a workshop to come up with multidisciplinary research proposals	None	20 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Submit the proposal to CVSC	2. Consolidates the budgetary requirements for all studies under the project			
3. Project study implementation upon receipt of FCM	3. Submit the proposal to UPCIDS			
4. Submit discussion papers	4. Monitors the approval of the grant and transfer of funds through a Funding Check Memo (FCM)		20 Days	



5. Submits policy papers	5. Provides administrative assistance in the release of funds per study.		15 Days	<i>Admin, Aide, University Researcher and CVSC Director</i> Central Visayas Studies Center
	6. Monitors status of fund disbursements			<i>University Researcher</i> Central Visayas Studies Center
	7. Monitors the progress of each study			<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. Submits study outputs namely discussion papers and policy papers to CIDS			<i>CVSC Director</i> Central Visayas Studies Center
	10. Facilitates the release of fund tranches			<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
	11. Submits financial statements of fund disbursed for the project to CIDS			<i>University Researcher</i> Central Visayas Studies Center
TOTAL		None	65 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. Accomplishes ECWRG proposal application form	1. Sends the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)	None	2 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Submits proposal for review	2. Checks if the revisions prescribed by the expert and REC have been incorporated		2 Days	<i>CVSC Director</i> Central Visayas Studies Center
3. Proponent revises the proposal then submits back to CVSC	3. Endorses the revised proposal to OCVA			<i>CVSC Director</i> Central Visayas Studies Center
	4. Facilitates the submission of the revised proposal to the OVCAA			<i>University Researcher</i> Central Visayas Studies Center
TOTAL		None	4 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		OVPA Website: https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/ ; CVSC website: http://cvsc.upcebu.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP System RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form 2. Submits accomplished forms and documents to CVSC 3. Submits conference report if request is granted	1. Review and assess the reputation of the conference and conference organizers	None	2 Days	<i>University Researcher</i> Central Visayas Studies Center
	2. Endorses verified quality and reputable Conferences		1 Day	<i>CVSC Director</i> Central Visayas Studies Center
	3. Facilitates submission of endorsed RDG Application to OVCAA			<i>University Researcher</i> Central Visayas Studies Center
	4. Endorses conference report submitted			<i>CVSC Director</i> Central Visayas Studies Center
	5. Facilitates submission of endorsed conference report to OVCAA		1 Day	<i>University Researcher/ Admin Aide</i> Central Visayas Studies Center
TOTAL		None	4 Days	



4. FACILITATE AND ENDORSE THE 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. Accomplishes UP System IPA Application Form, Publication indexed in either WoS or Scopus, and other supporting documents indicated in the application form	1. Acknowledges the submission of the application for IPA	None	1 Day	CVSC Director Central Visayas Studies Center
	2. Reviews and assesses the reputation of the publication through WoS and Scopus index list		2 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)	University Researcher Central Visayas Studies Center
2. Submits accomplished forms and documents to CVSC	3. Certifies the verified publication		1 Day	University Researcher and CVSC Director Central Visayas Studies Center
3. Retrieves the endorsed application at the OVCAA	4. Endorses verified reputation of the publication		1 Day	CVSC Director Central Visayas Studies Center



4. Submits the endorsed application to the OVPAA	5. Facilitates the submission of the endorsed application and certification to the OVCAA (by email and by fast mail delivery)			CVSC Director, University Director, and Admin Aide Central Visayas Studies Center
TOTAL		None	5 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		
• Application Form • Research Contract • Certificate of Proposal Revision • Certificate of Manuscript Submission		CVSC Website : http://cvsc.upcebu.edu.ph/ Prepared and facilitated by CVSC Prepared and facilitated by CVSC Prepared and facilitated by CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes CWRG proposal application form downloaded from CVSC website	1. Disseminates calls for in-house research grants (API and CWRG from CHED fund)	None	2 Days	University Researcher and CVSC Director Central Visayas Studies Center
2. Submit proposal for review	2. Sends the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)		1 Day	University Researcher and CVSC Director Central Visayas Studies Center
3. Proponent revises the proposal then submits back to CVSC	3. After the review process, returns the proposal to the proponent for revision		2 Days	
4. Proponent have the contract notarized	4. Checks if the revisions prescribed by the expert and REC has been incorporated		4 Days	CVSC Director Central Visayas Studies Center



	5. Issue a certification of the revised proposal		1 Day	University Researcher Central Visayas Studies Center
	6. Facilitates the signing of the contract to the parties involved: proponent, CVSC Director, VCAA & Chancellor		2 Days	University Researcher Central Visayas Studies Center
	7. Facilitates the submission of the signed contract for notarization at the Legal Office		1 Day	University Researcher Central Visayas Studies Center
	8. Facilitates the submission of the notarized contract and certificate of proposal revision to the OVCAA for the release of the first tranche of the grant.		1 Day	University Researcher and CVSC Director Central Visayas Studies Center
	9. Monitors the progress of the grant provided		3 Days	
	10. Monitors the completion of the grant provided.		2 Days	
	11. Certifies the completion of the research conducted		2 Days	
	12. Facilitates the submission of the required documents for the release of the final tranche of the grant.			
TOTAL		None	19 Days	



6. DISSEMINATE INFORMATION AND COMMUNICATION PERTAINING TO RESEARCH SENT BY GOVERNMENT AGENCIES, NGOS, OR PRIVATE ORGANIZATIONS

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

Office or Division		Central Visayas Studies Center		
Classification		Simple		
Type of Transaction		G2G – Government to Government, G2C – Government to Citizen, G2B – Government to Business		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications from NGOs and NGAs and other private organizations		Official communication sent to CVSC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges receipt of communication	E-blasts official communications related to research and research application	None	1 Hour	University Researcher and CVSC Director Central Visayas Studies Center
2. Acts 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. Accomplishes UP Cebu RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form	1. Reviews and assesses the reputation of the conference and conference organizers	None	2 Days	<i>University Researcher</i> Central Visayas Studies Center
	2. Endorses verified quality and reputable Conferences		1 day	<i>CVSC Director</i> Central Visayas Studies Center
2. Submits accomplished forms and documents to CVSC	3. Facilitates submission of endorsed RDG Application to OVCAA	None	2 Days	<i>University Researcher and Admin Aide</i> Central Visayas Studies Center
3. Submits conference report if request is granted	4. Endorses conference report submitted			
	5. Facilitates submission of endorsed conference report to OVCAA			
TOTAL		None	5 Days	



8. PROVIDE ANSWERS TO INQUIRIES ON RESEARCH AND RESEARCH-RELATED MATTERS

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

Office or Division		Central Visayas Studies Center		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NA			Send email to CVSC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails data request to CVSC	1. Replies to the inquiries immediately if questions can be readily answered	None	1 Day	University Researcher and CVSC Director Central Visayas Studies Center
	2. Assesses the time required to accomplish the request and replies when to receive the data requested.		1 Day	
	3. If data is readily available		1 Day	
	4. If data needs to be reprocessed		3 Days	
TOTAL		None	6 Days	



9. ASSESS, VERIFY, AND POST REPORTED PUBLICATIONS/CREATIVE WORK OUTPUT

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

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



10. POST REPORTED RESEARCH AND CREATIVE WORK PRESENTATION

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

Office or Division		Central Visayas Studies Center		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty and REPS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Presentation Report Form Creative Work Output Report (Documentation of the Art exhibit)		CVSC Website : http://cvsc.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research presentation report and creative work output report to CVSC	1. Acknowledges receipt of submitted publication/ creative work report	None	1 Day	University Researcher and CVSC Director Central Visayas Studies Center
	2. Posts report at the CVSC website		2 Day	University Researcher 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 asks CVSC to submit API Proposals.	1. Crafts proposals for API seminar-workshops and submits these to the OVCAA.	None	5 Days	<i>University Researcher and CVSC Director</i> Central Visayas Studies Center
2. Faculty suggests topics for forums and seminar-workshops	2. Writes letters of invitation to speakers. 3. Invites faculty and REPS to participate in the API Seminar-Workshops and forums		2 Days	<i>CVSC Director</i> Central Visayas Studies Center
	4. Conducts these during the appointed time.		3 Days	<i>Admin Staff/Research Aide, University Researcher and CVSC Director</i> Central Visayas Studies Center
TOTAL		None	10 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



GENDER AND DEVELOPMENT OFFICE (GAD)



EXTERNAL SERVICES

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

Office or Division:	GAD Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	External clients - Government agencies, academic institutions, local government units, private and non-government organizations, business partners (start-up) and UPC students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Invitation or request letter from client to UP Cebu GAD Office • Training Needs Assessment survey form (online)		• Partner Agency/ NGO or requesting client • GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an invitation or letter request for any gender-related training/or activity as a resource speaker or GAD consultant	1.1. Receive invitation or letter request for gender-related training/activity (online or in person)	None	15 mins	GAD Staff
	1.2. Forwards to GAD Coordinator for review and endorsement		15 mins	
	1.3. Checks for the availability of requested resource person / or forward the letter to another faculty expert-consultant or VCAA		5 Days	GAD Staff



	/Chancellor for approval			
2. Submit the Accomplished Training Needs assessment survey form	2. Assess and summarize the training needs results to design the talk/ lecture series or training module or scope of consultation	None	5 Days	GAD Coordinator GAD Focal Point Person- Based on Faculty Expertise
3. Confirm and send a reply to the invitation/request for gender training and/or resource speaker	3. Release the signed and approved copy with requirements like biodata, curriculum vitae, certificate of employment, etc. (as requested by external client)	None	2 Days	GAD Staff
TOTAL			12 Working Days and 30 mins	



2. Extend Technical Support to SIDLAK Gender Resource Center Region 7 and its Partners

Office or Division:	GAD Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	External clients - Government agencies, academic institutions, local government units, private and non-government organizations in partnership with SIDLAK GRC 7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request from client to the Chancellor - SIDLAK GRC 7 partners profile		concerned requesting agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the invitation/ letter request addressed to the Chancellor, for technical assistance or venue to be used	1.1 Receive the letter request and/or invitation (online or in-person)	None	15 mins	GAD Staff
	1.2 Forward to GAD Coordinator for endorsement		15 mins	GAD Coordinator
	1.3. Forward to /VCA or VCAA/ Chancellor's office for approval		1 day	GAD Staff
	1.4. Wait for the approval or disapproval of the request		1 day	
	1.5. Identify availability of the requested resource/s –venue and persons		1 day	GAD Staff in coordination with CMO Staff



2. Call the GAD Office Staff to follow up on the response to the request	2. 1. Inform the external client whether the request has been approved or disapproved 2.2. Confirm the venue /or facilities	None	3 Days	GAD Staff
3. Confirm the response to the technical support or venue to be used	3. Send the signed letter request/ or invitation with the needed documentary requirements as requested by the client	None	1 Day	GAD Staff
TOTAL			7 Working Days & 15 mins	



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

Office or Division:	GAD Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Government agencies, academic institutions, local government units, non-government organizations, businesses and UP Cebu Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter request addressed to the Chancellor through proper channels • Reservation form (online) • Receipt of payment for the requested use of infrastructure and/or facilities (if applicable)		• Letter from requesting client • UP Cebu website (flows and forms) • UP Cebu Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned agency/client writes a letter to the Chancellor through the proper channels	1.1 Receive letter request 1.2. Evaluate request in terms of the GAD mainstreaming framework 1.3. Endorse or not endorse the request 1.4. Route the client's letter to the Chancellor through the proper channels	None	5 Days	GAD Staff GAD Coordinator



2. Follow up with the GAD Office Staff on the reply to their letter request	2.1 Inform the client of approval or disapproval (give out the reason for example non-availability of the facility/structure) 2.2 If approved, the client will go to the cash office for payment and get the receipt of payment for the use of facilities and /or infrastructure 2.3 If disapproved, the client will be given a copy of the signed letter	Rental Fees may vary according to the requested infrastructure and/or facilities/ equipment used based on FPOC rates found at the UP Cebu website	5 Days	Accounting Staff and/or Cash Office Staff GAD Staff
3. Do an ocular inspection of the infrastructure and/or facilities if available. When the request is approved, fill out the online reservation form	3.1. Assist the client to ensure that the online reservation form is completed and signed to block off the date and venue with a received copy of the reservation form and its approval 3.2 Verify and confirm with the client on all the necessary logistical needs for infrastructure use, facilities, and/or equipment to be used	None	5 Days	GAD Staff GAD Staff in collaboration with CMO Staff
4. Give feedback on the use of UP Cebu facilities and/or infrastructure	4. Give feedback form for customer/ client satisfaction survey	None	5 Days	GAD Staff
TOTAL			20 Working Days	



INTERNAL SERVICES

1. Submission of annual GAD Plan and Budget/ Accomplishment reports to VCAA/ OC/ COA/ UP CWGS

Process of submitting compliance of reports/replies to VCAA, OC, COA, and UP Center for Women & Gender Studies

Office or Division:	GAD Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	UP Cebu Administrators, Faculty, REPS & Staff (GFPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• GPB Template • AR Template		GAD Office and/ or UP CWGS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct consultative meetings, needs assessment and/or suggest gender issues and concerns with relevant GAD plans, budget, and PAPs (programs, activities & projects)	1. Receive and review the summary of plans, program activities	None	5 Days	GAD Focal Point Persons with GAD Coordinator
2. Input the final GAD Plan and Budget (Last Quarter of the Fiscal year) and / or Accomplishment Report (First Quarter of the Fiscal Year)	2. Submit the GAD Plan and Budget and/ or Accomplishment Report to the appropriate offices (VCAA and OC) for review and approval.	None	14 Days	GAD Coordinator GAD Staff
3. Send the documents (GPB and	3. Receive the signed copy of the GAD	None	1 Day	GAD Staff



AR) online and physical copy through LIBCAP to UP CWGS and COA - Region 7	Plan and Budget (GPB) and/ or Accomplishment Report (AR)			
TOTAL			20 Working Days	



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

Office or Division:	GAD Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Administrators, Faculty, REPS & Staff (GFPS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Invitation or request letter to the GAD Office • Needs assessment survey form (online)		UPC Constituents GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send invitation or letter request for any gender-related orientation/ training/activity	1.1. Receive invitation or request letter for gender-related orientation/ training/activity 1.2 Secure the endorsement of the GAD Coordinator	None	2 Days	GAD Staff
2. Accomplish the online Training Needs Assessment Survey Form	2.1. Receive and review the results of the training needs 2.2. Confirm the available resources (GAD experts and resources)	None	4 Days	GAD Staff
3. Confirm with the GAD Office in terms of (a) a response to the invitation/ request and (b) any feedback from the GAD Coordinator	3. Accept invitation/ letter of request for gender orientation, training, g and or activity confirm on the final schedule, the content of training, and number of participants	None	1 Day	GAD Staff



4. Attend the Gender-Related Orientation/ Training (via Online or Face-to-face) and Other Gender-Related activities	4. Facilitate and prepare the following: 4.1 Attendance Sheet 4.2 Evaluation form	None	1-3 Days	GAD /OASH Coordinator Faculty/REPS PCW NGRP
TOTAL			10 Working Days	



3. Facilitate any logistical support to UP Cebu Faculty, REPS, & Administrative Staff for GAD-related activities

Office or Division:	GAD Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	UP Cebu Constituents (Faculty, REPS, & Administrative Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter request addressed to the Chancellor • Line Item Budget		UPC Constituents GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request, with line item budget, addressed to the Chancellor through proper channels for any GAD-related activity (fora, symposium, art exhibit, etc.)	1.1. Receive letter request with line-item budget 1.2. Route to Budget Office, Campus Maintenance Office, & Office of the Vice Chancellor for Academic Affairs 1.3. Check the final action form Chancellor either approve or disapprove	None	15 mins 2 days 30 mins	GAD Staff
2. Contact GAD Office staff to know the status of the request and the final response	2. Inform the client of approval or disapproval of the request as its response	None	1 Day	GAD Staff



3. Specify the logistical support needed	3. Provide requested logistical support to UP Cebu constituents	None	1 Day and 15 min	GAD Staff GAD Coordinator
TOTAL			4 Working Days and 1 Hour	



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

Office or Division:	GAD 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		
- Letter request addressed to the Chancellor through proper channels - Reservation form (online)		- Letter from requesting client - UP Cebu website (flows and forms)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request to the Chancellor through proper channels (GAD Office)	1.1 Receive letter request 1.2. Evaluate request in terms of the GAD mainstreaming framework 1.3. Endorse or not endorse the request 1.4. Route the client's letter to the Chancellor through the proper channels	None	30 mins 2 days	GAD Staff
			2 days	GAD Coordinator
2. Call the GAD Office Staff on the reply to their letter request	2.1 Inform the client of approval or disapproval (give out the reason for example non-availability of the facility/structure)	None	5 Days	GAD Staff



	2.2 If approved, the client will accomplish the online reservation 2.3 If disapproved, the client will be given a copy of the signed letter			
3. Confirm and give feedback on the use of UP Cebu facilities and/or infrastructure	3.1. Facilitate readiness of the requested infrastructure and/or facilities 3.2 Prepare Attendance Sheet 3.3 Prepare Evaluation Form and Client/ Customer Satisfaction Survey Form	None	5 Days	GAD Staff in collaboration with CMO/ ITC/ and other relevant offices
TOTAL			14 Working Days and 30 mins	



NATIONAL SERVICE TRAINING PROGRAM (NSTP)



EXTERNAL SERVICE

1. Requesting of Data from Barangays

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

Office or Division:	NSTP-CWTS Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures letter request	1. Receives document and forwards it to the Coordinator - review and sign	None	2 Days	Staff NSTP-CWTS Coordinator NSTP-CWTS
	2. Returns the document to the Client		1 Day	Staff NSTP-CWTS
	3. Forwards document to Pertinent Office		1 Day	Staff NSTP-CWTS Pertinent Office
TOTAL		None	4 Days	



INTERNAL SERVICES

1. Basic Requests regarding Lecturers, Equipment, Venue.

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

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Program, Faculty, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures letter request	1. Receives document and forwards it to the Coordinator - review and sign.	None	2 Days	Staff NSTP-CWTS
	2. Returns the document to the client.		1 Day	Coordinator NSTP-CWTS
	3. Forwards document to pertinent office.		1 Day	Staff NSTP-CWTS
TOTAL		None	4 Days	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. Receives document (DTR) and forwards it to the Coordinator - review and sign	None	3 Days	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS
	2. Prepares Disbursement Voucher (DV) and Obligation Request and Status (OBR), and forwards them to the Coordinator - review and sign		2 Days	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS
	3. Scans DV, OBR, and other attachments, and uploads them to UIS		1 Day	<i>Staff</i> NSTP-CWTS



	4. Forwards documents to Budget Office for endorsement/ approval		1 Day	<i>Staff</i> NSTP-CWTS <i>Staff</i> Budget Office
TOTAL		None	7 Days	



3. Processing of Change in Matriculation

Processing of Change in matriculation of students during enrolment

Office or Division:		NSTP-CWTS Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Originating Office of the College Secretary (OCS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes Add/Change Matriculation Form	1. Receives document and forwards it to NSTP-CWTS Lecturers and Coordinator - review and sign	None	3 Days	<i>Staff</i> NSTP-CWTS <i>Coordinator</i> NSTP-CWTS Lecturers
	2. Forwards document to Client's Originating Office of the College Secretary and gets a copy		1 Day	<i>Staff</i> NSTP-CWTS <i>Staff</i> Office of the College Secretary
TOTAL		None	4 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Feedback may be filed through the office using the feedback form at the National Service Training Program (NSTP) or by sending an email to nstp.upcebu@up.edu.ph
How feedback is processed	The NSTP office receives the feedback and considers its merit and proactive solutions through the following: 1. Reevaluation of process 2. Corrective action 3. Organizational improvement
How to file a complaint	Feedback may be filed through the office using feedback form at the National Service Training Program (NSTP) or sending an email to nstp.upcebu@up.edu.ph , with the attached signed formal feedback/complaint.
How complaints are processed	The office receives the complaint and directs the processing to proper authority. For suggestive complaints, the office assesses the validity of the complaint and considers proactive methods in response. For formal complaints, the office shall do the following: a. Complaint processing b. Complaint investigation c. Corrective action d. Complaint resolution e. Organizational improvement
Contact Information of NSTP	Telephone number: (032) 232 8187 or 232-2642 (local 207) Email: nstp.upcebu@up.edu.ph



OFFICE OF STUDENT AFFAIRS (OSA)



EXTERNAL SERVICES

1. Counseling and Psychotherapy

Request for a counseling appointment.

Office of Division	Office of Student Affairs			
Classification	Simple			
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		
• OSA Form No. 14 – Referral Slip • OSA Form No. 13—Call Slip • OSA Form No. 11—Individual Counseling Form • OSA Form No. 12—Group Counseling Form • Re-admission Form & Extension of MRR		• Office of Student Affairs • College Secretary • Resident Psychologist Office (Third Place)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit referrals from the faculty members, admin staff, parents, friends and classmates (in-person / online)	1.1.A. Accept referral slips and/or re-admission forms to schedule appointments or counseling sessions. 1.1.B. Issue the call slip to the student after receiving it.	None	5 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM



1.2. Give readmission form signed by the Academic Program Coordinator	1.2. Receive the readmission form.			
1.3. Walk-in to the office	1.3. Check available GSS.			
2. Sign in the Client Logbook in the office.	1. Give the logbook to the client.	None	3 minutes	<i>Admin. Aide</i>
3. Present the call slip and the readmission slips if referred.	2. Determine whether the student can be attended to by the assigned Guidance Services Specialist, through online or in-person	None	3 minutes	<i>Admin. Aide</i>
4. Proceed to the counseling session and/or sign the Informed Consent	4. Explain informed consent and conduct counseling sessions and records on individual cumulative folders or counseling reports.	None	1 hour	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
5. Agrees on the follow-up counseling session.	5.1. Recommend follow-up counseling sessions based on the professional assessment. 5.2. Set a schedule for the next session.	None	3 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
6. Submit the re-admission form	6. Accomplish the acknowledgement form and			<i>Guidance Services Specialist</i>



together with the counselor's certification to the Admissions Committee (for those who are referred).	send it to the faculty who made the referral through email, or the certification will be attached to the readmission form for those who are referred by the Admissions Committee.	None	1 day	• in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
7. Attend the follow-up counseling session.	7. Accommodate the scheduled follow-up session of the student	None	1 hour	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
8. Agree on the referral instruction	8. Refer the student to a specialist mental health professional	None	5 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
9.A. Counselling -	9. A. Arrange schedule with the student/client	None	45 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
9. B. Psychotherapy B.1. Secure referral from the attending Guidance	9. B.1 & 2. Arrange a schedule with the student/client		5 Minutes	



Services Specialist		None	2 Hours	
B.2. Set appointment with the Resident Psychologist for Referred Clients				<i>Resident Psychologist</i>
B.3. Proceed to Third Place (Office of Resident Psychologist) for Walk-in Clients	9. B.3. Conduct initial assessment		45 minutes	
TOTAL		NA	1 day, 4 hours and 54 minutes	



2. Psychological Testing

Request for the administration of tests and submission of psychometric reports for students.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C—Government of Citizen			
Who may avail	Bona fide UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for group testing Psychological Testing Material and Answer Sheet		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request and confirm the notice of the testing appointment. (Group Testing)	1. Accept the letter and schedule a notice of appointment.	None	30 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
2. Inquire about the availability of the Psychological Testing Service (Individual Testing)	2. Present the available Psychological Testing Services	None	15 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
3. Take the psychological test.	3. Administer a psychological test.			<i>Guidance Services Specialist</i>



		None	1 hour and 30 minutes	• in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
4. Receive the Psychological Test Results	4. Interpret the psychological profile and/or psychometric report.	None	Individual Test 5 days Group Test 10 days	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
TOTAL		NA	15 days, 2 hours and 15 minutes	



3. Career Guidance Service

Informing students for career talks or job preparation symposiums.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C—Government to Citizen			
Who may avail	Bona fide UP Students (High School and Undergraduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Needs Assessment Survey Results - Filled out Student Cumulative Form No. 1 - Exit Interview Form (for the Graduating Students)		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform students about the schedule of the career talk/job preparation symposium.	1. Consult the student representatives and/or faculty adviser for the schedule of the job preparation symposium.	None	30 minutes	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM
2. Suggest resource speakers/companies for the career talk or job preparation symposium.	2. Set the date and arrange a venue for the Career Talk or Job Preparation symposium with the resource persons/companies.	None	10 days	<i>OSA Director</i> <i>Guidance Service Specialist</i>



				• in charge of Career Guidance
3. Attend the career talk/job preparation symposium.	3. Facilitate the career talk / job preparation symposium activity	None	1 day	<i>OSA Director</i> <i>Guidance Service Specialist</i> • in charge of Career Guidance
TOTAL		NA	11 days and 30 minutes	



4. Student Inventory Service for Undergraduate & Graduate Students

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

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		
Cumulative Folder/Sheet or Cumulative OSA Form 1 – Undergraduate/Graduate Students		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the cumulative folder or sheet, indicating all the necessary information. Attach a recent 2x2 photo.	1. Distribute cumulative folder/sheet to all new students and transferees	None	1 hour	<i>Admin./Office Aide</i> <i>In collaboration with Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM
2. Submit the cumulative folder/sheet	2. Collect the cumulative folder/sheet, and for those students who did not submit, they will be tagged for ineligibility (manually or through online)		2 days	<i>Admin./Office Aide</i>
TOTAL		NA	2 days and 1 hour	



5. Information Services

Help clients get a wide range of information from diverse sources, discover more possibilities, and make informed choices about their college lives.

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		
- Needs Assessment Survey Results - Publication Materials - Letter Request - Activity Evaluation Form		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>A-Group Guidance Sessions (e.g. Study Habits, Time Management, Goal Setting, Personality Development Topics, etc.)</i>				
1. Inquire schedules of activities	1. Post announcements and other publication materials both on the official Facebook page for OSA and through the school bulletins.	None	15 minutes	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM
2. Attend the activity	2.1. Provide needed supplies and materials in the activity 2.2. Secure students participation in the attendance form	None	2 hours	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM



	2.3. Facilitate the Guidance Session			
	2.4. Prepare the Evaluation Form			
3. Fills out the evaluation form	3. Give the participants an evaluation form to complete and collect later.	None	15 minutes	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
	Total	NA	2 hours and 30 minutes	
B. Information Drive (e.g. Program Announcements, Off-Campus Invitations, Job Vacancies, etc.)				
1. Send letter of request to disseminate program/event announcements	1. Reply for confirmation of client's request	None	1 day	<i>Admin./Office Aide</i> <i>OSA Director</i>
2. Submit posting materials for review and secure approval stamp	2.1. Accept and approve the posting material 2.2. Post publicity materials in the official OSA Facebook Page and school bulletins	None	1 hour	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM <i>Admin./Office. Aide</i>
	Total	NA	1 day and 1 hour	



C. Community Service Program (e.g. Wellness Program, Recreation and Leisure Activities, Community Extension Work, etc.)				
• Accomplish the online pre-registration form	1. Provide a pre-registration link / form to possible participants	None	15 minutes	Admin./Office Aide
• Attend the activity	2.1. Secure attendance of the participants 2.2. Facilitate the activity	None	2 hours	Guidance Services Specialist • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
• Accomplish the evaluation form	3. Provide an evaluation form (Google form/physical copy) to be collected once accomplished by the participants.	None	15 minutes	Admin./Office Aide
Total		NA	2 hours and 30 minutes	



6. Job Fair for Partner Companies

Registration for participation in the 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		
• Invitation letter and registration form • Official Receipt photocopy • Business Permit • SEC Registration • Company Profile • Job Vacancies (Online/Posters)		• Office of Student Affairs • Cash Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the job fair schedule.	1. Send invitation letters and registration forms to companies for the job fair.	None	1 day	<i>Guidance Service Specialist (GSS) In Charge of Job Fair/Career Guidance</i>
2. Pay the job fair registration fee at the cashier's office.	2. Process payment and issue official receipts	₱4,000	10 minutes	<i>Cashier</i>
3. Submit registration form and other required documents	3. Accept and confirm the company's participation.	None	10 days	<i>Guidance Service Specialist (in charge for Job Fair)</i>



4. Inquire about the location of the venue	4. Prepare and set up a designated area at the venue.	None	1 hour	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
5. Present company profile to the students	5.1. Facilitate the attendance of the students during the presentation of the company profile 5.2 Provide sound systems and logistical needs like audiovisual equipment to partner company	None	2 hours	<i>GSS In Charge (Job fair)</i> <i>Admin. Aide</i> <i>CMO In-charge (AVR/Venues)</i>
6. Conduct job interviews/job testing for students.	6. Facilitate reservation of venue for interview and testing	None	4 hours	<i>Partner Companies in collaboration with Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM
TOTAL		₱4,000	11 days, 7 hours and 10 minutes	



7. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OSA Form No. 4—Request Slip for Certification of Good Moral Character, etc. - Official Receipt (OR)		- Office of Student Affairs - Cash Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished request slip (online or in person).	1. Accept the request slip.	₱40 per certificate (fee is waived for faculty and staff)	3 minutes	<i>Admin./Office Aide</i>
2. Secure an approval slip from the Guidance Services Specialist or OSA Director.	2. Approve the request slip.	None	5 minutes	<i>Guidance Services Specialist</i> <i>in charge of CCAD</i> <i>in charge of COS</i> <i>in charge of CSS</i> <i>in charge of SOM</i>



				<i>OSA Director</i>
3. Pay the fee at the Cash Office.	3. Accept payment and give OR.	None	10 minutes	<i>Cashier</i>
4. Present the OR and submit a request slip.	4. Accept the OR and request a slip.	None	3 minutes	<i>Admin./Office Aide</i>
	5. Prepare the requested certification and have it signed by authorized personnel.	None	1 day	<i>Admin./Office Aide</i>
5. Claim certification, upon presentation of OR.	6. Give the requested certification upon the client's OR presentation.	None	3 minutes	<i>Admin./Office Aide</i>
TOTAL		₱40 per certificate	1 day and 24 minutes	



8. Request for Clearance (Transferees and Graduates)

Request to be cleared from the Office of Student Affairs to transfer out or because a 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		
- University Clearance Form - Cumulative Folder/Form and Exit Interview Form—Undergraduate/Graduate - Paid accountabilities such as Kadaganan fund loan, Student org accountabilities, etc.		- College Secretary of each College - Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the university clearance form.	1. Accept the clearance form and record it in the logbook.	None	15 minutes	<i>Admin./Office Aide</i>
Submit cumulative folder and undergo exit interview (face-to-face or online)	2. Accept Cumulative folder and give exit interview (face-to-face or online)	None	15 minutes	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM



Secure a signature from the Guidance Services Specialist or OSA Director.	3. Signs Clearance	None	1 day	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM <i>OSA Director</i>
TOTAL		NA	1 day and 30 minutes	



9. 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		
- University Clearance Form - Cumulative Folder/OSA Form 1—Undergraduate/Graduate		- College Secretary Office - Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show a university clearance form.	1. Check the University Clearance Form.	None	30 minutes	<i>Admin./Office Aide</i>
2. Submit the completed cumulative folder/form and undergo individual counseling.	2. Receive the client's cumulative folder and conduct the counseling session.	None	1 hour	<i>Guidance Services Specialist</i> - in charge of CCAD - in charge of COS - in charge of CSS - in charge of SOM



3. Secure clearance signed by a Guidance Services Specialist or OSA Director.	3. Sign the University Clearance Form.	None	1 day	<i>Guidance Services Specialist</i> • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM <i>OSA Director</i>
TOTAL		NA	1 day, 1 hour and 30 minutes	



10. Student Learning Assistance System (SLAS) Online Application

Application for stipend and learning assistance

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C—Government to Citizen			
Who may avail	1. Bonafide students of UP. These include: Filipino undergraduate students, including those enrolled in law and medicine, who had been issued UP-mail accounts 2. Students in need of learning assistance from UP. Applicants would include: Students applying for financial assistance Students who wish to avail gadgets, internet connection and similar support services (e.g., tutorial services, assistive services)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP mail account (up.edu.ph)			slasonline.up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at slasonline.up.edu.ph during the application period using your UP mail account.	1. Prepare publication material and announce the opening of the SLAS online schedule of applications, appeals, and results on the OSA FB page.	None	10 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin. Assistant.</i>
2. Express intent to apply and agree to the terms and conditions.		None	3 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Assistant</i>



3. Accomplish the Student Profile, Household Characteristics questionnaire, and Household Income form.			30 minutes	
4. Review all entries, then confirm submission			10 minutes	
5. Wait for SLAS results.	2. Generate SLAS application results.		1 day after the application period	<i>Junior Scholarship Affairs Officer</i> <i>Admin. Assistant</i>
6. Access results by logging in at slasonline.up.edu.ph.	3. Prepare publication material and announce the availability of results at the OSA FB Page.		10 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin. Assistant</i>
TOTAL		None	2 days and 3 minutes	



11. Student Learning Assistance System (SLAS) Online Application Appeals

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

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		
• Pertinent documents to support your appeal • Interview Form		• Appropriate Agencies • Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the schedule of appeal and its process.	1. Provide information on the schedule and its process.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin. Assistant</i>
2. Visit slasonline.up.edu.ph and log in using your UP mail account during the appeal schedule.			5 minutes	
3. Indicates consent with the terms and conditions of SLAS.			5 minutes	



4. Fill out the SLAS appeal questionnaire.			20 minutes	
5. Indicate permanent address, vicinity map, and landmarks near home.			10 minutes	
6. Save the appeal, review the entries, and confirm the submission.	2. Generate/extract an appeal application form from the SLAS online portal.	None	10 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin. Assistant</i>
7. Wait for further instructions of the appeal process	3. Email students for the list of supporting documents to be submitted.	None	5 minutes	<i>Admin. Assistant</i>
8. Comply with the required documents and submit supporting documents	4. Receive and collate supporting documents submitted by the students and upload them to the Drive.	None	5 minutes	<i>Admin. Assistant</i>
	5. Email the students for the schedule of interview	None	5 minutes	<i>Admin. Assistant</i>
9. Visit OSA for the preferred schedule of interview	6. Accommodate the students of their preferred schedule for the interview	None	5 minutes	<i>Admin. Assistant</i>
	7. Print appeals generated/extracted.	None	3 minutes	<i>Admin. Assistant</i>
10. Undergo interview	8. Conduct an interview.	None	1 hour	<i>Junior Scholarship Affairs Officer</i>



				<i>Admin. Assistant</i> <i>OSA Director</i> <i>Guidance Services Specialist</i> • in charge of Scholarship
11. Waits for the SLAS appeal results.	9. Prepare the interview report.	None	2 days	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i> <i>OSA Director</i> <i>GSS</i> • in charge of Scholarship
	10. Set a meeting with the Committee on Scholarships and Financial Assistance.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> • M. Mante
	11. CCSFA deliberates appeals.	None	15 days after appeal period	<i>Committee on Scholarships and Financial Assistance.</i>
	12. Prepare a summary of results.	None	20 minutes	<i>Junior Scholarship Affairs Officer</i>
	13. Encode results at the SLAS online portal.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i>



12. Check for the results. Results can be accessed by logging in using your UP mail account at slasonline.up.edu.ph	14. Prepare pubmat and announce the availability of appeal results at OSA FB page.	None	10 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
TOTAL		None	17 days, 1 hour and 58 minutes	



12. Request for Transfer of Campus (SLAS Online Application)

Transfer of campus for students enrolled already in another campus in order for them to access the SLAS online portal.

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 or College Secretary		
CLIENT STEP	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to sts.upcebu@up.edu.ph	1. Receive the email request and instruct students to send Form 5 and school ID.		None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
2. Send copies of Form 5 and school ID.	2. Checks the veracity of the submitted documents.			5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>



	3. Change the campus and the student's program at the SLAS online portal.			3 minutes	
4. Receive an email notification for the change in his/her new campus and degree program.	4. Inform the student through email that his/her request has already been accommodated.			3 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
TOTAL			None	16 Minutes	



13. 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	Complex			
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 an official copy of grades from the last semester attended.	1. Accept and check Form 5 and the official copies of grades.	None	5 minutes	<i>Admin Asst.</i>
2. Wait for an announcement on the schedule of release.	2. Verify if qualified & officially enrolled.		5 minutes	<i>Admin Asst.</i>
	3. Process the stipend. *		2 days	<i>Admin Asst.</i>



	<i>* OSA no longer has control after this step, but we usually advise students that it will take 10 working days.</i>			
3. Claim stipend through ATM cash cards.			4 days	
TOTAL		None	6 days and 10 minutes	



14. 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	Bonafide Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 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		• OSA • OUR • OUR • OSA • Parents/BIR/Barangay		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare publication materials and announce the opening of the scholarship on the OSA FB page.	None	30 minutes	<i>Junior Scholarship Affairs Officer</i>
1. Inquire about the availability of scholarship openings; secure the application form once qualified.	2. Provide information on the availability of scholarships.	None	5 minutes	
2. Submit an accomplished application form with supporting documents & undergo screening.	3. Accept the scholarship application form & check the completeness of it together with the requirements.	None	10 minutes	



	4. Screens and interviews the applicant. 5. Prepare the summary of the list of applicants. 6. Set a meeting with the UP Cebu Committee on Scholarships and Financial Assistance (CCSFA) and reserves for the venue.	None	20 minutes 30 minutes 20 minutes	
3. Receive notice of the scheduled meeting with the donor.	7. Inform the applicants of the scheduled interview/deliberation.	None	5 minutes	
4. Undergo an interview with the donor/scholarship committee.	8. Interview and deliberate for the final selection of qualified applicants.	None	17 days after the application period (20 mins. per applicant)	<i>Donor and/or CCSFA</i>
5. Wait for the results of the scholarship application.	9. Prepare the final list of qualified applicants and the Notice of Award.	None	30 minutes	<i>Junior Scholarship Affairs Officer</i>
6. Receive Notice of Award, if qualified, or Notice of Scholarship Application Results if did not qualify.	10. Provide notice of an award to qualified applicants.	None	1 day after the release of results	
TOTAL		None	18 days, 2 hours, and 30 minutes	



15. 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	Bonafide 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 a photocopy of the current Form 5 and a true copy of the grades of the 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	<i>Junior Scholarship Affairs Officer</i>
	2. Check and evaluate documents submitted. 3. Prepare a summary report of the academic status of scholars. 4. Submit the report and requirements to scholarship donors.	None	5 minutes 1 hr 10 minutes	<i>Junior Scholarship Affairs Officer</i>



	5. Evaluate the submitted documents.	None	1 hr	<i>Donor / Representatives</i>
2. Receive notice of scholarship status.	6. Receive feedback from the donors on the scholarship status of the scholars.	None	15 days after receipt of academic report and requirements	<i>Junior Scholarship Affairs Officer</i>
	7. Inform students if their scholarship is renewed/continued.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i>
TOTAL		None	15 working days; 2 hrs and 21 minutes	



16. 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	Bonafide Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Form 5, Official Copy of Grades - Letter of Award, Receipt of Remittance/O.R. - ID (in checks), ATM (in cash cards)		- 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	<i>Junior Scholarship Affairs Officer</i>
	2. Present the deposit slip to the Cash Office for verification.		5 minutes	<i>Junior Scholarship Affairs Officer</i>
	3. Cash Office issues Official Receipt		1-2 days after verification with the bank	<i>Cash Office Personnel</i>



2. Receive notice of the stipend's availability.	4. Prepare DV, payroll, etc., processed through UIS and forward to the Budget Office.* 5. Announce availability of scholarship benefits.		30 minutes 5 days after step no. 4	<i>Junior Scholarship Affairs Officer</i> <i>Junior Scholarship Affairs Officer</i>
3. Present school ID at the Cash Office and claim allowance (in cheque) or checks at ATM machines (through cash cards).	* <i>OSA no longer has control after this step, but we usually advise students that it will take 5-8 working days.</i>			
TOTAL		None	7 days and 40 minutes	



17. Application for the Kadaganan Fund

Application for students 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	Bonafide Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OSA Form KF1 - Form 5; ID		- Office of Student Affairs/Online - Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the application form	1. Provide an application form and instruct students on the requirements.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
2. Submit accomplished application form together with copies of Form 5 and school ID	2. Receive and check the application form and the required documents.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
3. Sign the logbook.	3. Instruct the student to sign the logbook.	None	2 minutes	<i>Junior Scholarship Affairs Officer</i>



				<i>Admin Asst.</i>
4. Undergo an interview.	4. Conduct an interview with the student.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
5. Seek approval of the OSA Director.	5. Approve the application from the OSA Director.	None	5 minutes	<i>OSA Director</i>
6. Submit the approved application form and claim the money.	6. Collect approved applications and give the money.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
TOTAL		None	27 minutes	



18. Donation to the Kadaganan Fund

Documentation and acknowledgment 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, Faculty, Staff, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- OSA Form KF 2 - Donation Form		Office of Student Affairs/online		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Kadaganan Donation Form.	1. Provide a copy of the Kadaganan Donation Form.	None	10 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
2. Secure signature from the OSA Director	2. Sign the donation form from the OSA director.	None	3 minutes	<i>OSA Director</i>
3. Submit the donation form and the pledged amount for donation.	3. Receive the form together with the donation.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i>



				<i>Admin Asst.</i>
4. Receive an acknowledgment letter for the donation.	4. Prepare and give an acknowledgement letter.	None	5 minutes	<i>Junior Scholarship Affairs Officer</i> <i>Admin Asst.</i>
TOTAL		None	13 minutes	



19. Student Assistant (SA) Application for Requesting Offices

Application of offices to request 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 the student assistant (SA) request form.	1. Accept the student assistant request form.	None	5 minutes	<i>Requesting Office</i>
2. Wait for the budget clearance & deliberation of SA requests.	2. Deliberate the request and get clearance from the budget officer.	None	30 minutes	<i>UP Cebu Committee on Scholarships and Financial Assistance (CCSFA) Budget Officer</i>
3. Secure the Notice of approval of SA Request	3. Send Approval Notice.	None	5 days	<i>GSS in-charge of scholarship Junior Scholarship Affairs Officer</i>
4. Submit the evaluation form at the end of the semester.		None	5 minutes	<i>Requesting Office / Admin Assistant</i>
TOTAL		None	5 days and 40 minutes	



20. Student Assistant (SA) Application for Students

Application of interested students for student assistants

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		
• Student Assistant Application Form • List of Requirements • Complete requirements • Notice of Appointment		Office of Student Affairs Human Resource Development Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire Student Assistant (SA) vacancies for a particular office	1. Prepare pubmat and announce the opening of SA in OSA Facebook	None	3 minutes	<i>Admin Asst.</i>
2. Accomplish and submit an application form for screening.	2. Accept the application form and screen the document.	None	10 minutes	<i>Admin Asst.</i>
3. Proceed to OSA for endorsement of the SA application.	3. Verify the SA application form.	None	5 minutes	<i>Admin Asst.</i>



4. Undergo the Interview for Student Assistant	4. Interview the applicant and endorse the SA application.	None	10 minutes	<i>OSA Director</i>
5. Proceed to HRDO and submit an approved application form for SA requirements.	5. Accept the approved application form and provide a list of requirements for SA.	None	5 minutes	<i>HRDO Staff</i>
6. Submit documents and requirements to HRDO.	6. Accept and verify documents and requirements	None	10 minutes	<i>HRDO Staff</i>
7. Wait for the Notice of Appointment prior to reporting for duty.	7. Give Notice of Appointment.	None	18 days	<i>HRDO Staff</i> <i>Admin Asst.</i>
TOTAL		None	18 days, 43 minutes	



21. Release of Student Assistant (SA) Salary

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

Office of Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction	G2C—Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• 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 Asst.
	2. Process the salary. *		5 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	Cash Office Staff
TOTAL		None	5 days and 15 minutes	



22. Application for Recognition & Renewal of Student Organizations (SO)

An 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		
• 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 the list of requirements for application for recognition of student organizations or renewal of	1. Give a copy of the checklist of requirements for application for recognition of student organizations and/ or renewal (in	None	5 minutes	<i>GSS in-charge for Student Organization</i>



existing student org. (in person at the OSA office, OSA FB or website, or email).	person at OSA/posted online at UPC OSA website/or FB page)			
2. Submit completed online forms and requirements (Pdf files or printed forms)	2. Accept submitted forms and checks for the completeness and authenticity of the required documents	None	10 working days	<i>GSS in-charge for Student Organization</i>
3. Check status and confirmation of the recognition or renewal of the student organization	3.1. Submit a printed report to VCAA and Chancellor for approval. 3.2 Email the pdf file-copy of the listing of recognized Student Organizations for the Academic Year to OVCA/OVCAA / OC	None	5 working days	<i>GSS in-charge for Student Organization</i>
TOTAL		NA	15 working days and 5 minutes	



23. Request to Hold Student Organization (SO) Activities inside UP Campus

Request endorsement for the student organization's activity that will be held inside or within the 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		
- Signed Letter request by President & faculty adviser - Online reservations - Security guidelines (for big events) - Solid waste management guidelines (for big events)		Respective Student Organization UP Cebu website SSU/CMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request addressed to the Chancellor/VCA for the purpose of the activity/or event signed by the President of the Student Organization (SO), endorsed by the Faculty Adviser/Co-Adviser/Dean (online or in person).	1. Accept the Letter request and check if SO is recognized based on the approved listing for the particular academic year	None	10 minutes	<i>Admin Aide</i>
2. Complete an online reservation form with details on the date, time, and logistical requirements.	2. Check online reservations on behalf of the OSA Director and input comments and remarks to facilitate the activity or event	None	1 day	<i>GSS in-charge</i> <i>OSA Director</i> <i>/</i>



3. Submit security plans & guidelines <i>for big events/activities that go beyond curfew hours</i> , with more than 100 participants and a list of chaperones with signatures and conforme from the Head of Safety & Security Unit (SSU)	3.1. Accept and review if security guidelines have been checked and endorsed by the SSU Head. 3.2. Endorses the activity/security plans and submits to OVCA and OC for final approval	None	1 day	Head, Safety & Security Unit GSS in-charge
4. Submit solid waste management plans <i>for activities that have more than 100 participants</i> and activities involving the setting up of food/non-food booths/concessionaires and must get endorsement from Campus Maintenance Office (CMO) /Health Services Unit (HSU)	4.1. Accept and review solid waste management plans and check OR payment of concessionaires has been checked and endorsed by the CMO for electrical and water use payment and HSU Head for sanitary permits. 4.2. Endorse the activity/solid waste management plans and submit to OVCA and OC for final approval	None	2 days	CMO In Charge HSU Head GSS in-charge of Student Organizations
5. Secure endorsement from OSA Director	5. Endorse the letter request.	None	10 minutes	OSA Director
TOTAL		NA	4 days and 20 minutes	



24. Request to Hold Student Organization (SO) outside UP Campus

Request endorsement for the student organization's activity that will be held outside the 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		
- Signed Letter Request by the President & Faculty Adviser - Local Off-Campus campus activities Report of Compliance Checklist - Student Waiver Forms - Certificate of Compliance		Office of Student Affairs College Clerks		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Chancellor stating the following: - purpose of the activity, - date and time of activity outside the campus - Faculty chaperone and trained first aid or emergency response staff - Accomplished student waiver forms (in compliance with guidelines from CHED)	1.1 Review the compliance checklist and report of compliance 1.2 Check the completeness of student waiver forms 1.3 Verify the chaperones and trained first aid or emergency response staff for out-of-campus activities.	None	3 days	<i>GSS in-charge</i>



2. Seek endorsement from the OSA Director.	2.1 Endorse the SO activity outside the UP campus—if all requirements are completed; attachments and supporting documents, endorse the request. 2.2 inform SO of the lacking requirement	None	10 minutes	<i>OSA Director</i> <i>GSS in-charge</i>
3. Secure approval from VCAA and Chancellor			3 days	<i>Vice Chancellor for Academic Affairs</i> <i>Chancellor</i>
TOTAL		None	6 days and 10 minutes	



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

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

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		
Posters/tarps/statement		From client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit posters, tarpaulins, and statements for review and endorsement in the 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>GSS in-charge of OSA Director</i>
2. Forward documents for posting to the Public Information Office (PIO) if in-office request.	2. After endorsement, the request will be forwarded to the Public Information Office for approval.	None	1 day	<i>Public Information Officer</i>
3. Post after approval in designated areas on the campus and on the official UP Cebu online social media platform.	3. Inform clients of approval so they can post on official UP platforms.	None	10 minutes	<i>Public Information Officer</i>
4. Seek assistance from the Campus Maintenance			1 day	<i>Campus Maintenance Staff (for actual posting of</i>



Office (CMO) for big and large tarpaulins/streamers.				<i>big tarps or streamers in designated areas only</i>
	TOTAL	NA	2 days 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		Dormitory Manager/online -up.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online and submit the Dormitory Application Form for screening.	1. Announce the availability of dormitory slots.	None	20 minutes	<i>Dorm Manager</i>
2. Wait for deliberation of dormitory application requests.	2. Accept and Screen Dormitory Application Form.	None	10 minutes	<i>Dorm Manager</i>



	3. Assess/evaluate documents and deliberate dormitory application requests with the committee.	None	30 days	<i>Dorm Manager and Dormitory Committee</i>
	4. Forward the qualified list of applicants to the Chancellor for approval.	None	1 day	<i>Dorm Manager</i>
3. Inquire about result announcement	5. Send email to the qualified applicants via email.	None	2 hours	<i>Dorm Manager</i>
4. Move in	6. Accept qualified applicants and receive a hard copy of the documents.	None		
TOTAL		None	31 days, 2 hours and 30 minutes	



INTERNAL SERVICES

1. Wellness Program

Provide activities in collaboration with HRDO and other offices that promote wellness and well-being among constituents.

Office of Division	Office of Student Affairs			
Classification	Highly Technical			
Type of Transaction	G2C—Government to Citizen			
Who may avail	UP Employees (Faculty, REPS & Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		• Human Resource Office • Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Propose activities in relation to wellness program	1.1. Accept the proposal 1.2. Assign GSS to handle the activity 1.3. Implement the activity	None	1 month	<i>Admin Staff</i> <i>GSS</i> <i>OSA Director</i>
	TOTAL	NA	1 month	



2. Counseling and Psychotherapy

Request for a counseling appointment.

Office of Division	Office of Student Affairs			
Classification	Simple			
Type of Transaction	G2C—Government to Citizen			
Who may avail	UP Employees (Faculty, REPS & Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Individual Counseling Form - Informed Consent Form		Office of Student Affairs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrange for counseling schedule	1. Conduct Initial Assessment	None	30 minutes	<i>Guidance Services Specialist</i>
2. Sign in the Client Logbook in the office.	2. Give the logbook to the client.	None	3 minutes	<i>Guidance Services Specialist</i>
3. Psychotherapy 3.1. Secure referral from the Guidance Services Specialist	Arrange schedule with the client		5 Minutes	<i>Resident Psychologist</i>



3.2. Set appointment with the Resident Psychologist for Referred Clients	Conduct initial assessment	None	2 Hours	
3.3. Proceed to Third Place (Office of Resident Psychologist) for Walk-in Clients			45 minutes	
TOTAL		NA	3 hours and 23 minutes	

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	We appreciate hearing from you, kindly fill out the feedback form below.
How feedback is processed	Feedbacks will be checked regularly and will be handled with strict confidentiality.
How to file a complaint	Email us at: osa.upcebu@up.edu.ph
How complaints are processed	All complaints will be handled with strict confidentiality at the Office of International Linkages and Office of the Vice Chancellor for Academic Affairs.
Contact information of ARTA, PCC, and CCB	Tel. No. (6332) 2328187 loc. 115



OFFICE OF THE UNIVERSITY REGISTRAR (OUR)



EXTERNAL SERVICES

1. 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	
<u>If UPCAT Qualifier,</u> UPCAT Admissions Notice, containing ID and PIN;		UP Office of Admissions	
<u>If UPCAT Appellant,</u> UP Cebu OUR email confirming admission (through online submission);		UP Cebu Office of the University Registrar	
<u>If VAAS /AASS qualifier, high school graduate.</u> Certification of Admission to the various programs with available slots (VAAS) and to the AASS program, issued by the VAAS Committee.		College of Social Sciences	
<u>If a Certificate of Fine Arts high school graduate,</u> Certification of Admission to the Fine Arts Program;		College of Communication, Art, and Design	
<u>If Iskolar ng Bayan grantee,</u> Admission Notice from the Office of Student Affairs;		Office of Student Affairs	
<u>If Transferee from other schools,</u> Approved Application for Transfer (Form 3.1) (1 original);		UP Cebu Office of the University Registrar	
Medical certificate that the student is fit to enroll, bearing the signature of the school's physician (1 original)		UP Cebu Health Services Unit	



2x2 ID picture with name and signature at the back (1 recent, colored with white background, original photo) Official Secondary Permanent Records or Form 137 from Grade 7 to 12 bearing the date of graduation, the signature of the principal, with school seal, and the remark "Copy for UP Cebu" (1 original) 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) Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original) Philippine Statistics Authority (PSA) Birth Certificate (in case the 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 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, 1 photocopy, and scanned copy through online submission) Accomplished Student Directory, with one recent, colored, passport photo attached (1 original) <i>If applying for the Fine Arts Program,</i> Talent Test result (1 original) <i>If voluntarily opting out of the Free Higher Education privilege,</i> Accomplished Voluntary Opt-out Form (1 original)	Varied sources High School of student High School of student High School of the student Philippine Statistics Authority UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/ UP Cebu College of Communication, Art, and Design – Fine Arts Program UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. Get one's University Admission Slip.	1.1 Receives the required documents and checks for completeness. 1.2 Issues University Admission Slip.	None	5-10 minutes	Window 1 (Angel Kris C. Negro) Lyn G. Desucatan Office of the University Registrar
2. Check the accuracy and completeness of one's data and information in the Academic Management Information System (AMIS).	2.1 Takes note of the accuracy of information in AMIS.	none	5 -10 minutes	(Camille E. Caputol) Office of the University Registrar
3. Have one's courses enlisted. Get your UP Form 5A.	3.1 Enlists courses for the student. 3.2 Issues UP Form 5A.	none	10-15 mins	Office of the College Secretary of the respective college
4. Accomplishes Student Information Sheet.	4.1 Receives the accomplished form.	none	5 mins - 15 mins	Office of Student Affairs
5. Have one's scholarship/s, privilege/s, and/or grant/s tagged in AMIS.	5.1 Tags student's scholarship/s, privilege/s, and/or grant/s in AMIS. 5.2 Indicates re-assessment of fees in Form 5A.			



6. <i>For students who are not eligible for Free Higher Education or voluntarily opting out of this privilege</i> pay tuition and other school fees. Gets official Form 5 eOR. <i>Students who are eligible for Free Higher Education, go directly to the next step.</i>	6.1 Accepts payment of tuition based on Form 5A.	₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory and computer laboratory fees	5-10 mins	Cash Office
	6.2 Issues Official Form 5 eOR (electronic Official Receipt).			
7. Have one's enrollment validated.	7.1 Stamp "PROVISIONAL" if lack entrance credentials.	None	3- 5 mins	Office of the College Secretary of the respective college
	7.2 Tags student as "Officially Enrolled" and releases Form 5 to the student.			
TOTAL		₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory fees	33-65 mins	



2. 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	
Notice of Qualification for Admission to the Program (NQA) from the Graduate Program (1 original)	Respective College (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
2x2 ID picture with name and signature at the back (1 recent, colored with white background, original photo)	Various sources
Certificate of Transfer Credentials or Honorable Dismissal (original)	Previous school of student
Transcript of Records from last school attended with school seal (for transfer or evaluation purposes) (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	Philippine Statistics Authority



certificate, the name on the latter will be used). Notarized Affidavit of two disinterested persons in case of discrepancy of name. (1 original, 1 photocopy and scanned copy through online submission) PSA Marriage Certificate, for married female applicants only (1 photocopy) Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)		Philippine Statistics Authority UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits all the required documents. Gets one's University Admission Slip.	1. Receives the required documents and checks for completeness. 1.1 Issues University Admission Slip.		3-5 minutes	<i>Window 1 (Angel Kris C. Negro)</i> Office of the University Registrar
2. Checks the accuracy and completeness of one's personal data and information in the Academic Management Information System (AMIS).	2. Take note of the accuracy of information in AMIS.		5-10 minutes	<i>(Camille E. Caputo)</i> Office of the University Registrar
3. Have one's courses enlisted. Gets UP Form 5A.	3. Enlists courses for the student. 3.1 Issues UP Form 5A.		10-15 mins	<i>Adviser</i> <i>Of the course/program of respective college</i>



				Office of the College Secretary of respective college
4. Accomplishes Student Information Sheet.	4. Receives the accomplished form.		5 mins - 15 mins	Office of Student Affairs
5. Have one's scholarship/s, privilege/s, and/or grant/s tagged in AMIS.	5. Tags student's scholarship/s, privilege/s, and/or grant/s in AMIS. 5.1 Indicates re-assessment of fees in Form 5A.			Office of Student Affairs
6. Pays tuition and other school fees. Gets official Form 5 eOR.	6. Accepts payment of tuition based on Form 5A. 6.1 Issues 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	5-10 mins	Cash Office
7. Have one's enrollment validated.	7. Stamp "PROVISIONAL" if it lacks entrance credentials. 7.1 Tag student as "Officially Enrolled" and release Form 5 to student.		3- 5 mins	Office of the College Secretary of respective college
TOTAL		MSCS ₱1,200/unit + ₱1,301.50; MSES ₱600/unit + ₱1,301.50; M.Ed.	31-55 minutes	



	₱600/unit + ₱1,201.50; MBA ₱1,200/unit + ₱1,201.50		

- * MSCS – Master of Science in Computer Science
- MSES – Master of Science in Environmental Science;
- M.Ed. – Master of Education
- MBA – Master of Business Administration
- MPAf- Master in Public Affairs
- MS Math-Master in Mathematics



3. ADMISSION - TRANSFEREE/VAAS/AASS (WITH COLLEGE UNITS)

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
2x2 ID picture with name and signature at the back (1 recent, colored with white background, original photo)		Varied sources
Certificate of Transfer Credentials (CTC) or Honorable Dismissal (HD) (1 original), to be processed and submitted only after acceptance into a program		Previous school of student
Permit to Transfer (PTT) with sems left if from other UP unit, to be processed and submitted only after acceptance into a program		Previous school of student
Certification of Semesters Left if from SUC outside UP under Free Higher Education (FHE) subsidy		Previous school of student
Transcript of Records from last school attended with remarks for transfer or evaluation purposes attached to CTC or HD (1 original)		Previous school of student



True Copy of Grades from last UP unit attended attached to PTT (1 original) Certificate of Good Moral Character bearing the signature of authorized official (1 original) 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). Notarized Affidavit of two disinterested persons in case of discrepancy of name. (1 original, 1 photocopy and scanned copy through online submission) PSA Marriage Certificate, for married female applicants only (1 photocopy) Accomplished Student Directory, with one recent, colored, passport photo attached (1 original) If applying for the Fine Arts Program, Talent Test result (1 original) If applying for VAAS /Associate in Arts Program, Talent Determination/Sports Skill, Fitness, and Psychological Tests Additional requirement like interview and letter of intent may be required by the College For Foreign Transfer Applicants only Biopage of valid passport (1 copy) Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), upon acceptance into a program	Previous school of student Last school attended Philippine Statistics Authority Philippine Statistics Authority UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/ UP Cebu College of Communication, Art, and Design – Fine Arts Program UP Cebu College of Social Sciences – VAAS/(AASS program) Respective College (CCAD, CS, CSS, SoM) Applicant Bureau of Immigration



Special Study Permit (1 copy), upon acceptance into a program		Bureau of Immigration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		2-5 minutes	Window 1 (Angel Kris C. Negro) 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. Accepts payment. 2.1 Issues official receipt.	Ph100 (local); USD 30.00 (foreign)	10-15 minutes	Cash Office
3. Returns to the OUR for the processing of your application.	3. Receives the application and processes the request. 3.1 Evaluates the GWA and units earned of the applicant. 3.2 Forwards the application to the concerned college for deliberation and approval.		1 working day	Window 1 (Angel Kris C. Negro) Office of the University Registrar College offering the course/program of the applicant
4. Accomplishes other requirements set by the college such as interview, talent test, written or oral examination.	4. Accepts the application and deliberates based on set criteria. 4.1 Dean approves or disapproves. 4.2 Returns the application form to the OUR.		7 working days	College (CCAD, CS, CSS, SoM)
5. Gets one's Notice of Acceptance (NOA) or Non-Acceptance.	5. Issues the Notice of Acceptance (NOA) or Non-Acceptance to the applicant.		1 working day	Window 1 (Angel Kris C. Negro) Office of the University Registrar
6. Proceeds with the Admission process (as with New First Years).				Adviser College of the student



	TOTAL ₱100, for Filipinos ₱250, for resident foreign applicants USD 30, for non-resident foreign applicants	9-10 Working Days	



4. 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	
For Cross-registrants from within UP	
FORM Request to Cross-Register, with home unit approval	Home UP unit
Official copy of grades from the previous semester (1 original)	Home UP unit
Completed University Clearance (1 original or 1 photocopy)	Home UP unit
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)	Applicant
For Cross-registrants from outside UP or Special Students	
FORM 3.5A Application for Cross-Registrants or Special Students	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/
Passport picture with name and signature at the back (1 recent, colored original photo)	Varied sources Dean or authorized official of home College or University



Permit to cross-enroll (1 original) Medical certificate that student is fit to enroll, bearing the signature of the school's physician (1 original) 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) Accomplished Student Directory, with one recent, colored, passport photo attached (1 original) Additional Requirements for Filipino Special Students only Philippine Statistics Authority (PSA) Birth Certificate (1 photocopy) PSA Marriage Certificate, for married female applicants only (1 photocopy) Additional Requirements for Foreign Cross-Registrants or Special Students only Biopage of valid passport (1 copy) Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), upon acceptance into a program Special Study Permit (1 copy), upon acceptance into a program 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).	UP Cebu Health Services Unit Home school of student UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/ Philippine Statistics Authority Philippine Statistics Authority Applicant Bureau of Immigration Bureau of Immigration Bank in the applicant's country



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits all the required documents.	1. Receives the required documents and checks for completeness.		5 -10 minutes	Vena D. Tomayao Office of the University Registrar
2. Pays a non-refundable application fee. <i>(from outside of UP units and special student)</i> <i>Exchange students with MOA (Memorandum of Agreement) with UP are exempted from payment of the application fee.</i>	2. Accepts payment. 2.1 Issues official receipt.	₱40, Payment should be made at the home unit for UP students from another UP unit; otherwise, payment should be made at the host unit.	5 - 10 mins	Cash Office
3. Returns to the OUR for the processing of your application.	3. Receives the application and processes the request. 3.1 Evaluates the application. 3.2 University Registrar endorses the application. 3.3 Forwards the application to the concerned college for deliberation and approval. 3.3 Dean of Host College approves.		2 working days	Window 1 (Angel Kris C. Negro) Office of the University Registrar University Registrar Office of the University Registrar Dean of host college
4. Get one's Application for Cross-Registrants or Special Students.	4. Issues the Application for Cross-Registrants or Special Students to the applicant.		1 day	Angel Kris Negro (University Registrar) Office of the University Registrar



5. Proceeds with the Registration process.		Educational Development Fund (EDF) for Foreign Students <u>Non-Resident</u> \$300 per semester; \$120 for the midyear term <u>Resident</u> \$150 per semester; \$60 for the midyear term		
TOTAL		<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\$30, <i>for non-resident foreign applicants</i>	3 Working Days	



5. CROSS-REGISTRATION AND SPECIAL STUDENTS, OUT-GOING

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 TME	PERSON RESPONSIBLE
1. Secures and fills out the Request to Cross-Register Form, in two copies.			Within the day	Student
2. Requests for validation of subjects to cross-register from your Program Adviser.	2. Validates subjects of student to be cross-registered.		Within the day	Program Adviser



3. Submits the duly signed form for action of the Dean and the University Registrar. <i>For cross-registration outside the UP System, submit the form for action of the Vice Chancellor for Academic Affairs (VCAA).</i>	3. The Dean of the College approves the request. 3.1 University Registrar signs the request. 3.2 OUR staff tags students in SAIS. 3.3 For cross-registration outside the UP System, Vice Chancellor for Academic Affairs (VCAA) approves.		2 working days	Dean of the College <i>University Registrar</i> Office of the University Registrar <i>Camille E. Caputol</i> Office of the University Registrar <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
4. Upon approval, pays the registration fee. Get one's official receipt. <i>Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.</i>	4. Accepts payment. 4.1 Issues official receipt.	₱40	5-15 minutes	Cash Office
5. Submits duly paid form to the host unit for their approval. <i>One copy for the host unit and one copy to be returned to the home unit.</i>	5. Receives cross-registration form and approves the request.			Host Unit
6. Returns the host unit-approved form to the OUR, together with your Form 5, at the end of the term.	6. Receives the form, together with the Form 5.		2 minutes	<i>Angel Kris C. Negro</i> Office of the University Registrar
TOTAL		₱40	3 Working Days	



6. 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. Processing of ID is by batch of 100.

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 First ID is issued upon admission. UP FORM 5 (1 original) Affidavit of Loss, duly notarized (1 original), if applicable			UP Cebu Office of the College Secretary Lawyer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Pays the ID Fee (for paying students). Get an official receipt.	1. Accepts payment. 1.1 Issues official receipt.	₱130	5-15 minutes	Cash Office
2. Presents UP Form 5, affidavit of loss (if applicable), and official receipt (OR)	2. Check the required documents.		5 minutes	<i>Lyn G. Desucatan</i> Office of the University Registrar
	2.1 Batch editing (per 100) 2.2 Batch sending to supplier (per 100)		3 - 5 weeks	<i>Lyn G. Desucatan</i> Office of the University Registrar
	2.3. Production of ID		1 - 4 months	Supplier



3. Claims School ID, when available.	Releases School ID to student.		5 minutes	<i>Lyn G. Desucatan</i> Office of the University Registrar
TOTAL		₱130	2 - 6 months	



7. PAPERLESS 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	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fill-out and submit the University Clearance online form. one copy.		None		Concerned offices Laboratory, Academic Adviser, Department/Program (Laboratory), OCS, Financials (Accounting, Library, Dorm, etc), OSA, OUR
2. Settle accountabilities (if applicable).	2. Approve the clearance, if no more accountabilities. 2.1 Disapprove if with accountabilities.		5 –12 working days* <i>*Assuming no accountabilities</i>	
3. Receive a copy of your University Clearance.	3. Give a copy of the University Clearance to the student.		1 day	Office of the University Registrar
TOTAL		None	13 Working Days	



8. 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 Online Request Form		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
Completed University Clearance		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 TME	PERSON RESPONSIBLE
1. Secure and fill out the online request slip. (clearance is required)			15 minutes	



2. Pay the fee. Get the official receipt.	2. Accepts payment. 2.1 Issues official receipt.	Initial payment: ₱150* - inactive (undergraduate students enrolled for at most 3 semesters) ₱200** - others (undergraduate and graduate students) * 3 pages ** 4 pages Miscellaneous: ₱20 - admin cost ₱10 - envelope/set for hard copy requests ₱120 - mailing (if requested) Additional: ₱50 - per page for extra pages	15 minutes	Cash Office



3.	3. Receives the required documents and checks for completeness. 3.1 Processes the transcript of records of the student. 3.2 Checks and verifies the accuracy and completeness of the OTR. 3.3 University Registrar signs the OTR.		2 days	Window 2 (Jhin C. Caballero) Office of the University Registrar Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar University Registrar Office of the University Registrar
4. Claims Official Transcript of Records, when available.	4. Releases OTR to students or alumnus.		15 minutes	Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar
TOTAL		Initial payment: ₱150* - inactive (undergraduate students enrolled for at most 3 semesters) ₱200** - others (undergraduate and graduate students) * 3 pages	2 Days, 45 Minutes*	*Note: 33 days if during peak season, which includes both processing and waiting times . (Page 31 https://arta.gov.ph/wp-content/uploads/2020/07/Reference_B_-



	** 4 pages Miscellaneous: ₱20 - admin cost ₱10 - envelope/set for hard copy requests ₱120 - mailing (if requested) Additional: ₱50 - per page for extra pages	<u>Citizen s Charter Handbook Template with Instructions - Accepted Changes.pdf</u>	



9. REQUEST FOR CERTIFICATIONS

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

- Enrollment
- 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
- Course description
- English Translation of Diploma
- Non-issuance of ID/Special Order/Diploma
- UP grade system or equivalent
- Special Certification
- Letter of No Objection

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		
UPC Certification Online Request Form University Clearance (applicable only for certificates of graduation and transfer credentials) Clearance - Accounting (applicable only for letter of no objection)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Secure and fill out the online request slip.				



2. Pay the fee. Get an official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱50/page ₱50 for Course Description ₱100 for CAV	15 minutes	Cash Office
	3. Receives the required documents and checks for completeness. 3.1 Processes the certification of the student. 3.2 Checks and verifies the accuracy and completeness of the certification. 3.3 University Registrar signs the certification.		7 days	Window 2 (Jhin C. Caballero) Office of the University Registrar Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested certification, when available.	Releases certification to the student or alumnus.		15 minutes	Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar
TOTAL		₱50/page ₱60 for Certificate of Graduation ₱50 for Course Description ₱100 for CAV	7 Days, 30 minutes	



10. 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.

Diploma will be available six (6) months from the date of the commencement exercises. The graduate will be notified when it is already available.

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) Present Valid ID (1 original copy) If to be claimed by an authorized person, Printed Signed Authorization Letter (1 original copy) Valid ID of Student (1 photocopy) Valid ID of Authorized Person (1 photocopy)		UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/ Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Present a copy of one’s University clearance and valid ID(s) and authorization letter, if applicable.	Check the required documents.	None	5 minutes	Window 2 (Jermydel T. Omolon & Jhin C. Caballero) Office of the University Registrar
2. Receive your diploma.	Release diploma.		10 minutes	
TOTAL		None	15 minutes	



11. VERIFICATION OF STUDENT RECORDS (DOMESTIC & INTERNATIONAL)

The Office of the University Registrar processes verification of student records.

Office or Division	Office of the University Registrar			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students, Alumni, Employers and Verifying Agencies			
Checklist of Requirements			Where to Secure	
Signed letter of consent by the student whose records are being verified			Student, Alumnus, Employer or Verifying Agency	
Valid ID (1)			Requester	
Signed Undertaking by Requesting Agency			Requester	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits a request via email or through the office.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	<i>Lyn Desucatan</i> Office of the University Registrar
2. Pay the fee. Get an official receipt.	2. Accepts payment. 2.1 Issues official receipt.	International Verifier or Purpose: \$30 per student Domestic Verifier & Purpose: ₱100 per student Exclusive of mailing fee.	International: 4 days Domestic: 15 minutes	Cash Office



3. Submits the official receipt (OR) together with the request.	3. Processes the request. 3.1 University Registrar signs the certification.		2 days	<i>Lyn Desucatan</i> Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested verification, when available.	Releases verification.		10 minutes	<i>Lyn Desucatan</i> Office of the University Registrar
TOTAL		International Verifier or Purpose: \$30 per student Domestic Verifier & Purpose: ₱100 per student Exclusive of mailing fee.	6 days, 30 minutes	



12. AUTHENTICATION OF STUDENT RECORDS

The Office of the University Registrar processes authentication of records of students who attended, and graduated from the 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/	
Scanned or original copy of the document to authenticate			Requester	
Valid ID (1)			Requester	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submit the request.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	Window 2 (Jhin Caballero and Jermydel Omolon)) Office of the University Registrar
2. Pay the fee. Get an official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱40 per page	15 minutes	Cash Office



3. Submits the official receipt (OR) together with request.	3. Processes the request. 3.1 University Registrar signs the certification.		5 days	Window 2 (Jhin Caballero and Jermeydel Omolon) Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested authentication, when available.	Releases authentication.		5 minutes	Window 2 (Jhin Caballero) Office of the University Registrar
TOTAL		₱40 per page	5 days, 25 minutes	



13. CERTIFICATE OF AUTHENTICATION AND VERIFICATION (CAV)

The Office of the University Registrar processes certification of authenticated and verified records of students who attended, and graduated from the University of the Philippines Cebu, and/or of documents submitted by students, whether for employment, further studies or other legal purpose, 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/		
Scanned or original copy of the document to authenticate		Requester		
Valid ID (1)		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits the filled-up request slip via email or through the office.	1. Receives the request. 1.1 Indicates amount to be paid.		5 minutes	Window 2 (Jhin Caballero and Jermydel Omolon))or 3 Office of the University Registrar
2. Pay the fee. Get an official receipt.	2. Accepts payment. 2.1 Issues official receipt.	₱40 per page for authentication ₱100 per certification	15 minutes	Cash Office



3. Submits the official receipt (OR) together with the request.	3. Processes the request. 3.1 University Registrar signs the certification.		5 days	Window 2 (Jhin Caballero and Jermydel Omolon) Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested CAV, when available.	Releases CAV.		5 minutes	Window 2 (Jhin Caballero) Office of the University Registrar
TOTAL		₱40 per page for authentication ₱100 per certification	5 days, 25 minutes	



14. CHED BILLING REPORT

The Office of the University Registrar consolidates and 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. All reports will be submitted both in soft and hard copies. However, COR and Form 5 EOR's will be submitted in soft copies only.

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) Through UP System OSDS			
Checklist of Requirements		Where to Secure		
Email Request from OSDS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Requests for CHED Billing Reports, through the UP System.	Consolidates, prepares, checks, verifies and submits the CHED Billing Report for the collection of tuition and other school fees, covered by RA 10931.	None	20 Days	<i>OUR Staff</i> Office of the University Registrar Office of the College Secretary of respective college Accounting Office Office of the Chancellor
	FORM 1 Billing Statement Summary (2 copies)			
	FORM 2 Billing Details (2 copies)			
	COR Data Elements Report (1 soft copy)			



	Certification of the UR and Chancellor re: Billing Details (notarized, 2 copies)			
	Certification of the UR re: Form 5 True and Correct (notarized, 2 copies)			
	Certification of the UR re: COR Data Elements (notarized, 2 copies)			
	Certification of UR re: Insurance (2 copies)			
	Masterlist of Students Covered by Insurance (2 copies)			
	Graduation Fee (<i>if applicable</i> , 2 copies): • Certification of UR (notarized) • Form 1 Billing Statement • Form 2 Billing Details • Masterlist of Students who Graduated			
	Transfer Application Fee (if applicable, 2 copies): • Form 3 Admission/ Entrance (Transfer Application Fee) • Certification of UR • Masterlist of Transfer Applicants • Application for Transfer Forms, <i>in pdf</i>			
	Form 5 EORs of all students, <i>in pdf</i>			
TOTAL		None	20 Days	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar. Contact info: +63 (32) 232 8187 loc 120 our.upcebu@up.edu.ph
How feedback is processed	One of the OUR staff opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices for their response. The answer of the office is then relayed to the client.
How to file a complaint	Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar. Complaints may also be filed via email. Make sure to provide the following information: - Name of person being complained - Incident - Evidence For inquiries and follow-ups: +63 (32) 232 8187 loc 120 our.upcebu@up.edu.ph
How complaints are processed	One of the OUR staff opens the drop box and compiles and records all feedback submitted, including complaints.



	If the complaint is found to have merit, it is forwarded to the Grievance Committee for further investigation.
Contact information of OUR, UP Cebu	Office of the University Registrar: +63 (32) 232 8187 loc 324 our.upcebu@up.edu.ph University of the Philippines Cebu: +63 (32) 232 8187 oc.upcebu@up.edu.ph



TEACHING AND LEARNING RESOURCE CENTER (TLRC)



EXTERNAL SERVICES

1. TECHNICAL SUPPORT FOR ONLINE TRAINING AND SEMINARS

Zoom hosting, Evaluation Form, and Auto-generation of E-Certificates of Participation

Office of Division	TLRC			
Classification	Highly Technical			
Type of Transaction	G2C – external			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email of Request 1.1 Request Title 1.2 Rationale 1.3 Date or Schedules of Implementation *If applicable, .jpg or .png file of e-certificate				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails requirements to lrc.upcebu@up.edu.ph	1. Receives requirements 1.1 Checks feasibility of delivery of service 1.2 Endorses or not endorses 1.3 Confirm with the client regarding approval or otherwise	None	1 business day	<i>Administrative Aide</i> <i>TLRC Coordinator</i> <i>Administrative Aide</i>
2. Coordinates with TLRC for the implementation of the approved request	2. Coordinates with the client for the implementation of the approved request.	None	9-13 business days	<i>Administrative Assistant</i>



3. Make payment to the TLRC Coordinator		*Payment is negotiable based on the schedule of the event (weekends/ holiday) and the nature of the request and tasks involved		
TOTAL			10-14 business days	



2. ILC-AVR RESERVATION AND USE

Facilitate ILC-AVR Reservations and Use

Office of Division	TLRC			
Classification	Simple			
Type of Transaction	G2C - External			
Who may avail	General Public, Government, Private			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Email/Personal Email		ITC/Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled out Facilities and Equipment Request Form. https://bit.ly/CMO-Reservation	1. Receives requirements 1.1 Blocks the schedules. 1.2 Endorses or not endorses the request.		1 Business Day	<i>Administrative Aide</i>



2. CMO forwards the endorsed request to OVCA for Approval		ILC Room-PHP 385 per hour AC- number of AC x PHP 55 per hour Sound system- PHP 110 per hour Table Fee- none Chairs- None	1 Business Day	
TOTAL		ILC Room - PHP 385 per hour	2 Business Days	



INTERNAL SERVICES

1. ENDORSEMENT OF REQUEST OF THE COLLEGES RELATED TO FACULTY HIRING/RENEWAL AND TENURE

Endorsement of requests to avail of 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
1. Faculty submits requests to the Central Visayas Studies Center (CVSC)	1.1 CVSC staff receives documents	None	1 Day	Office Staff Central Visayas Studies Center
	1.2 CVSC Director reviews and endorses requests and CVSC staff submits to OVCAA		3 Days	Office Staff Central Visayas Studies Center Director Central Visayas Studies Center
	1.3 OVCAA staff receives, VCAA reviews, and endorses requests and OVCAA staff forwards to OC for endorsement and to the Office		3 Days	Office Staff Office of the Vice Chancellor for Academic Affairs



	of the Vice President for Academic Affairs for approval			<i>Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs</i> <i>Office Staff Office of the Chancellor</i> <i>Chancellor Office of the Chancellor</i>
TOTAL		None	7 Days	



2. University Virtual Education Commons (UVEC) Assistance

To address client needs that were not covered by the UVEC orientation and the UVEC guides (<https://bit.ly/UVEC-Guides>)

Office of Division	TLRC			
Classification	Highly Technical			
Type of Transaction	G2C – Internal			
Who may avail	Faculty and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Email UVEC Details: Browser (Chrome, Safari, etc.) Gadget (Mobile phone, Computer, etc.) Operating System (Android, Windows 10, MacOS Ventura, etc.)		ITC Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://support.upcebu.edu.ph 1.1 Open a new ticket. 1.2 Select “ Teaching and Learning Resource Center/ UVEC Concerns ” in the Help Topic drop-down and provide the needed information. <i>Alternative Step:</i> Make an inquiry or transact in person at the TLRC located on the ground floor of the Undergraduate Building from 7:00 am to 6:00	Resolve issues accordingly.	None	3-5 business days on a case-to-case basis	<i>Administrative Assistant TLRC Coordinator</i>



pm. Provide the same UVEC details during face-to-face transactions.				
TOTAL		None	3-5 business days on a case-to-case basis	



3. TECHNICAL SUPPORT FOR ONLINE TRAINING AND SEMINARS

Zoom hosting, Evaluation Form, and Auto-generation of E-Certificates of Participation

Office of Division	TLRC			
Classification	Highly Technical			
Type of Transaction	G2C – internal			
Who may avail	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email of Request 1.1 Request Title 1.2 Rationale 1.3 Date of Schedules of Implementation *If applicable, the .jpg or .png file of the e-certificate				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to lrc.upcebu@up.edu.ph	1. Receives requirements 1.1 Checks feasibility of delivery of service 1.2 Approve or denies the request 1.3 Confirms with the client regarding approval or otherwise	None	1 business day	<i>Administrative Aide</i> <i>TLRC Coordinator</i>
2. Coordinates with TLRC for the implementation of the approved request	2. Coordinates with the client for the implementation of the approved request.	None	9-13 business days	<i>Administrative Assistant</i>
Note: If the event falls on a weekend or non-working day, the organizer will provide an honorarium to the Administrative Assistant				
TOTAL		None	10-14 business days	



4. ASSISTANCE WITH MULTIMEDIA PRESENTATIONS

Video clipping, simple graphic design and editing, etc.

Office of Division		TLRC		
Classification		Highly Technical		
Type of Transaction		G2C – internal		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email of Request 1.1 Description of request 1.2 Date needed				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements to lrc.upcebu@up.edu.ph	1. Receives requirements 1.1 Checks feasibility of delivery of service based on date needed 1.2 Endorses or not endorses 1.3 Confirm with client regarding approval or otherwise	None	Before the close of Business Day	<i>Administrative Aide</i> <i>TLRC Coordinator</i>
2. Provide a copy of the pertinent files and coordinate with TLRC for the implementation of the approved request	2. Coordinates with the client for the implementation of the approved request.	None	5-7 business days depending on the nature of the request	<i>Administrative Assistant</i>
TOTAL		None	5-7 business days depending on the nature of the request	



5. REQUEST FOR TUTORIALS

Partnered Exploration and Engagement in LeaRning (PEER) Tutorial Program.

Office of Division		TLRC		
Classification		Highly Technical		
Type of Transaction		G2C – internal		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UP Email			ITC	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit TLRC's Facebook Page https://www.facebook.com/upcebutlrc for the official announcement of the opening of tutorials for the semester. Provide the needed information upon signing up.	Posting of the Registration Link for the PEER Tutorial Program	None	5 minutes	<i>Administrative Assistant</i>
Attend the required orientation for tutees and sign the Tutee Agreement Form.	Conduct the Orientation for Tutees and collect the signed Tutee Agreement Form.	None	Half-day	<i>TLRC Coordinator</i>
Show up on the set schedule of the tutorials.		None		
TOTAL		None	Half-day	



6. USE OF DESKTOP COMPUTERS

TLRC offers free use of iMAC desktop computers that are all connected to the internet and to the printer. All are equipped with Visual Studio Code and R Studio for students' coding needs.

Office of Division		TLRC		
Classification		Simple		
Type of Transaction		G2C – internal		
Who may avail		All UP Cebu constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP ID				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for computer use and present UP ID.	Check UP ID and refer a client to a desktop computer.	None	10 seconds	<i>Administrative Assistant</i>
Proceed to use the desktop computer.				
TOTAL		None	10 seconds	



7. ILC-AVR RESERVATION AND USE

Facilitate ILC-AVR Reservations and Use

Office of Division	TLRC			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UP Cebu Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Email		ITC		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled out Facilities and Equipment Request Form. https://bit.ly/CMO-Reservation	1. Receives requirements 1.1 Blocks the schedules. 1.2 Endorses or not endorses the request.	None	1 Business Day	<i>Administrative Aide</i>
- CMO forwards the endorsed request to OVCA for Approval		None	1 Business Day	
TOTAL		None	2 Business Days	



8. TLRC DISCUSSION AREA RESERVATION AND USE

Facilitate Discussion Area Reservations and Use

Office of Division	TLRC			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	UP Cebu and Alumni Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Email		ITC		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email for reservation through lrc.upcebu@up.edu.ph addressing to the TLRC Coordinator (cc: fgbernardez@up.edu.ph Asst. Prof. Fernand G. Bernardez)	1. Receives the request email 1.1 Blocks the schedules. 1.2 Endorses or not endorses the request.	None	1 Business Day	<i>Administrative Aide</i>



- Forwards endorsed request to the TLRC Coordinator		None	1 Business Day	
TOTAL		None	2 Business Days	



9. TLRC EQUIPMENT OR MATERIAL ACQUISITION THROUGH BORROWING

Authorization of borrowing of TLRC Equipment or Material Acquisition

Office of Division	TLRC			
Classification	Simple			
Type of Transaction	G2C – internal			
Who may avail	Students/faculty/employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TLRC – Form 001 or the Borrower's Slip 2. UP ID		TLRC ITC		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands over properly filled Borrower's Slip, UP ID, and fill in the logbook. 1.1. If approved, accept the slip.	1. Receives requirements. 1.1 Approves or Disapproves 1.2 Release the material/s.	None	1 Business Day	<i>Administrative Aide</i>



2. Hands over properly filled clearance. 1.1 If the borrowed material/s is returned without damage, the 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 damaged material/s, the cost will be paid for by the borrower.		1 Business Day	<i>Administrative Aide</i>
TOTAL		None	2 Business Days	



10. PRINTING/PHOTOCOPYING SERVICES

Self-printing services

Office of Division		TLRC		
Classification		Simple		
Type of Transaction		G2C – internal		
Who may avail		Students/Faculty/Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Device		Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Connect the device to the printer via Wi-Fi	None	Cash and G-cash Printing B&W: A4 & Letter 4.00 Long: 5.00 Colored: A4 & Letter: 9.00 Long: 10.00 Photocopy: A4 & Letter: 3.00 Colored: 7.00	5 minutes	<i>Administrative Aide</i>



		Scanning: 10.00 <i>* 1 peso discount per page if the client uses their paper.</i>		
TOTAL			5 minutes	



UNIVERSITY LIBRARY



EXTERNAL SERVICES

1. REGISTRATION FOR LIBRARY ACCESS (NON-UP RESEARCHERS)

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 or Division	University Library	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	Non-UP Researchers and Alumni	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Alumni: 1. Alumni ID/Any valid ID with a picture 2. Proof of completed program		1. Requesting Party 2.1. Office of Alumni Relations 2.2. Office of the University Registrar
For Non-UP Users: 1. Valid ID with picture 2. Referral or Request Letter (original copy)		1. Requesting Party 2. Sending Institution/Agency or Requesting Party



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID with picture and referral letter or proof of program completed.	1.1. Verify the identity of client and validity of ID and referral letter or proof of program completed.	None	10 minutes	Library Personnel
	1.2. Issue payment slips for a research fee.	None	2 minutes	
2. Receive payment slip and pay the required research fees at the Cashier's Office. Make sure to secure an Official Receipt that will be issued upon payment.	2. Check the accuracy of the Official Receipt.	Please see the table below	2 minutes	Cash Office Personnel
3. Return to the University Library and present the Official Receipt to the Circulation Counter for library access.	3. Photocopy the Official Receipt for library copy.	None	2 minutes	Library Personnel
4. Accomplish non-UP researchers' log sheet.	4. Check for accuracy of information.	None	3 minutes	
TOTAL			19 minutes	



TABLE OF RATES

Classification	Research Fee
UP Alumni	Free – first five (5) visits per semester After the fifth visit: Php20/day Php450/semester Php300/midyear
Government Researchers	Php20/day
Non-UP (Private Researchers)	Php50/day



2. CHECKING OUT (BORROWING) OF LIBRARY BOOKS

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

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents			1.1. Office of the University Registrar 1.2. Human Resource Development Office	
2. Duly accomplished book card.			2. University Library / Circulation Counter	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out a book card with your name, degree program, and student/employee number.		None	2 minutes	Library Personnel
	2.1. Receive book/s to be borrowed, duly accomplished book card, and valid ID.	None	1 minute	
2. Hand in a duly accomplished book card, the book/s to be borrowed, and a valid ID.	2.2. Check ID and verify the borrower's status at the Integrated Library System (ILS).	None	1 minute	



	2.3. Scan the barcode of the book and check it out under the borrower's account.	None	1 minute	
	2.4. Stamp due date and countersign due date slip and book card.	None	2 minutes	
3. Receive book/s.	3. Give book/s and ID to the borrower.	None	1 minute	
TOTAL			8 minutes	

3. CHECKING-IN (RETURNING) OF LIBRARY BOOKS

UP Cebu students, faculty members, REPS, and staff must return library books on or before the due date to avoid tagging of deficiency by the University Library.



Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Book/s for return 2. Fines, when applicable			1. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s for return/check-in.	1.1. Receive book/s for return/check-in.	None	1 minute	Library Personnel
	1.2. Scan the barcode of the book for return and clear it from the borrower's account at the Integrated Library System (ILS).	None	1 minute	
	1.3. If the book/s is overdue, pay the corresponding fine. Refer to Payment of Fines Process.	None	1 minute	
	1.4. Inform borrower as to the number of books left charged out under his/her account if there is any.	None	1 minute	
TOTAL			3 minutes	

4. RENEWING OF BOOKS BORROWED OR CHECKED-OUT

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



Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid UP ID			1.1. Office of the University Registrar 1.2. Human Resource Development Office	
2. Book/s for renewal			2. Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and book/s for renewal.	1.1. Receive ID and book/s.	None	2 minutes	Library Personnel
	1.2. Retrieve/pull out and hand in the book card of book/s to the borrower.	None	3 minutes	
2. Accomplish book card with name, program, and student/employee number.	2.1. Scan the barcode of the book for return and clear it from the borrower's account on the Integrated Library System (ILS).	None	2 minutes	
	2.2. Check ID and verify borrower's status on ILS.	None	1 minute	
	2.3. Hand in book card/s to the borrower.	None	1 minute	



	2.4. Scan the barcode of the book and check-out under the borrower's account.	None	1 minute	
	2.5. Stamp "returned" on the old due date and stamp the new due date then countersign book card/s.	None	1 minute	
3. Receive book/s renewed.	3. Give book/s renewed to the borrower.	None	1 minute	
TOTAL			12 minutes	

5. REQUEST FOR FILIPINIANA, RESERVE BOOKS, AND THESES

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



Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees, and Non-UP Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Duly accomplished book call slip.		2. University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the book call slip.		None	2 minutes	Library Personnel
2. Hand in duly accomplished book call slip at the Circulation Counter.	2.1. Receive book call slip.	None	1 minute	
	2.2. Retrieve the requested material/s from the shelves.	None	10 minutes	
	2.3. Verify the correctness of the material/s or check the correctness of the components.	None	3 minutes	
3. Present valid ID.	3. Hand over to the client the requested material/s.	None	1 minute	



4. Receive requested material/s.	4. Clip together the book card/s and ID	None	1 minute	
TOTAL			18 minutes	

6. REQUEST FOR USE OF DISCUSSION TABLE

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



Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees, and Non-UP Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Duly accomplished discussion table log		2. University Library / Circulation Counter		
3. Minimum number of users; Group of three (3) persons		3. 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 at the Circulation Counter.	1. Check the availability of the area and discussion materials.	None	5 minutes	Library Personnel
2. Accomplish the discussion table log.	2.1. Hand in the discussion table log folder.	None	5 minutes	
	2.2. Give whiteboard pen and eraser.	None	1 minute	



	2.3. Clip ID to the log sheet folder.	None	1 minute	
3. Proceed to the available discussion table.		None	1 minute	
4. Return the whiteboard marker pen and eraser.	4. Receive borrowed items and return the ID	None	1 minute	
TOTAL			14 minutes	

7. REQUEST FOR USE OF COMPUTERS TO ACCESS UP SYSTEM SUBSCRIBED LIBRARY DATABASE AND THE INTERNET



This service provides UP Cebu students, faculty members, and staff access to all subscribed databases of the UP System; and to give access of information superhighway for research and learning-related activities.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Internet Use Card		2. University Library / Circulation Counter		
3. Duly accomplished monitoring log sheet		3. University Library / iMac Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and Form 5 to the Circulation Counter for an Internet Card.	1.1. Check the availability of the computers.	None	1 minute	Library Personnel
	1.2 Receive ID and Internet Use Card.	None	1 minute	
2. Accomplish monitoring log sheet and Internet Use Card.	2.1. Hand in the monitoring log sheet.	None	1 minute	
	2.2. Check the client's ID and the Internet Use Card.	None	1 minute	



	2.3. Verify the accuracy of the data.	None	3 minutes	
3. Receive the access card and proceed to the assigned computer unit.	3.1. Hand in access card.	None	1 minute	
	3.2. Clip the ID and Internet Use Card.	None	1 minute	
4. Log out in the monitoring log sheet.	4. Indicate the time-out, time consumed, and balance in the Internet Use Card.	None	3 minutes	
5. Claim the ID and Internet Use Card.	5. Return ID and Internet Use Card.	None	1 minute	
TOTAL			13 minutes	

8. REQUEST FOR USE OF COMPUTERS TO ACCESS UP CEBU SUBSCRIBED LIBRARY DATABASE

This service provides UP Cebu students, faculty members, and staff access to CDAsia Online.



Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Students, faculty, REPS, and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Duly accomplished monitoring log sheet		2. University Library / Circulation Counter		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID.	1.1. Check the availability of the computers.	None	1 minute	Library Personnel
	1.2 Receive and verify identity.	None	1 minute	
2. Accomplish monitoring log sheet.	2.1. Hand in the monitoring log sheet.	None	1 minute	
	2.2. Hand in the flier for the e-resource log-in details.	None	2 minutes	
3. Proceed to the available computer.	3. Assist clients to login to the database.	None	1 minute	
TOTAL			6 minutes	



9. 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 University Library's website and delivered via email.

Office or Division	University Library			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Active UP webmail		2.1. Office of the University Registrar 2.2. Information Technology Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online form for Document Delivery Service using the UP webmail under the "Services" tab.	1. Check the availability of requested material/s on the OPAC and databases.	None	3 days	Librarians
2. Submit the online form to proceed with the transaction.	2. Send confirmation of availability of material.	None	30 minutes	



3. Wait for the reply or feedback from the librarian.	3. Process material to the client.	None	7 days	
4. Receive the requested library material/s.	4. Send material/s to the requestor via email.	None	3 minutes	
TOTAL			10 days & 33 minutes	



10. REQUEST FOR REFERENCE ASSISTANCE

This service aids library users in locating the books. This includes directional, ready reference, and specific search queries.

Office or Division	University Library			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees, and Non-UP Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Letter Request (Non-UP Researchers)		2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in or email letter request and state query of reference question/s.	1. Receive query or letter request.	None	5 minutes	Librarians
2. Verify query.	2.1. Conduct a reference interview for clarification.	None	25 minutes	
	2.2. Analyze the query and determine possible information sources that may answer the query, run the analytics, or conduct validation.	None	3 days	



3. Receive answers to queries.	3. Communicate answers to the request.	None	30 minutes	
TOTAL			3 days & 60 minutes	



11. BORROWING OF PERIODICALS FOR IN-HOUSE USE

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

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees, and Non-UP Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For UP clients: For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
For Non-UP Researchers: 1. Referral Letter 2. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID and referral letter.	1. Receive ID or letter request.	None	1 minute	Librarians
2. Select material/s to borrow.	2. Retrieve the requested material from the shelves.	None	10 minutes	



3. Fill out a periodical card with a name, program, student number, and signature.	3. Verify the correctness of material.	None	3 minutes	
4. Receive the material/s.	4. Hand over periodical material and clip the ID together with the periodical card.	None	1 minute	
5. Return the borrowed material/s.	5. Return ID.	None	1 minute	
TOTAL			16 minutes	



12. PAYMENT OF FINES

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

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5); For faculty- Copy of appointment documents		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Borrowed books		2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book to the circulation in charge.	1. Check the due date and compute fine.	None	5 minutes	Librarians
2. Pay the fine at the Circulation Counter.	2.1. Scan the barcode of the book/s to be returned and check fine.	None	1 minute	
	2.2. Issue provisional receipt.	See table below	1 minute	



	2.3. Clear fine from the borrower's account.	None	1 minute	
3. Receive provisional receipt. <i>A provisional receipt will serve as proof of payment.</i>	3. Hand in the provisional receipt to the client.	None	1 minute	
TOTAL			9 minutes	

TABLE OF FINES

	REGULAR CIRCULATION	RESERVE
First Hour	Not Applicable	Php1.00/book
Succeeding Hour	Not Applicable	Php5.00/book
Whole Day	Php2.00 (exclusive of Sundays and holidays)	Php50.00 (inclusive of Sundays and holidays)



13. REQUEST FOR TURNITIN ACCOUNT, SIMILARLY INDEX REPORT, AND AI 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 or Division	University Library			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	UP Students, UP Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID and Form 5 for students; or Appointment of Employment with any other valid ID for Faculty and REPS		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Online Request Form		2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For students, fill out the Turnitin Plagiarism Checker online using UP webmail.	1.1. Verify the enrolment status of the students.	None	3 minutes	Librarians
	1.2. Once the status is verified, create an account and notify the student via email.	None	10 minutes	



2. For Faculty, submit a request and copy of a valid ID or appointment paper via email at library.upcebu@up.edu.ph	2. Create an account and notify the faculty through email that an account has been created.	None	3 minutes	
3. Check UP webmail to activate your account.	3. Verify and run the document on the web too.	None	10 minutes	
4. Upload the document and email the library for information.	4. Wait for the web tool to finish evaluating the document.	None	10 minutes	
5. Receive report/s through email.	5. Download the similarity index and/or AI reports and send them to the requester.	None	10 minutes	
TOTAL			46 minutes	



14. PAYMENT OF LOST BOOKS

Fees resulting from the loss of the library must be settled.

Office or Division	University Library			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may avail	UP Students, UP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid UP ID and Form 5 for students; or Appointment of Employment with any other valid ID for Faculty Members		1.1. Office of the University Registrar 1.2. Human Resource Development Office		
2. Formal declaration of lost books		2. Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and formally declare lost book/s to the Circulation in charge.	1.1. Receive formal declaration of lost book/s and ID.	None	5 minutes	Librarians
	1.2. Verify information at the Integrated Library System (ILS).	None	1 minute	
	1.3. Retrieve book cards and inventory cards.	None	10 minutes	



	1.4. Compute the cost of the book and hand in the payment slip.	The current market price of book/s plus 50% of the current market price.	10 minutes	
2. Pay the corresponding amount at the Cashier's office.	2.1. Receive official receipt.	None	10 minutes	
3. Present official receipt to the Circulation Counter.	3.1. Indicate in the book card and inventory card the new book status (lost and paid), OR number, amount paid, and date.	None	5 minutes	
	3.2. Secure a photocopy of the official receipt.	None	1 minute	
4. Receive ID and official receipt.	4.1. Clear student or employee's accountability from ILS and list of accountabilities.	None	5 minutes	
	4.2. Report new book status to the Technical Section.	None	5 minutes	
	4.3. Change status on ILS.	None	5 minutes	
TOTAL			57 minutes	



FEEDBACK MECHANISMS

1. Emoticon

Library users are free to show their overall feelings vis-a-vis our library services by dropping the desired smile based on their library experience/s.

Mechanics:

- a. Pick a printed and laminated emoticon (sad or happy) of their choice provided at the entrance/exit of the library.
- b. Drop the chosen emoticon into the transparent drop box at the entrance/exit of the library.
- c. Accumulated emoticons are tallied and recorded every month.

2. Online

For comments and suggestions, please fill in the feedback form located at <http://www.library.upcebu.edu.ph> or via email at library.upcebu@up.edu.ph

3. Filing a Complaint

- 3.1. Send a complaint via email at library.upcebu@up.edu.ph
- 3.2. Through telephone call
 - 3.2.1. Dial (032) 232-2642 local 316
 - 3.2.2. Provide the following information:
 - 3.2.2.1 Name of person being complained
 - 3.2.2.2 Incident
 - 3.2.2.3 Evidence

4. Feedback and Complaints Processing

- a. Accumulated emoticons are tallied and recorded every month
- b. The website administrator checks and monitors the website dashboard for possible Feedback Forms submitted.
- c. The website administrator reports to submitted Feedback Form every month to the University Librarian.
- d. The librarian in charge collates and evaluates the complaints and calls the attention of the person concerned for investigation.



- e. The librarian in charge creates a report after the investigation and submits it to the head of the agency for appropriate action.



OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION (OVCA)



EXTERNAL SERVICE

1. ACTION ON SPECIAL REQUESTS OF, OR LIAISON, WITH CONTRACTORS FOR VARIOUS CONCERNS

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. Various concerns include time extension, liquidated damages concerns, site instruction, and variation.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Complex			
Type of Transaction	G2B - Government to Business			
Who may avail	Contractor			
Checklist of Requirements		Where to Secure		
Letter addressed to the Chancellor with OCA's endorsement		Office of the Campus Architect		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits letter through the Office of the Campus Architect (OCA), which then endorses and forwards the letter request through the Vice Chancellor for Administration	1.1 Receives, reviews, consults architects, engineers, 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	



2. APPLICATION FOR CAR STICKER

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen G2B - Government to Business		
Who may avail		UP Alumni, Service Providers, Contractors and Students		
Checklist of Requirements		Where to Secure		
Car Sticker Application Form		Guard House Entrance Gate		
OR, CR, and Driver's License (1 photocopy of each document)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Gets application form from the guard house at the Entrance Gate; Fills in the form then attaches OR, CR, and Driver's license; and submits to the guard at entrance gate	1. Safety and Security Unit (SSU) checks and endorses the filled-up application form and forwards it to the OVCA		1 Day	<i>The guard on duty at the Entrance Gate</i> <i>Safety and Security Officer (SSO)</i> Safety and Security Unit
2. Claims approved application from the OVCA	2. Receives and approves the application and return the form to the client for payment		1 Day	OVCA Staff & Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
3. Pays at the Cashier's Office	3. Cashier Office issues Official Receipt	For Alumni: 1 st Sticker Succeeding PHP300.00 PHP500.00	10 Minutes	Cash Office Staff Office Cash



		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	5. Review and issue the Car Sticker		10 Minutes	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, 20 Minutes	



3. PROCUREMENT OF PLANE TICKETS

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

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C - Government of Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Approved copy of Travel Order ☐ Budget approved copy of Obligation Request (ObR)		From the staff of the college/office/traveler		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits/ presents the approved travel order and approved ObR	1.1.Receives and reviews the Travel Order and ObR form	None	20 minutes	OVCA Staff Office of the Vice Chancellor for Administration
	1.2Purchases the plane ticket to Philippine Airlines via email.		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
	1.3Prints the ticket and release the printed ticket to the concerned traveler		20 minutes	OVCA Staff Office of the Vice Chancellor for Administration
2. Receives the printed plane ticket				
TOTAL		None	1 Day, 40 Minutes	



4. RESPONSE AND ACTION TO REQUESTS FOR CONSULTATIONS, LIAISONS, GRIEVANCES, AND COMPLAINTS ON VARIOUS CONCERNS REGARDING THE USE OF FACILITIES, SYSTEMS, AND PROCESSES

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

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government			
Who may avail	Students, Government Agencies, Contractors, Other External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Letter from the concerned/relevant offices and individuals		From the concerned individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Submits letter of complaint addressed to the Chancellor through the Vice Chancellor for Administration	1.1 Receives, reviews, and 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	



5. REVIEW ENDORSEMENT / APPROVAL * OF REQUESTS FOR USE OF FACILITIES AND EQUIPMENT

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

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2G - Government to Government			
Who may avail	UP Cebu Students, Walk-in Clients, Schools, Government Agencies, Private Sector			
CHECKLIST OF REQUIREMENTS ☐ Letter request addressed to the Chancellor, through the Vice Chancellor for Administration ☐ Reservation Form ☐ CMO clearance ☐ Rental computation from the Accounting Office		WHERE TO SECURE Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Fills up the Facility and Equipment Reservation form using the links found on UP Cebu's website under online forms. Attaches their request letter as needed	1.1 Checks email/airslate.com for online reservations received and endorses or not endorse the requested facility or equipment's availability	As per approved FPOC (Fiscal Policy and Operations Committee) fees	30 Minutes	<i>CMO Staff</i> Campus Maintenance Office



	1.2 Checks email/airslate.com for online reservations received and approves or disapproves the requested facility or equipment depending on the action (endorsement/non-endorsement) from the Campus Maintenance Office (CMO)		30 Minutes	OVCA Staff
2. Pays approved requests a. Online payment: Client proceeds to the website for online payment. b. Direct to the Cash Office: Prints the online approved reservation form and presents it to the Cashier's Office for payment	Cash Office issues Official Receipt (O.R.)		10 Minutes	Cash Office Staff Cash Office



3. Clients who pays directly to the Cashier's Officer gives a copy of the paid reservation form to the Campus Maintenance Office (CMO), Safety and Security Unit (SSU) for records purposes. For the online payments, a notification will be sent to the client, Accounting Office, CMO, SSU, and OVCA for reference and records purposes.	Receives the stamped paid reservation form		10 Minutes	<i>OVCA Staff</i> Office of the Vice Chancellor for Administration <i>CMO Staff</i> Campus Maintenance Office
TOTAL		As per approved FPOC fees	1 Hour, 20 Minutes	

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



INTERNAL SERVICE

1. APPLICATION FOR CAR STICKER

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

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS, Administrative Staff			
Checklist of Requirements			Where to Secure	
Car Sticker Application Form			Guard House Entrance Gate	
OR, CR, and Driver's License (1 photocopy of each document)			Applicant	
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, and Driver's license and submits it to the guard at the entrance gate	1. Safety and Security Unit (SSU) checks and endorses the filled-up application form to the OVCA		1 Day	<i>The Guard on duty at the Entrance Gate Safety and Security Officer (SSO) Safety and Security Unit</i>
2. Claims approved application from the OVCA	2. Approves the application and return the form to the client for payment		1 Day	<i>Vice Chancellor for Administration (VCA) and OVCA Staff Office of the Vice Chancellor for Administration</i>
3. Pays at the Cashier's Office	3. Issues Official Receipt	For Faculty & Permanent Staff: 1 st Sticker - FREE Succeeding Sticker	10 Minutes	<i>Cash Office Staff Cash Office</i>



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



2. APPROVAL OF BIDS & AWARDS COMMITTEE (BAC) RECOMMENDATION FOR MODE OF PROCUREMENT

All documents or forms related to procurement with amounts not exceeding one million pesos (PhP 1,000,000) per single transaction go through the Vice Chancellor for Administration for action (approval/disapproval).

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Simple			
Type of Transaction	G2C - Government of Citizen			
Who may avail	SPMO; End User Offices			
CHECKLIST OF REQUIREMENTS ☐ 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)		WHERE TO SECURE Supplies Procurements Management Office (SPMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. SPMO / BAC Secretariat submits Purchase Order (PO), BAC Resolutions, and Recommendations for Mode of Procurement (RMP)	1.1 Receives, reviews, and approves POs, BAC Resolutions, and RMP with BAC Committee's recommendation with the amount not exceeding PhP1,000,000 only.	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 POs, BAC Resolution, and RMP to SPMO		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		None	3 Days	



3. APPROVAL OF PPMP (PROJECT PROCUREMENT AND MANAGEMENT PLAN)

All of the offices' Project Procurement and Management Plans are being reviewed and approved by the Vice Chancellor for Administration.

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Complex			
Type of Transaction	G2C - Government of Citizen			
Who may avail	Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP with endorsement from the Deans/Office Heads		End user office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Supply Property and Management Office (SPMO) submit PPMPs	1.1 Receives and reviews PPMPs and forwards to the Vice Chancellor for Administration for action (approval / disapproval)	None	5 Days	OVCA Staff & Vice Chancellor for Administration Office of the Vice Chancellor for Administration
	1.2 Records in the logbook all PPMPs that were acted upon by the Vice Chancellor for Administration before releasing the documents		1 Day	OVCA Staff Office of the Vice Chancellor for Administration
2. Gets approval/ disapproval from the Office of the Vice Chancellor for Administration (OVCA)			1 Day	OVCA Staff Office of the Vice Chancellor for Administration SPMO Staff Supply and Property Management Office
TOTAL		None	7 Days	



4. ENDORSEMENT AND/OR APPROVALS OF PURCHASE REQUESTS (PR), OBLIGATION REQUESTS (ObR), DISBURSEMENT VOUCHERS (DV), AND PURCHASE ORDERS (PO) (BELOW PHP 1,000,000)

The OVCA is in charge of approving and/or endorsing purchase and obligation requests, disbursements, and purchase orders that are below one million pesos.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS ☐ PR (Purchase Requests) ☐ ObR (Obligation Requests) ☐ DV (Disbursement Vouchers) ☐ PO (Purchase Orders)			WHERE TO SECURE Administrative Staff	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Staff submits PRs, ObRs, DVs via BULSA, and printed copies of POs to OVCA.	1.1 Receives, reviews and approves PRs, ObRs and DVs via BULSA	None	2 Days	Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.2 Receives, reviews and approves printed copy of POs		2 Hours	OVCA Staff & Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration
	1.3 Records and forwards the approved printed copy of POs to the Supply and Property Management Office (SPMO)		30 mins	OVCA Staff Office of the Vice Chancellor for Administration
TOTAL		None	2 Days & 2.5 Hours	



5. ENDORSEMENT OF APPLICATION OF ADMINISTRATIVE PERSONNEL FOR FELLOWSHIPS (i.e., FRASDP - FACULTY, REPS, & ADMINISTRATIVE STAFF DEVELOPMENT PROGRAM)

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter with HRMPSB screening with attached documents required by Human Resource Development Office (HRDO)		From the concerned administrative staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. HRDO submits a request application of administrative personnel for fellowships (i.e. FRASDP) addressed to the Chancellor through the Vice Chancellor for Administration via DRS	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 via DRS		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) via DRS				Chancellor Office of the Chancellor
TOTAL		None	20 Days	



6. ENDORSEMENT OF AUTHORITY TO TRAVEL FOR ADMINISTRATIVE STAFF

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C - Government of Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Authority to Travel Form with Endorsement from HRDO with Letter Request		Human Resource Development Office (HRDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Staff submits letter request for Authority to Travel addressed to the Chancellor through the Vice Chancellor for Administration via DRS	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) via DRS		20 Minutes	OVCA Staff Office of the Vice Chancellor for Administration
2. Claims the document from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	2 Days, 20 Minutes	



7. ENDORSEMENT OF MATERIALS TO BE USED FOR INFRASTRUCTURE DEVELOPMENT AND MAINTENANCE

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C - Government of Citizen		
Who may avail		Office of the Campus Architect (OCA) Personnel		
CHECKLIST OF REQUIREMENTS ☐ Letter with endorsements from OCA and end users ☐ Material samples		WHERE TO SECURE Office of the Campus Architect (OCA) and Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Office of the Campus Architect (OCA) submits letter and material samples with endorsement from the architects, engineers, 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
2. Gets approval/ disapproval from the Office of the Chancellor (OC)				OC Staff Office of the Chancellor
TOTAL		None	5 Days	



8. 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 forwarded to the Chancellor for approval.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Legal Office Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ MOA (Memorandum of Agreements) ☐ Project Contract with Endorsement from Legal Office		Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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
2. Claims the document from the Office of the Chancellor (OC) via DRS				Chancellor Office of the Chancellor
TOTAL		None	7 Days	



9. ENDORSEMENT OF CANDIDATES FOR EMPLOYMENT

The Vice Chancellor for Administration is the chair of the Human Resource Management and Personnel Selection Board (HRMPSB), and is in charge of reviewing the results of applicants' screening and endorses it to the Chancellor for final action (approval/disapproval).

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Human Resource Development Office (HRDO) Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Candidates' required documents with endorsement from HRMPSB		Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. The Human Resource Management Officer submits documents to the Human Resource Management Personnel Selection Board (HRMPSB)	1.1 Receives, reviews, and endorses HRMPSB documents and forwards them 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	



10. PROCUREMENT OF PLANE TICKETS

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

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



11. RESPONSE AND ACTIONS TO REQUESTS FOR CONSULTATIONS, LIAISONS, GRIEVANCES AND COMPLAINTS ON VARIOUS CONCERNS REGARDING THE USE OF FACILITIES, SYSTEMS, AND PROCESSES

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

Office or Division	Office of the Vice Chancellor for Administration			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS and Administrative Staff and their Union representations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Letter from the concerned/relevant offices and individuals		From the concerned individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Forwards letter of complaint addressed to the Chancellor through the Vice Chancellor for Administration via DRS	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 via DRS		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) via DRS				Chancellor Office of the Chancellor
TOTAL		None	20 Days	



12. REVIEW AND APPROVAL OF REQUESTS FOR USE OF FACILITIES, EQUIPMENT, AND VEHICLES

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

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen; G2G - Government to Government		
Who may avail		UP Cebu Students, Walk-in Clients, Schools, Government Agencies, Private Sector		
CHECKLIST OF REQUIREMENTS ☐ Letter request addressed to the Chancellor, through the Vice Chancellor for Administration ☐ Reservation Form ☐ CMO clearance ☐ Rental computation from the Accounting Office		WHERE TO SECURE Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Facility and Equipment Reservation form using the links found on UP Cebu's website under online forms. Attaches their request letter as needed	1.1 Checks email/airslate.com for online reservations received and endorses or not endorse the requested facility or equipment's availability	As per approved FPOC (Fiscal Policy and Operations Committee) fees	30 Minutes	<i>CMO Staff</i> Campus Maintenance Office



	1.2 Checks email/airslate.com for online reservations received and approves or disapproves the requested facility or equipment depending on the action (endorsement/non-endorsement) from the Campus Maintenance Office (CMO)		30 Minutes	OVCA Staff
2. Pays approved requests a. Online payment: Client proceeds to the website for online payment. b. Direct to the Cash Office: Prints the online approved reservation form and presents it to the Cashier's Office for payment	Cash Office issues Official Receipt (O.R.)		10 Minutes	Cash Office Staff Cash Office



3. Clients who pays directly to the Cashier's Officer gives a copy of the paid reservation form to the Campus Maintenance Office (CMO), Safety and Security Unit (SSU) for records purposes. For the online payments, a notification will be sent to the client, Accounting Office, CMO, SSU, and OVCA for reference and records purposes.	Receives the stamped paid reservation form		10 Minutes	OVCA Staff Office of the Vice Chancellor for Administration CMO Staff Campus Maintenance Office
TOTAL		As per approved FPOC fees	1 Hour, 20 Minutes	

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



13. SIGNING OF CHEQUES

The Vice Chancellor for Administration is one of the signatories for cheques below P1,000,000 to be released.

Office or Division		Office of the Vice Chancellor for Administration		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
☐ Cheques with endorsement from the Cashier		Cash Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	PERSON RESPONSIBLE
1. Cash Office staff submits cheques for signature	1. Receives, reviews and signs cheques	None	2 Days	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	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	We appreciate to hear from you, kindly fill out the feedback form below.
How feedback is 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 ARTA, PCC, and CCB	Tel. No. (6332) 2328187 loc. 213



ACCOUNTING OFFICE



EXTERNAL SERVICES

1. ISSUANCE OF SECOND COPY OF BIR 2306 AND 2307

This procedure applies to non-government workers, contractors and suppliers for the issuance of a duplicate copy of BIR Forms 2306 and 2307.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2B – Government to Business; G2C- Government to Citizen			
Who may avail	Suppliers, NGW's (Non-Government Workers), Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client shall secure his own request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for second copy of BIR Forms 2306 & 2307	1. Logs in request	None	1 Day	Accounting Staff Accounting Office
	2. Retrieves relevant records to verify the original issuance of BIR Forms, duplicates file and releases the requested forms to requesting party		2 Days	Accounting Staff Accounting Office
TOTAL		None	3 Days	



2. FILING OF ANNUAL REPORTS TO BUREAU OF INTERNAL REVENUE - COMPENSATION REPORT 1604-C

This service ensures the accurate and timely filing of the Bureau of Internal Revenue (BIR) Compensation Report 1604-C as mandated by Bureau of Internal Revenue (BIR).

Office or Division	ACCOUNTING OFFICE			
Classification	Highly Technical			
Type of Transaction	G2G– Government to Government			
Who may avail				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Alphalist of Faculty, Reps and Staffs			Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bureau of Internal Revenue thru its Revenue Regulations has mandated compliance of filing of BIR 1604-C for all employees	1. Payroll In-charge encodes the Annual Income of each employee with the corresponding Withholding Tax Due and Tax Withheld at the BIR program 1604CF	None	15 Days	Accounting Staff Accounting Office
	2. Prints the Report and Submit to BIR		2 Days	Accounting Staff Accountant Accounting Office
TOTAL		None	17 Days	



3. REPORTS - STATUS OF FUNDS AND FINANCIAL REPORT ON SPECIAL PROJECTS

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

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



4. REPORTS - FINANCIAL REPORTS (MONTHLY, QUARTERLY, YEAR END)

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

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



5. REPORTS - BANK RECONCILIATION

This service requires reviewing bank deposits and checks encashed and comparing bank records with book records maintained by the office. This report is crucial for compliance with auditing standards set by the Commission on Audit (COA).

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		
Bank Statement; Report of Checks Issued; Report of Collection		Depository Banks (LBP & PVB); Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Commission on Audit requires the report to be submitted after month has ended	1. Retrieve and print the Bank Statement	None	2 Days	Accounting Staff Accounting Office
	2. Retrieve copies of the previous month's outstanding checks issued based on the bank statement		2 Days	Accounting Staff Accounting Office
	3. Obtain copies of checks that have cleared (withdrawn) based on the bank statement.		2 Days	Accounting Staff Accounting Office
	4. Submit the reconciled report along with the bank statement for review and signature by the accountant.		5 Days	Accountant Accounting Office
	5. File the reconciled bank statements and supporting documents separately for submission to COA		4 Days	Accountant Accounting Office
TOTAL		None	15 Days	



6. BILLING OF SCHOLARS

This service involves the preparation of the prescribed billing form for submission to LGU agencies and private companies covering the tuition and fees of scholars enrolled at the university

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of scholars, EOR/ Form 5			Office of Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits a scholarship grant application to the Office of Student Affairs (OSA) personnel. 2. After verifying the required documents, OSA compiles and submits the list of eligible scholars for billing.	1. Receives the list of enrolled scholars from OSA for the semester	None	1 Day	Accounting Staff Accounting Office
	2. Prepares the billing statement and submits it back to the Office of Student Affairs (OSA).		2 Days	Accounting Staff Accounting Office
TOTAL		None	3 Days	



7. STUDENT LOAN APPLICATION

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

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



8. REQUESTS FOR CERTIFICATION

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

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Office of University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes clearance form through our.upcebu.edu.ph	1. Receives the clearance form.	P50.00	5 Mins	Accounting Staff Accounting Office
2. Client awaits the notification of signed clearance / further instruction if there is accountability	2. Checks the AMIS for any outstanding accountabilities or ineligibility.		25 Mins	Accounting Staff Accounting Office
3. Once notified, the client proceeds to the next unit for further processing.	3. Signs the clearance form along with the official receipt, if applicable.			
TOTAL		P50.00	30 Mins	



9. RESPOND TO INQUIRIES AND CONSULTATION

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

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students, Suppliers, Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-ins	1. Entertains walk-in inquiries	None	1 Hour	Accounting Staff Accounting Office
2. Phone inquiries	2. Answers telephone calls		1 Hour	Accounting Staff Accounting Office
TOTAL		None	2 Hours	



10. REFUND OF SCHOOL FEES - TUITION

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

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
EOR/Form 5, Certificate of Tuition Discount, Letter request for Refund, Official Receipt (if applicable)		Office of the University Registrar, Office of Students Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits complete requirements	1. Receives and checks documents if complete	None	5 Mins	Accounting Staff Accounting Office
	2. Prepares Disbursement Voucher (DV) and Journal Entry Voucher (JEV) for tuition refund		1 Days	Accounting Staff Accounting Office
	3. Submit the completed DV and JEV, along with the supporting documents, for necessary approval of accountant		1 Days	Accounting Staff Accounting Office
	4. After Obtaining signature the document is forwarded to Cash office for check preparation		1 Days	Accountant Accounting Office
TOTAL		None	3 Days	



11. REMITTANCE OF PREMIUMS AND LOANS

This service refers to the processing of vouchers related to the monthly remittance of premiums and loans to Government agencies and private companies.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2B – Government to Business; G2G- Government to Government			
Who may avail				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher, Remittance List, Obligation request			Accounting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client requires payment of premiums and loans every month	1. Prepares the list of deductions, including premiums and loans, along with the monthly payroll ensuring that all deductions are accurately calculated	None	15 Days	Payroll In- Charge Accounting Office
	2. Receives the list of deductions, verify the accuracy of personnel details and the corresponding deduction amounts on the list.		3 Days	Payable In- Charge Accounting Office
	3. Create Disbursement Vouchers (DV) for the payment process, and Journal Entry Voucher (JEV) to record the transaction		1 Days	Payable In- Charge Accounting Office
	4. Submit the completed DV and JEV, along with the supporting documents, for necessary approval of accountant.		1 Days	Accountant Accounting Office
	5. Assign the signed document to the next concerned unit.			Cash Office
TOTAL		None	20 Days	



12. REPLACEMENT OF STALE CHECKS AND CANCELLED CHECKS

This service is for suppliers, organizations and contractors whose checks previously issued were not cashed due to stale or cancelled, hence requesting a new check.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2B – Government to Business; G2C – Government to Citizens			
Who may avail	Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request, Payment, Stale Checks		Client shall secure his own request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request	1. Logs in request	P50	1 Day	Accounting Staff Accounting Office
	2. Create Disbursement Vouchers (DV) for the payment process, and Journal Entry Voucher (JEV) to record the transaction		1 Day	Accounting Staff Accounting Office
	3. Submit the completed DV and JEV, along with the supporting documents, for necessary approval of accountant.		1 Day	Accountant Accounting Office
	4. Assign the signed document to the next concerned unit.			Cash Office
TOTAL		P50	3 Days	



13. REFUND OF SCHOOL FEES - WITHDRAWAL OF SUBJECT

This process accepts applications from students for refund of school fees resulting from subject withdrawal, in accordance with the university's refund policy.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Change Matriculation form, Letter Request for Refund, Official Receipt, EOR/Form 5			College Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student files for cancellation of Subjects/ LOA/Totally Drop all subjects	1. Receives and checks completeness of documents	P10.00	5 mins	Accounting Staff Accounting Office
2. Secure approved letter request for refund, addressed to the Chancellor stating the reasons for withdrawal and to be signed by the adviser, Dean of the College and the OUR	2. Prepares Disbursement (DV) and Journal Entry voucher (JEV) for the Refund		1 Day	Accounting Staff Accounting Office
	3. Submit the completed DV and JEV, along with the supporting documents, for necessary approval of accountant		1 Day	Accounting Staff Accounting Office
	4 Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		P10.00	3 Days	



14. REFUND OF STUDENTS DEPOSIT

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

Office or Division		ACCOUNTING OFFICE		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 5/Electronic Official Receipt (EOR) bearing the amount of 100 pesos, Letter Request for Refund			OUR Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter addressed to the Chancellor (endorsed by the Adviser and the Dean of College) and the rest of the requirements	1. Receives the approved letter and other documents.	P10.00	5 Mins	Accounting Staff Accounting Office
	2. Prepares Disbursement Voucher (DV) and Journal Entry Voucher (JEV)		1 Day	Accounting Staff Accounting Office
	3. Submit the completed DV and JEV, along with the supporting documents, for necessary approval of accountant		1 Day	Accounting Staff Accounting Office
	4. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		P10.00	3 Days	



15. PROCESSING OF LIST OF DUE & DEMANDABLE ACCOUNTS PAYABLE (LDDAP)

This service requires the processing of vouchers submitted to the accounting office for payment, requiring the completion of the LDDAP form and submission to the UP System for payment processing.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2B – Government to Business; G2G-Government to Government			
Who may avail	Suppliers and DBM (Department of Budget and Management)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with complete attachments (OBR, PO/ PR/ SI/ DR/ Bid Docs if any., Bank Details (for new supplier)		New Supplier (bank details)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives and checks completeness of disbursement vouchers and attachments	None	5-10 Days	Payable- In- Charge Accounting Office
	2. Accounts Payable in charge initiate the process upon receipt of complete documentation.			
	3. Requests bank details from new suppliers, if necessary, to facilitate electronic fund transfers		1 Day	LDDAP- In- Charge Accounting Office
	4. Prepares the LDDAP form for signing by the Accountant and Chancellor of the university		1-2 Days	Accountant Office of the Chancellor
	5. After obtaining signatures, records and mails the fully signed LDDAP form to the UP System for payment processing via official courier		1-7 Days	LDDAP- In- Charge Accounting Office
	6. UP System confirms payment was made to supplier		1-2 Months	LDDAP- In- Charge Accounting Office
	7. Inform Supplier to check their bank accounts so they can issue an Official Receipt if payment has already been credited to their accounts		1 Day	LDDAP- In- Charge Accounting Office
Total		None	2-3 Months	



16. ISSUANCE OF BIR 2306 AND BIR 2307 FOR LECTURERS AND CONTRACTUAL EMPLOYEES

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	NGW (Non-Government Workers), Lecturers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request by phone or email			Accounting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client requests for BIR Form 2306 and BIR 2307	1. Lists down names of requester	None	3 Days	Accounting Staff
	2. Prepares, reviews, prints BIR Forms		4 Days	Accounting Staff
TOTAL		None	7 Days	



17. REMITTANCES OF WITHHOLDING TAX

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

Office or Division	ACCOUNTING OFFICE			
Classification	Highly Technical			
Type of Transaction	G2B –Government to Government			
Who may avail	Bureau of Internal Revenue			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Remittance List by Fund Per Month, Disbursement Voucher			Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bureau of Internal Revenue (BIR) mandates all agencies to remit withholding tax on or before 10 th of the following month	1. Retrieve relevant financial data for the month, including details of all transactions subject to withholding tax and print BIR form 2306, 2307 as requested.	None	15 Days	Accounting Staff Accounting Office
	2. Prepare a Disbursement Voucher (DV) to record the transaction in the accounting records. Obtain necessary approvals, Submit the remittance to the BIR on or before the 10th of the following month.		2 Days	Accounting Staff Accountant Accounting Office
	3. Obtain and file the acknowledgment receipt from BIR as proof of payment.		1 Day	Accounting Staff Accounting Office
TOTAL		None	20 Days	



18. PAYMENT TO NGW's (NON-GOVERNMENT WORKERS) AND STUDENTS

This process pertains to the creation of vouchers, pre audit and processing for payment of Honorarium of service rendered, Stipend, Gratuity or other benefits.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2B – Government to Citizens			
Who may avail	Contractual Employees / Project Based Staff / Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher, OBR, DTR, COS, Contracts, Line Item Budget		HRDO, Unit offices where the NGW's belong		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Units/Offices responsible shall submit vouchers, payroll and supporting documents	1. Receives the documents from responsible unit	None	5 Mins	Accounting Staff Accounting Office
	2. Checks the completeness of the documents		1 Days	Accounting Staff Accounting Office
	3. Pre-Audit the Disbursement Vouchers and attachments		1 Days	Accounting Staff Accounting Office
	4. Prepare a Journal Entry Voucher (JEV) to record the transaction in the accounting records.		1 Days	Accounting Staff Accounting Office
	5. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		2 Days	Accountant Accounting Office
TOTAL		None	4 Days	



19. PAYMENT TO SUPPLIERS

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2B –Government to Business; G2C -Government to Citizen			
Who may avail	Suppliers of materials and services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Purchase Order, Invoice/Bill, Request Issue Slip, Report of Inspection and Acceptance, Guest List (for meals & other services), Certificate of Satisfactory Service (for meals & other services) Approved Obligation Request & Status, Disbursement Voucher			Supply & Property Management Office Department Head Office, Budget Office Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/office clerks submits complete documents after items are receives or service has been rendered	1. Receives documents	None	5 Mins	Accounting Staff Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		10 days	Accounting Staff Accounting Office
	3. Checks the transaction as per system as to the correctness of the amount and the required attachments			Accounting Staff Accounting Office
	4. Compute Withholding tax and prepare withholding tax certificates (BIR Forms 2306 & 2307)			Accounting Staff Accounting Office
	5. Prepare Journal Entry Voucher, Record the transaction to individual ledger Cards			Accounting Staff Accounting Office
	6. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.			Accountant Accounting Office
TOTAL		None	10 Days	



20. PAYMENT OF UTILITIES

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C - Government to Business; G2B- Government to Government			
Who may avail	Companies that supply water, electricity and telephone lines			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of Bill Approved Obligation Request & Status Disbursement Voucher			Service Provider, Department Head Office, Budget Office Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers Bill for the month	1. Receives bill, records then reviews the bill for completeness. Prepares disbursement voucher and Obligation Request & Status	None	1 Day	Accounting Staff Accounting Office
	2. Prepares Disbursement Voucher (DV), and Obligation Request & Status (OBR)		1 Day	Accounting Staff Accounting Office
	3. Computes withholding tax and prepare withholding tax certificates (BIR Form 2306 & 2307)		1 Day	Accounting Staff Accounting Office
	4. Records processed vouchers to supplier's index card		1 Day	Accounting Staff Accounting Office
	5. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit.		1 Day	Accountant Accounting Office
TOTAL		None	7 Days	



21. PAYMENT TO CONTRACTORS

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C- Government to Business			
Who may avail	Construction companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Contract, Invoice/Bill, Certificate of Final Acceptance or as required in the Contract, Bid Docs, Approved Obligation Request & Status, Disbursement Voucher		Supply & Property Management Office Department Head Office, Budget Office Requesting Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends its billing through the OCA and responsible offices	1. Receives documents from person in charge	None	10 Days	Accounting Staff Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)			Accounting Staff Accounting Office
	3. Checks the transaction as per system as to the correctness of the amount and the required attachments			Accounting Staff Accounting Office
	4. Compute withholding tax and prepare withholding tax certificates (BIR Form 2306 & 2307)			Accounting Staff Accounting Office



	5. Prepare Journal Entry Voucher Record the transaction to individual ledger Cards			Accounting Staff Accounting Office
	6. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.			Accountant Accounting Office
	TOTAL	None	10 Days	



INTERNAL SERVICES

1. ASSESSMENT FOR RENTAL OF FACILITIES

This service is for the assessment of fees for the rental of university facilities.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation form, letter request (if applicable)		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client completes reservation of facility rental via online link. www.upcebu.edu.ph	1. Receives documents.	Hourly rate of specific venue and equipment	5 mins	Accounting Staff Accounting Office
2. Client awaits the assessment of the total reservation fee.	2. Assess and approves the total reservation fees based on the selected venue, required equipment, and duration of use.		15 mins	Accounting Staff Accounting Office
3. Client proceeds with payment to the Cash Office either online or over the counter.				
TOTAL		None	20 mins	



2. ISSUANCE OF CERTIFICATIONS

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

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



3. ISSUANCE OF BIR 2316 (CERTIFICATE OF WITHHOLDING TAX FROM COMPENSATION)

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

Office or Division	ACCOUNTING OFFICE			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Alphalist of employees		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Bureau of Internal revenue thru its revenue regulation has issued a mandate that all agencies shall release the BIR Form 2316 after the calendar year ends	1. Payroll In- charge generates BIR 2316 from Alphalist Data Entry for Accountant's Signature	None	12 Days	Accounting Staff Accountant Accounting Office
	2. Emails signed BIR 2316 forms to all UP employees for signature		3 Days	Accounting Staff Accounting Office
	3. Collates and submits all signed BIR 2316 to BIR		5 Day	Accountant Accounting Office
TOTAL		None	20 Days	



4. ISSUANCE OF SECOND COPY OF BIR FORM 2316

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

Office or Division		ACCOUNTING OFFICE			
Classification		Simple			
Type of Transaction		G2C – Government to Citizen			
Who may avail		Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter request or by email			Accounting		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request	1. Payroll In-charge, prepares the document		None	2 Days	Accounting Staff Accounting Office
	2. Payroll In-charge releases the document			1 Day	Accounting Staff Accounting Office
TOTAL			None	3 Days	



5. REPLACEMENT OF STALE CHECKS AND CANCELLED CHECKS

This service is for faculty, reps and administrative staff whose checks previously issued were not cashed due to stale or cancelled, hence requesting a new check.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request, Payment, Stale Checks		Client shall secure his own request		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request	1. Logs in request	P50	1 Day	Accounting Staff Accounting Office
	2. Prepares and prints Disbursement Voucher and Journal Entry Voucher		1 Day	Accounting Staff Accounting Office
	3. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		P50	3 Days	



6. CASH ADVANCE

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Full time Employees of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter request for funding, Approved travel order, Disbursement Voucher, Approved Itinerary of travel, Approved Obligation Request & Status			Department Head Office, Office of the Chancellor, Budget Office, Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits a request for cash advance and submits documents	1. Receives documents from person in charge (verified no un-liquidated cash advance)	None	1 Day	Accounting Staff Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		2 Days	Accounting Staff Accounting Office
	3. Checks the transaction as per DV as to the correctness of the amount and the required attachments		2 Days	Accounting Staff Accounting Office
	4. Prepare Journal Entry Voucher		1 Day	Accounting Staff Accounting Office
	5. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		None	7 Days	



7. REIMBURSEMENT OF TRAVEL EXPENSES

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter request for funding, Approved travel order Approved Itinerary of travel, Plane tickets, boarding pass, receipts, Certificates of travel completed and Certificate of Appearance/Attendance, Disbursement Voucher, Obligation Request and Status			Department Head Office, Office of the Chancellor, Budget Office, Concerned Personnel, Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits its request and attaches the require documents	1. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)	None	2 Days	Accounting Staff Accounting Office
	2. Checks the transaction as per DV# as to the correctness of the amount and the required attachments		2 Days	Accounting Staff Accounting Office
	3. Prepares Journal Entry Voucher		1 Day	Accounting Staff Accounting Office
	4. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		None	7 Days	



8. REIMBURSEMENT FOR THE PAYMENT OF HOTEL ACCOMMODATION, MEALS, AND OTHER MISCELLANEOUS EXPENSES

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request, Recommendation for Mode of Procurement, PhilGEPS if applicable, Canvass, Abstract of Bids, BAC Resolution, Purchase Order, Invoice/Bill, Guest List, Certificate of Satisfactory Service, Approved Obligation Request & Status Disbursement Voucher			Supply & Property Management Office Department Head Office, Budget Office Requesting Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client submits complete documents	1. Receives documents	None	1 Day	Accounting Staff Accounting Office
	2. Checks documents as to the correctness of the amount, completeness of the required attachments and signatures (hard copy)		2 Days	Accounting Staff Accounting Office
	3. Checks the transaction as per UIS DV# as to the correctness of the amount and the required attachments		2 Days	Accounting Staff Accounting Office
	4. Prepares Journal Entry Voucher		1Day	Accounting Staff Accounting Office
	5. Obtain the necessary approvals for the DV and JEV from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
TOTAL		None	7 Days	



9. PAYMENT OF SALARIES

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

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Full time Employees of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List from HMO of Leave without pay, resigned personnel, new employees and adjusted salary, Payroll			Human Resource Development Office Accounting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
UP System policy mandates the salary of Regular and Casual employees to be released weekly - 7 th , 14 th , 22 nd and 30 th	1. Payroll In-Charge computes Withholding Tax for each employee.	None	3 Days	Accounting Staff Accounting Office
	2. Encodes/Checks Monthly Deduction		1 Day	Accounting Staff Accounting Office
	3. Payroll and Sends pay slip via email		1 Day	Accounting Staff Accounting Office
	4. Prepares Disbursement Voucher, Obligation Request and Journal Entry Voucher		1 Day	Accounting Staff Accounting Office
	5. Obtain the necessary approvals for the Disbursement Voucher (DV) and Journal Entry Voucher (JEV) from the Accountant. Forward the signed documents to the next concerned unit for processing.		1 Day	Accountant Accounting Office
	TOTAL	None	7 Days	



10. LIQUIDATIONS OF CASH ADVANCES

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

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



11. RESPOND TO INQUIRIES AND CONSULTATION

This service refers to walk-ins and incoming calls from the Faculty, REPS, Staff asking for advice on financial matters.

Office or Division	ACCOUNTING OFFICE			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Walk-ins	1. Entertains walk-in inquiries	None	1 Hour	Accounting Staff Accounting Office
2. Phone/ email inquiries	2. Answers telephone calls / email		1 Hour	Accounting Staff Accounting Office
TOTAL		None	2 Hours	



12. PAYMENT OF HONORARIUM AND OTHER BENEFITS

This service includes the creation of vouchers for Honorarium/ Refund and Other Benefits.

Office or Division	ACCOUNTING OFFICE			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty, REPS, Admin Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Line-Item Budget, Memorandum, Contracts, List of Qualified Personnel			Human Resource Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Memorandum is released	1. Payroll In-charge prepares payroll summary and computes' withholding tax for each employee.	None	3 Days	Accounting Staff Accounting Office
2. Approved guidelines are made available	2. Prints payroll summary, guidelines and memorandum for attachment		1 Day	Accounting Staff Accounting Office
3. Human Resource Development Office submits the list of qualified personnel to the Accounting Office.	3. Prepares Disbursement Voucher, Obligation Request and Journal Entry Voucher		2 Day	Accounting Staff Accounting Office
	4. Obtain the necessary approvals for the Disbursement Voucher (DV) and Journal Entry Voucher (JEV) from the Accountant. Forward the signed documents to the next concerned unit for processing..		1 Day	Accountant Accounting Office
	TOTAL	None	7 Days	



CAMPUS MAINTENANCE OFFICE (CMO)



External Services

1. Reservation of Facilities and Grounds

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

Office of Division		CMO		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen; G2G - Government to Government		
Who may avail		Outsiders from other government agencies, universities, the private sector, other UP units, and UP Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent from Client addressed to the Chancellor through the Vice Chancellor for Administration (with the endorsement of Adviser/Deans and OSA for UP students/ Org.) (email to: ovca.upcebu@up.edu.ph cc: cmo.upcebu@up.edu.ph Reservation Form thru UP Cebu website: upcebu.edu.ph (attached is the approved letter for recognized UP organization)			online upcebu.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email Letter Intent to OVCA	Check emails for endorsement.	Based on approved	2 Days	CMO Staff



(ovca.upcebu@up.edu.ph) cc. CMO if needed. Note: Online Reservation Form serves as an approved letter of intent, but student organizations will provide a letter of intent endorsed by their respective advisers/deans		Fiscal Policy and Operations Committee (FPOC) fees		Campus Maintenance Office
2. Check the availability of the facilities (on a first-come-first-served basis) through our UP Cebu website: upcebu.edu.ph. 2.1 click Online Forms 2.2 click Calendar.	Check emails from Airslate for Reviews, calculate fees for Personnel Overtime, and endorse forms for approval to the Office of the Vice Chancellor for Administration The client received email notification that the Campus Maintenance Office completed their request.		15 Minutes	<i>CMO Staff</i> Campus Maintenance Office
3. Fill up the Reservation Form on the UP Cebu website: upcebu.edu.ph Note: attached the approved letter through this UP Cebu website for the Student Organization			15 Minutes	<i>CMO Staff</i> Campus Maintenance Office



	OVCA approved and endorsed the Accounting Office to assess the fees			<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
	Accounting Office to review and calculate fees.			<i>Accounting staff in-charge</i> Accounting Office
4. The Client received an email notification and processed the payment of fees and paid to the CASH office or through Bank Transfer. (cc.'d: OVCA, CMO, SSU, and Cash Office 4.1 Online Transfer post their proof of details through our UP Cebu website upcebu.edu.ph Payment Form	Check Google Drive Online Payment has been done		15 minutes	<i>CMO Staff</i> Campus Maintenance Office and Cash Office Staff
4.2 Cash Office	Cashier's Office receives payment			<i>Cashier Staff</i> Cash Office
5. Client notify/email their proof of payment to	Check email if payment has been made.		15 minutes	<i>CMO Staff</i>



cmo.upcebu@up.edu.ph if payment has been made through to the Cash Office				Campus Maintenance Office
6. Inform Security and Safety Unit (SSU)	Confirms booking and enforces relevant action			<i>Guard/SSU Staff</i> Safety and Security Office
TOTAL		None	3 Days	

Notes:

1. PROCESSING TIME: Within one day (accepts reservations 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 the 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</i> Campus Maintenance Office
TOTAL		None	5 Days	

Note:

1. PROCESSING TIME: Depends on the situation



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

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

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



4. Computation for Power and Water Supply

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

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

Note:

1. For outsider with fees depends of the computation



5. Job Order Requests

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

Office of Division		CMO		
Classification		From Simple to Highly Technical This depends upon the nature of the job requested; availability of the materials; availability of the skilled workers/ janitors. Urgent requests are attended to promptly.		
Type of Transaction		G2C – Government of Citizen		
Who may avail		UP Cebu Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Order Request Form			CMO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out of Job Order Form	online upcebu.edu.ph			<i>Students</i>
	1. Receives form		5 Minutes	<i>CMO Staff</i> Campus Maintenance Office
	2. Assign staff to do the job		3-20 days	<i>CMO Staff</i> Campus Maintenance Office



	3. Confirm to the customer after job completion		20 Minutes	CMO Staff Campus Maintenance Office
	4. Files Job Order request completed		5 Minutes	CMO Staff Campus Maintenance Office
TOTAL		None	3-20 days	

Note:

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



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 about facilities in advance.

Office of Division		CMO		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen, G2G - Government of Government		
Who may avail		UP Cebu Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent from Client addressed to the Chancellor through the Vice Chancellor for Administration (email to: ovca.upcebu@up.edu.ph cc: cmo.upcebu@up.edu.ph Reservation Form thru online link (attached the approved letter) (https://www.upcebu.edu.ph/reservation-forms/)			online (https://www.upcebu.edu.ph/reservation-forms/)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check availability of the facilities (on a first-come-first-served basis) through online	Confirm the availability of the facilities and/or equipment with a letter of intent	No fees are imposed on curricular and administrative activities of UP Cebu constituents, including the approved calendar of activities of duly	2 Days	CMO Staff Campus Maintenance Office
2. Email Letter Intent to OVCA cc. CMO	Check email for endorsement.		30 Minutes	CMO Staff



		accredited student organizations. Extra-curricular and other income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines.		Campus Maintenance Office
3.Fill up the Reservation Form (Note: attached the approved letter) through this link: upcebu.edu.ph Vehicle Reservation	Reviews, calculates fees and endorses form for assessment of fees to the Accounting Office		30 Minutes	<i>CMO Staff</i> Campus Maintenance Office
	Accounting Office assesses the fees			<i>Accounting staff in-charge</i> Accounting Office
	OVCA approval send email to the client to inform ready for payment			<i>OVCA Staff and Vice Chancellor for Administration (VCA)</i> Office of the Vice Chancellor for Administration
4. Received approved request through email and processed payment of fees and pay to CASH office or through Bank Transfer	Cashier's Office receives payment			<i>Cashier Staff</i> Cash Office
5. Provide a copy to SSU	Confirms booking and enforces relevant action			<i>Guard/SSU Staff</i> Safety and Security Office
TOTAL		None	3 Days	

Notes:

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



2. Job Order Request

A job order request is usually a task or a job for UP Cebu constituents to address maintenance or other concerns. Such an order may be from a customer request or created internally within the organization. Job orders may also be created as follow-ups to Inspections. A job order request can be done immediately or depends on the availability of 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; the availability of the materials; availability of the skilled workers/ janitors. Urgent requests are attended to promptly.			
Type of Transaction	G2C – Government of Citizen			
Who may avail	UP Cebu Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		CMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out of Job Order Form	online (upcebu.edu.ph)			<i>UP Faculty / Staf</i>
	Receive email notification from Airslate		5 Minutes	CMO Staff Campus Maintenance Office
	Assign staff to do the job		3-20 days	CMO Staff Campus Maintenance Office
	Confirms to the customer after job completion		20 Minutes	CMO Staff Campus Maintenance Office
	Files Job Order request completed		5 Minutes	CMO Staff Campus Maintenance Office
TOTAL		None	3-20 days	

Note:

1. First come first served basis, overall total PROCESSING TIME can be done on 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</i> Campus Maintenance Office
TOTAL		None	5 Days	

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



4. Computation for Power and Water Supply

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

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



5. Minor Rehabilitation of Facilities

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

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



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	1. The office receives the complaint and directs the processing to proper authority. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 306 Email at: ovca.upcebu@up.edu.ph



CASH OFFICE



BOTH EXTERNAL AND INTERNAL SERVICE

1. COLLECTION OF FEES (WALK-IN)

The Cash Office receives various payments and collects fees for official documents requested.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen, G2G – Government to Government, G2B- Government to Business			
Who may avail	Students, Alumni, and Outside Clientele			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip 2. GMC Request Form 3. I.D.			1. Office of the University Registrar (OUR) 2. College Secretary (CSS, COS, SOM, HSD and CCAD) 3. Office of the Student Affairs (OSA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 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 the amount billed	2 Minutes	Maria Theresa P. Barcena Admin. Assistant II and Other Deputized Special Collecting Officer
2. Pays the required amount	2.1 Receives payment and encodes 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	
			2 Minutes	
			2 Minutes	
3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to the client		1 Minute	



TOTAL		As per the amount billed	10 Minutes	

2. COLLECTION OF ENROLLMENT FEES

Tuition and Miscellaneous Fees are collected from graduate program students who are not covered by the Free Tuition Act, also known as Republic Act No. 10687. Student Loans are included in the payment collection. Under the Maximum Residence Rule (MRR), undergraduate students must pay the tuition and school fees.

Office or Division	CASH OFFICE		
Classification	Simple		
Type of transaction	G2C – Government to Citizen		
Who may avail	Graduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Temporary Form 5 2. Student I.D. 3. Student Loan Form (those who want to avail the Loan)		1. Different Colleges 2. OUR (Office of the University Registrar)/Student 3. Accounting Office	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Temporary Form 5, UP I.D., and Student Loan Form (if a student wants to avail of the loan)	1.1 Receives the Temporary Form 5, I.D., and Student Loan Form (if applicable)	As per the amount billed	2 Minutes	Maria Theresa P. Barcena Admin. Assistant II and Other Deputized Special Collecting Officer
	1.2 Encodes student no. in the Student Collection System and informs the students of the amount to be paid.		2 Minutes	
2. Pay the required amount of school fees.	2. Receives payment by cash from the students		1 Minute	
	a. Checks the amount received and the authenticity of the bill paid through the counterfeit money detector.		2 Minutes	
	b. Encodes the name and the amount paid by the student		2 Minutes	
3. Claims the Official Receipt (OR)	3. Release the printed official receipt, I.D., and Temporary Form 5 to the student		1 Minute	
TOTAL		As per the amount billed	10 Minutes	



3. COLLECTION OF RENTAL FEES OF U.P. CEBU FACILITIES

The Cash Office collects fees from students and external clients, including rentals from dormitories, guesthouses, and other university facilities and payment for the sale of bidding documents.

Office or Division	CASH OFFICE			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail	UPC Constituents, Outsiders/External Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dormitory Charge Slip Approved Letter Request Approved reservation form with Assessment For Bid Documents: Payment Form		Dormitory Manager Client - Office of the Vice Chancellor for Administration - Campus Maintenance Office - Accounting Office Bids and Awards Committee (BAC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved reservation form or payment slip/form with the assessment of fees	1.1 Receives the reservation or payment slip/form 1.2 Validate the rate of payment against the approved rate	As per the amount billed	2 Minutes 1 Minute	Maria Theresa P. Barcena Admin. Assistant II and



2. Pays the required fees	2. Accepts payment & Check the accuracy of the amount paid. 2.1 Encodes the name, details of payment, and the amount required to pay 2.2. Prints the official receipt	As per the amount billed	2 Minutes 2 Minutes 2 Minutes	Other Deputized Special Collecting Officer
3. Claims the official receipt	3. Issue and release the official receipt to the client		1 Minute	
TOTAL		As per the amount billed	10 Minutes	

4. COLLECTION OF FEES FOR CAR STICKER

The Cash Office collects payment for car stickers to the individual or company-owned vehicle that enters the University Campus frequently.

Office or Division	CASH OFFICE	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen, G2G – Government to Government, G2B – Government to Business	
Who may avail	UPC Constituents and Outside Clientele	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. UPC Car sticker Application Form 2. Photocopy of Certificate of Registration 3. Photocopy of Driver's License		1. Office of the Vice Chancellor for Administration (VCA) 2. Client/LTO 3. Client/LTO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved UPC Car Sticker Application Form and attachments	3.1 Checks the accuracy and completeness of the attached documents	None	2 Minutes	Maria Theresa P. Barcena Administrative Assistant II Or Cash Office Staff
	3.2 Informs the client of the amount needed for the request		1 Minute	
	UPC Constituents (permanent) 1 st sticker 2 nd sticker	FREE P 800.00		
	Contractual Employees /Alumni/Students 1 st sticker 2 nd sticker Succeeding stickers	P 300.00 P 500.00 P 500.00		
	Service Providers 1 st sticker 2 nd sticker Succeeding stickers	P 500.00 P 500.00 P 500.00		
	Motorcycle	P 300.00		
2. Pays the required amount	2.1 Receives payment and encodes the name and the corresponding fees		2 Minute	
	2.2 Prints the official receipt after receiving the payment		1 Minute	



3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to the client		1 Minute	
TOTAL		As specified above	7 minutes	

5. COLLECTION OF FEES & OTHER RECEIVABLES THROUGH THE ONLINE PORTALS

Cash Office receives payment through Pay Maya, Gcash, Bank transfers, and payments deposited to UPC Veterans Bank Accounts: (Revolving Fund and Trust Fund) and UPC Landbank Account: General Fund.

Office or Division	CASH OFFICE		
Classification	SIMPLE		
Type of transaction	G2C -Government to Citizen, G2B – Government to Business, G2G – Government to Government		
Who may avail	UPC Constituents and Outside Clientele		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Validated Copy of Deposit Slip or Copy of List of Due and Demandable Accounts Payable (LDDAP)		1. Billing Statement and copy of validated deposit slip issued by the bank, billing unit, or Government Agency concerned	
2. Filled up ONLINE REQUESTS FORM		2. UPC online link provided by the billing units such as Registrar, Colleges, Accounting (rentals of facilities), Dormitories and FABLAB	
3. On-line proof of payment		3. Issuing Bank of Online PORTAL	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Billing Statement, validated deposit slip or LDDAP form received & acknowledged by the bank	1.1 Checks and verify the date and amount deposited through the print-out bank statement	None	2 Minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.2 Encodes the data in the online collection system for the online deposit	As per the amount deposited/ transferred	2 Minutes	
2. Issue Official Receipt	2.1 Prints the official receipt to be issued to the requestor		2 Minutes	
3. Claims the official receipt	3. Release the official receipt to the client		2 Minutes	
	3.1 For requests online, Prepare an acknowledgment letter.		2 Minutes	
	3.2 Releases and mails acknowledgment letter with the official receipt to the donor or funding agency.		20 minutes	
TOTAL		As per the amount deposited/transferred	30 minutes	



6. BOND APPLICATION OF UPC OFFICIALS AND EMPLOYEES TO THE BUREAU OF THE TREASURY

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

Office or Division	CASH OFFICE			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen, G2G – Government to Government			
Who may avail	UP Cebu Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Form 57-A; 2. General Form 58-A 3. Appointment or Office Order 4. Latest SALN 5. 2x2 size latest picture		1 & 2 Cash Office or Bureau of the Treasury 3. Office of the Chancellor/ Human Resource Office 4. Human Resource Office (HRDO) 5. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished fidelity bond application form	1.1 Accepts and verify the accuracy and completeness of the duly filled-out application form	None	10 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.2 Encodes and uploads all the requirements on the Bureau of the Treasury Online Fidelity Bonding online platform	None	10 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.3 Book an appointment for a schedule to issue an Authority to Accept Payment (ATAP) and Confirmation Letter.	None	10 minutes	Maria Theresa P. Barcena Admin. Assistant II
		None	5 minutes	Atty. Leo Malagar



	1.4 Forward requests to the approving Officer for online approval of the Fidelity Bond application			Chancellor
		None	2 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.5 Generate and print the approved Fidelity Bond application form/s and the list of bonded officials for the applicant's signatures.	None	2 minutes	Leliosa P. Bughao Admin. Officer V
	1.6 Review the printed List of Bonded Officials; attach signed application forms and forward documents for the Chancellor's signature. (hard copies)	None	2 days	Atty. Anthony King Perez Legal Officer
	1.7 Forward approved applications to the Legal Office for notarization.	None	5 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.8 Prepares Budget Clearance, Obligation Requests, and Disbursement Vouchers for processing of bond premium.	None	2 days	Ms. April Falincao Budget Office and Ms. Lilia Soco Admin. Aide IV
	1.9 Forwards DV & OBR to Budget Office & Accounting Office for Pre-audit	None	10 minutes	Leliosa P. Bughao Admin. Officer V
		None	30 minutes	Janice V. Diola Admin. Aide VI



	1.10 Receives approved DV & prepares check for payment	None	10 minutes	Janice V. Diola Admin. Aide VI
	1.11 Check preparation, printing, and signing			
	1.12 Generate Authority to Accept Payment and prepare deposit slips	1.5% of the required amount of bond	30 minutes	Leliosa P. Bughao Admin. Officer V
	1.13 Deposit cheque premium to Land Bank	None	10 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.14 Scan and submit validated deposit slips and Authority to Accept Payment (ATAP) to the BOT portal	None	5 minutes	Maria Theresa P. Barcena Admin. Assistant II
	1.15 Secure Confirmation Letter of approved bonded officials and employees. Email Confirmation Letter to the Office of the Chancellor, Accounting Office, and the applicant.			



TOTAL	1.5% of the required amount of bond	4 days 2 hours and 31 minutes	

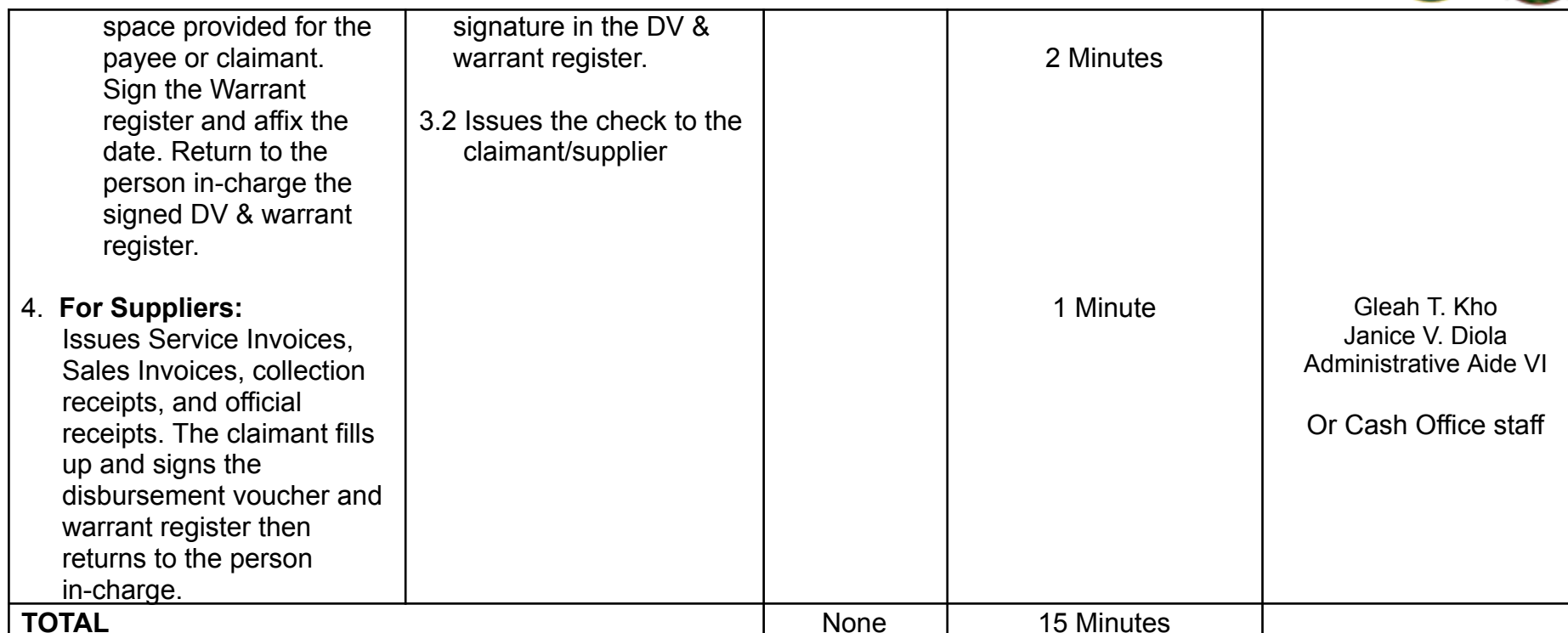
7. DISBURSEMENT OF CHECKS

The Cash Office disburses checks for all university account payables, such as salaries, allowances, honoraria, payments to suppliers, scholarships, and project refunds.

Office or Division	CASH OFFICE
Classification	Simple
Type of Transaction	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen
Who may avail	UPC Constituents, Outside clientele
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Individual Clients: Government Issued I.D. Representative: Authorization Letter (immediate family member) Special Power of Attorney (SPA) Government-issued I.D. of the person represented (original & signed photocopy) Government Issued I.D. of the representative Suppliers & other Government Agencies: Government Issued I.D. Official Receipt	SSS, GSIS, Driver's License, Passport, BIR, HDMF Voter's I.D. & Postal I.D. Person being represented Person being represented SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D. SSS, GSIS, Driver's License, Passport, BIR, HDMF, Voter's I.D. & Postal I.D. B.I.R.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires about the availability of checks or business entities.	1.1 Verifies the availability of the check. 1.2 Requires the client of the document needed to claim	None	2 Minutes 2 Minutes	Gleah T. Kho Janice V. Diola Administrative Aide VI or Cash Office staff
2. For Individual Clients & Representative: Present valid ID. For the representative, the valid ID of the representative and authorization letter or SPA with the valid ID of the person represented. For Suppliers and other Government Agencies: Presents their official receipt	2. Receive the documents and verify the date of issuance of SPA (within six months) 2.1 Checks the validity of the official receipt of the supplier 2.2. Hands in the DV & warrant register to the supplier or claimant to sign the payee portion		3 Minutes 2 Minutes 1 Minute	Gleah T. Kho Janice V. Diola Administrative Aide VI Or Cash Office staff
3. Fill up (with information such as signature, date received, and name of the claimant) and sign the DV in the "Receipt of Payment section"	3. Verifies the correctness of the signature in the DV and warrant register. 3.1 Verifies the data affixed in the official receipt and the		2 Minutes	Gleah T. Kho Janice V. Diola Administrative Aide VI Or Cash Office staff





8. DISBURSEMENT OF CHECKS VIA BANK DEPOSIT

The Cash Office deposits claims, and payments to suppliers, to their respective accounts at Land Bank or other specified banks.

Office or Division	CASH OFFICE			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen, G2G – Government to Government, G2B – Government to Business			
Who may avail	UP Cebu Constituents, External clients			
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. The client sends authority to deposit through email authorizing the Chief of the Cash Office to deposit the check to the bank account specified	1. Receives the authority to deposit through email or forward the document	Depository Bank outside Region 7 P 50.00(50k & below) P100.00 (outside region 7 (100k above)	2 Minutes	Leliosa P. Bughao Administrative Officer V
	1.1 Prepare the deposit slip and forward it to the Chief of Cash Office		3 Minutes	Gleah T. Kho Janice V Diola Administrative Aide VI
	1.2 Deposits the check to the bank specified by the claimant in the authority to deposit		1 Hour	Leliosa P. Bughao Administrative Officer V
	1.3 Provides the claimant with the scanned copy of the validated Deposit slip.		2 Minutes	Gleah T. Kho Janice V Diola Administrative Aide VI



For suppliers: 2. Mail the Official receipt after receiving the scanned copy of the deposit slip	2. Provide a scanned copy of the check, disbursement voucher, deposit Slip & BIR forms 2306 & 2307 for tax withheld.		2 Minutes	Gleah T. Kho Janice V Diola Administrative Aide VI
	2.1 Receives the OR and attaches to the DV		2 Days	
TOTAL		As specified above	2 Days, 1 Hour, 9 minutes	

9. COLLECTION OF PAYMENT FOR STALE, LOST, AND CANCELLED CHECKS AND REQUEST FOR RE-ISSUANCE

Personnel within the university, students, and suppliers may request the re-issuance of canceled checks due to errors in encoding the payee details, or 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 Business
Who may avail	UPC Constituents, Outside Clientele
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Cancelled, stale check 2. Letter request	Client



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents & submits the letter request for the re-issuance of the check. .	1.1 Receives the letter and affix the date of receipt.	None	2 Minutes	Gleah T. Kho Janice V. Diola Administrative Aide VI
	1.2 Verifies the details of the check.		5 Minutes	
	1.3 Forward the letter with the Official Receipt paid and the following information: Check number, check date, and the DV number of the canceled check or stale to the Cash Office Head.		2 Minutes	
	1.4 Inform the accounting office of the details of the check canceled stale or lost check		30 Minutes	Leliosa P. Bughao Administrative Officer V
	1.5 Inquiries from the bank if the lost check is not presented for payment and fill-up request for stop payment.		3 Minutes	Gleah T. Kho Janice V. Diola Administrative Aide VI
	1.6 Informs the client of the status of the request		2 Minutes	



2. Receive approval or disapproval of the request if the lost check is presented in the bank before the request.	2. Accept payment and issue an official receipt for the issuance of another check.	PHP 50.00	2 Minutes	Maria Theresa P.Barcelona Administrative Assistant II Gleah T. Kho Janice V. Diola Administrative Aide VI SIGNATORIES Leliosa P. Bughao Administrative Officer V COUNTER SIGNATORIES Chancellor, or Vice Chancellor for Administration, or Vice Chancellor for Academic
	2.1 Prepares the new check.		5 Minutes	
	2.2 Forwards the check for the signing of the main signatory and the countersignatory		2 Minutes	
	2.3 Inform the payee and amount of the check and is ready for pick-up		1 Hour	
TOTAL		PHP 50.00	1 Hour, 52 Minutes	



INTERNAL SERVICE

1. DISBURSEMENT THROUGH AUTO-DEBIT TO ACCOUNT (ADA)

The Cash Office disburse the salary, scholarship grant, and stipends of UP Cebu constituents through Auto Debit to Account by sending instructions to Land Bank and Philippine Veterans Bank.

Office of Division		Cash Office, Accounting Office		
Classification		Simple		
Type of Transaction		G2G – Government to Citizens		
Who may avail		UP Cebu Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approve DV, OBR, and signed payroll			Accounting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the sign DV, OBR & payroll	1.1 Receives the approved DV, and OBR and signs weekly payroll, monthly stipend & yearly scholarship grant	None	5 Minutes	Gleah T. Kho Janice V. Diola Admin. Aide VI
	1.2 Encodes the weekly payroll & Monthly stipend of students in the FinDes System provided by LBP.		2 Hours	Leliosa P. Bughao Administrative Officer V
	1.3 Prints the listing of the weekly payroll and monthly stipend.		20 Minutes	Leliosa P. Bughao Administrative Officer V
	1.4 Prepares & prints the ADA for the weekly payroll, monthly stipend & yearly scholarship grant separately.		10 Minutes	Leliosa P. Bughao Administrative Officer V



	1.5 Signs the ADA and the listing of weekly payroll & stipend.		5 Minutes	Leliosa P. Bughao Administrative Officer V
	1.6 Forwards the ADA & listing to the Chancellor's Office for counter signature.		30 Minutes	Leliosa P. Bughao Administrative Officer V
	1.7 Submits the signed ADA & Listing to LBP with the USB.		1 Hour	Leliosa P. Bughao Administrative Officer V
	1.8 Receives the acknowledged transmittal copy of the ADA & listing with the specified date of debiting to UP Cebu account & crediting to the individual claimant.		10 Minutes	Leliosa P. Bughao Administrative Officer V
TOTAL		None	4 Hours, 20 minutes	



2. RELEASE OF PAY SLIPS ONLINE

The Cash Office provides every end-of-the-month statement of remuneration and receivables through rendered services except for the Lecturer's and Contract of Service are directly sent to employees' University email addresses.

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			1. None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive online document containing monthly remuneration of personnel from the accounting office through email. 2. Cash office staff sort and upload received data from accounting using technical applications.	None	1 Hour	Gleah T. Kho Administrative Aide VI Cash Office



1. Employee requests verbally or through email for a digital copy of the pay slip	Individual Release 1. Find and release pay slips to employees through individual email addresses		3 Minutes 2 Minutes	
TOTAL		None	1 Hour, 5 Minutes	



3. SALE OF UPC BUS TICKET

The University provides transportation services for the faculty, staff, and students from and to their respective residences for a minimal fee. The University designates the Cash Office as the bus ticket custodian. UP Cebu constituents may purchase the ticket from 8:00 am – 3:00 pm. The shuttle bus will depart at 4:00 pm. The bus pick-up and drop-off area is at the front of Oblation Square.

Office of Division		Cash Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G – Government to Government		
Who may avail		UP Cebu Employees and students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Buss Ticket		1. Cash Office Window 2		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to Cash Office window 2 and purchase bus tickets	1.1. Verify if the client is a student, staff, or faculty is qualified to purchase a bus ticket 1.2. Asks destination and the number of tickets to be purchased. 1.3 Accept payment, Issue Provisional Receipts and release the appropriate number of bus tickets.	Destinations: Minimum Fare P 9.00 Basak, Cebu City 13.00 Bulacao 15.00 Labangon/Tisa 10.00 Lapu-Lapu City 17.00 Pacific Mall 13.00 Bacayan 13.00 Pardo, Cebu City 14.00 RD Talamban 12.00 Mambaling 12.00 SM Consolacion 19.00 Tabunok/Canduman 16.00 Tipolo/AS Fortuna 11.00 Cabacalan 11.00	1minute 3 minutes	Janice V. Diola Administrative Aide VI Or Cash Office
2. Receive bus ticket				
TOTAL		As specified above	4 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	A Client Satisfaction Measurement form is provided after the transaction has been made. You may file feedback/complaints using our feedback form at our office or directly email the office at cash.upcebu@up.edu.ph
How feedback is processed	The office receives feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 2. Reevaluation of process 3. Corrective action 4. Organizational improvement
How to file a complaint	You may file a complaint 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	1. The office receives the complaint and directs the processing to the proper authority. a. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 00 Email at: cash.upcebu@up.edu.ph



GUESTHOUSE



EXTERNAL SERVICE

1. Reservation of Facilities

Our guesthouse serves the vital role of providing convenient and affordable accommodation for our faculty, staff, REPS, students, alumni, government partners, and private visitors. This service enhances their experience and strengthens our community ties, while also generating valuable rental income for the university.

Office or Division	Office of the Vice Chancellor for Administration- Dormitory			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen; G2G - Government to Government			
Who may avail	Outsiders from other government agencies, universities, the private sector, other UP units, and UP Students, faculty and staff.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guesthouse Reservation Form		Dormitory Manager/Admin Aide/ Online - upcebu.edu.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email to dorm.upcebu@up.edu.ph and/or Call Tel. 2328187 (local 113 or 107) or Text 09150653587	Check emails and/or receive calls and texts.	None	10 minutes	Dormitory Manager/Admin Aide
2. Formulation of the Reservation Request	Receives the reservation request	None	30 minutes	Dormitory Manager/Admin Aide
3. Wait for the Confirmation Notification	Check the availability of the room via the designated arrival date. _____	None	10 minutes	Dormitory Manager/Admin Aide



	Accept or deny the reservation based on the availability of rooms in the day(s) reserved.			
4. Confirmation Notification	Compute the billing			
5. Pay rental	Cahier's Office receives payment	Based on FPOC approved rates	20 minutes	Cashier Staff
6. Check-in and register.	Welcomes guest/s and gives passcodes and keys to the guests	None	20 minutes	Dormitory Manager/Admin Aide
TOTAL		None	1 hour and 30 minutes	



HEALTH SERVICES UNIT (HSU)



EXTERNAL SERVICES

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

1. Medical Consultation

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

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



2. BP/ V/S monitoring

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

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



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

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

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



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

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

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



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

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

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



6. Signing of University Clearance

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

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



7. Processing of Pre employment Medical Examination

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

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



8. Request for Immunization/ Vaccination

To administer immunization/ vaccination upon request of an individual

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



9. Dental Consultation

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

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



10. Oral Prophylaxis

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

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



TOTAL	Php 60.00	25 Minutes for mild cases 35 Minutes for moderate cases 50 Minutes for severe or heavy cases	



11. Dental Extraction

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

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



12. Dental Filling

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

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



INTERNAL SERVICES

1. Processing of E-Hope Reimbursements

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

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



2. Medical Consultation

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

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



3. BP/ V/S monitoring

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

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



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

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

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



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

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

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



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

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

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



7. Signing of University Clearance

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

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



8. Processing of Medical Examination for Employees

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

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



9. Request for Immunization

To administer immunization/ vaccination upon request of an individual

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



10. Dental Consultation

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

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



11. Oral Prophylaxis

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

Office or Division		Health Services Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Faculty, REPS and Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Presence of the patient		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient walks into the clinic reception for Oral Prophylaxis	1. Receives and accommodates patient		3 Minutes	<i>Nurse</i> Health Services Unit
2. Dental Patient needs to pay to the cashier's office before the treatment and present the receipt to the Dentist	2. Receives payment and issues receipt to be presented to the HSU	Prophylaxis is free once a year for students and Php 60.00 for Faculty, Staff	2 Minutes	<i>Cash Office Staff</i> Cash Office
2. Patient is brought to the dentist's room for treatment	3. Provides evaluation, examination and doing the proper treatment procedure		20 Minutes for mild cases 30 Minutes for moderate cases 45 Minutes for severe or heavy cases	<i>Dentist</i> Health Services Unit
3. Patient is released from the treatment area			5 Minutes	<i>Dentist</i> Health Services Unit
TOTAL		Php 60.00	25 Minutes for mild cases 35 Minutes for moderate cases 50 Minutes for severe or heavy cases	



12. Dental Extraction

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

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



13. Dental Filling

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

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



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	5. The office receives the complaint and directs the processing to proper authority. a. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	The numbers are at: (32) 232 8187 local 306 Email at: hsu.upcebu@up.edu.ph

HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)



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		
Fill out Online Request Form available on the UP Cebu website or submit the request to HRDO email (hrdo.upcebu@up.edu.ph)		UP Cebu - HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via Online Request Form available on the UP Cebu website or via email to hrdo.upcebu@up.edu.ph indicating the purpose of the request.	1. Staff in-charge prepares and prints the requested Service Record and have it signed by the HRDO head.	None	2 Hours	<i>Administrative Assistant II</i> HRMO HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

2. Claim 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	3 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	
Fill out Online Request Form available on the UP Cebu website or submit the request to HRDO email (hrdo.upcebu@up.edu.ph)			UP Cebu- HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



3. Recruitment, Selection, and Placement (RSP)

Office of Division	HRDO
Classification	Highly Technical
Type of Transaction	G2C – Government of Citizen
Who may avail	Applicants for administrative and REPS positions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter specifying the position applied for;	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

2. Fully accomplished Personal Data Sheet (PDS) with a recent passport-size picture (CS Form No. 212, Revised 2017) with Work Experience Sheet (attachment) which can be downloaded at www.csc.gov.ph ; 3. Scanned/photocopy of the latest work performance rating; 4. Scanned/photocopy of CS eligibility/professional license/rating; 5. Scanned/photocopy of Transcript of Records and Diploma; 6. Scanned/photocopy of certificate/s of training attended; and 7. Scanned/photocopy of certificate/s of award and accomplishment (if applicable)		UP Cebu- HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant sends complete application requirements to recruitment.upcebu@up.edu.ph or drops application folder to HRDO.	1.1 HRDO receives the application, assesses the qualification of applicants vis-a-vis minimum CSC qualification standards, and uploads applications to Google Drive.	None	10 Days	1.1 Administrative Assistant IV HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	1.2 Request applicants for additional/lacking requirements and send out Background Investigation Forms to at least three (3) references of the applicants.		3 Days	1.2 Administrative Assistant IV HRDO
	1.3 Notify applicants with the interview schedule		1 Day	1.3 Administrative Assistant IV HRDO
2. Confirms attendance to the interview and written exam	2.1 The HRDO administers the written/technical exam		1 Day	2.1 Administrative Assistant IV HRDO
	2.2 The Cluster HRMPSB/RPFC conducts the interview.		1 Day	2.2 Administrative Assistant IV HRMO Cluster HRMPSB/RPFC
	2.3 The CU HRMPSB deliberates the interview results and hiring documents of the top-ranking applicants		1 Day	2.3 Administrative Assistant IV HRMO CU HRMPSB/RPFC
	2.4 The CU HRMPSB/RPFC Secretary prepares the endorsement and deliberation documents for the selection and approval of the appointing authority, the Chancellor.		5 Days	2.4 Administrative Assistant IV/ CU HRMPSB Secretary



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	2.5 The Appointing Authority selects the deemed most qualified appointment to the vacant position.	None	1 Day	<i>2.5 Appointing Authority/Chancellor</i>
3. Considered applicant receives congratulatory letter and list of pre-employment requirements while the other applicants receive regret letters.	3. The HRDO prepares the basic paper and appointment of the considered applicant	None	1 Day	<i>3. Administrative Assistant IV</i>
TOTAL		None	24 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

4. Submission of Pre-Employment Requirements to HRDO

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		WHERE TO SECURE
Fill out and print the following: • 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 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)		UP Cebu- HRDO UPC Clinic and Alpha Diagnostic Center BIR PSA Pag-Ibig Latest employer Issuing School Issuing School NBI



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

- Approved resignation from previous employer (1 original; 1 photocopy) - Authenticated copy of Civil Service Eligibility (1 original; 1 photocopy) If transferred from another government agency, submit authenticated copy of the following: - 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)		Latest employer Civil Service Commission Latest government employer		
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 Assistant 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



HUMAN RESOURCE DEVELOPMENT OFFICE (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 Assistant IV</i> HRDO
TOTAL		None	7 Days	

5. Submission of Quarterly Foreign Travel Report

It is required by the Office of the President of the Philippines and should be submitted through the Office of the Vice President for Administration.

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		
Copies of approved Travel Authority Copies of approved HRDO Form 10		Office of the Chancellor		
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 a report based on the Travel Authority documents received by HRDO from the Office of the Chancellor.	None	3 Days	<i>1.1. Administrative Aide III</i> HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	1.2 Staff in-charge gathers HRDO Form 10 from the persons who were authorized to travel as a result of their trip/travel		2 Days	1.2 Administrative Aide III HRDO
	1.3 Staff prints the report and have it signed by the HRMO, Vice Chancellor for Administration and by the Chancellor		1 Day	Vice Chancellor Office of the Vice Chancellor for Administration HRMO HRDO Chancellor Office of the Chancellor
	1.4 Submits signed and scanned copy of the report to OVPA through the official email of HRDO (hrdo.upcebu@up.edu.ph)		1 Day	HRMO HRDO
TOTAL		None	7 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

6. Request for University Clearance by Separated Employees

All separated employees are required to accomplish a University clearance to clear them from personnel, monetary, 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



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

1. The employee writes an intent to retire/resign to be approved through channels (Head of the Office, VCAA/VCA and the Chancellor).	1. HRDO staff-in-charge will email the University Clearance to the separated/retired employee once HRDO receives the approved separation/retirement letter. 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: a. Office where Clearance is initiated b. Accounting Office c. SPMO d. Budget Office e. Cash Office f. University Library	None		
			1 Hour	a. <i>Head of Office</i> Deans or Heads of Administrative Offices
			1 Hour	b. <i>Chief</i> Accounting Office
			1 Hour	c. <i>Chief</i> Supply and Property Management Office
			30 Minutes	d. <i>Chief</i> Budget Office
			30 Minutes	e. <i>Chief</i> Cash Office
			30 Minutes	f. <i>Chief</i>



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	g. HRMO h. Legal i. Vice Chancellor for Administration/Academic Affairs j. Chancellor		30 Minutes 30 Minutes 30 Minutes 1 Hour	University Library <i>g. HRMO</i> HRDO <i>h. Chief</i> Legal Office <i>i. Vice Chancellors</i> Office of the Vice Chancellor for Administration/Academic Affairs <i>j. Chancellor</i> Office of the Chancellor
2. Fill 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 University 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 phone call or email after the University Clearance form is completely signed.		30 Minutes	<i>Administrative Assistant II</i> HRDO
TOTAL		None	1 Day	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

7. Processing of Retirement Benefits of Retired Employees

The processing of retirement benefits for retired employees is an HR procedure aimed at ensuring timely disbursement of their retirement claims.

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: • University Clearance • GSIS retirement/separation • Pag-Ibig • Application for Terminal Leave to be applied with DBM • ESRP / FSL • Provident Fund Claim • SALN		UP Cebu- HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree must submit his/her letter of intent to retire address to the Chancellor through proper channels (Head of Office, VCA/VCAA, Chancellor) 6 months prior to his/her retirement date.	1. OC Staff forwards the approved retirement letter to HRDO.	None	3 days	<i>Administrative Assistant II</i> HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	1.1 Staff-in-charge provides the retiree a copy of the different retirement benefit application forms such as University Clearance, GSIS, Pag-Ibig, UP Provident Inc., e-SRP, FCLB, and others through email and hard copies for the walk-in.	None	2 Days	<i>Administrative Assistant II</i> HRDO
	1.2 HRDO staff-in-charge assists and facilitates the retirement process.			
	1.2 Staff-in-charge submits retirement benefit application forms to GSIS, UP Provident Fund Inc.	None	3 Days	<i>Administrative Assistant II</i> HRDO
2. Retired employee submits to HRDO the GSIS clearance upon receipt of the GSIS retirement benefit	2. HRDO receives the retirement clearance form from the retiree from GSIS	None	1 Day	<i>Administrative Assistant II</i> HRDO
3. Retired employee waits for the release of all the UP e-SRP and or Faculty Sick Leave Benefits	3. Staff-in-charge computes eSRP/FSL upon completion of the University Clearance	None	7 Days	<i>Administrative Assistant II</i> HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

4. Submission of Claims for Terminal Leave Benefits	4. Staff in-charge computes the leave benefits and prepares all documents on claims for terminal leave claims and send to DBM through the UP System	None	7 Days	<i>Administrative Assistant II</i> HRDO
TOTAL		None	20 Days	

INTERNAL SERVICES

1. Issuance of Service Record as requested by UP Cebu employees

The Service Record is issued upon employees' request to provide a comprehensive overview of their employment history in UP including records from the beginning to the current period. This document serves for 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	
Fill out Online Request Form available on the UP Cebu website or submit the request to HRDO email (hrdo.upcebu@up.edu.ph)		HRDO	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via Online Request Form available on the UP Cebu website or via email to hrdo.upcebu@up.edu.ph indicating the purpose of the request.	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> HRMO HRDO
2. Claim 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> HRMO HRDO
TOTAL		None	1 Day	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

2. Issuance of Certificate of Employment

Certificate of Employment is issued to employees to 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		
Fill out Online Request Form available on the UP Cebu website or submit the request to HRDO email (hrdo.upcebu@up.edu.ph)		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via Online Request Form available on the UP Cebu website or via email to hrdo.upcebu@up.edu.ph indicating the purpose of the request.	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> HRMO HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (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	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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); Employee email his/her application for leave to HRDO	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> HRMO 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	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

4. Issuance of Employees ID

It is an HR requirement for every employee for the purpose 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 of Citizen			
Who may avail	All employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RFID Online			UP Cebu HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee accomplishes ID application form through this link	1.1 Staff-in-charge checks submitted online consent form for the ID. 1.2 The Staff-in-charge prepares the list of employees requesting a UP ID, along with the soft copy of their ID photo and consent form, and submits it to the UP system, awaiting the release of the ID.	None	1 Hour	<i>Administrative Aide III</i> HRDO
2. For ID replacement, submit an affidavit of loss to HRDO.	3.1 The Staff-in-charge submits the affidavit of loss to UP System and resubmit details		1 Hour	<i>Administrative Assistant II</i> Cash Office



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	of the employee for ID reprinting.			
3. Employee claims the ID from HRDO.	4.1 HRDO releases the ID to the employee	None	30 minutes	<i>Administrative Aide IV Administrative Aide III HRDO</i>
TOTAL		None	2 Hours	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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 of 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



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	1.3 Endorsement preparation by HRDO		7 Days	HRMO HRDO
	1.4 Endorsement/ approval of the Chancellor for submission to the UP System		3 Days	Chancellor Office of the Chancellor
	1.5 HRDO provide the applicant with the Orientation Manual for Study Leave / Fellowship		1 Day	HRMO HRDO
2. Upon approval employee applicant to accomplish the following: - University Clearance - Study Leave / Fellowship Agreement - Suretyship agreement	2.1 HRDO provides the clearance form and prepare the necessary contracts		1 Day	HRMO HRDO
3. Employee to go on Study Leave Fellowship				
TOTAL		None	20 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

6. Learning and Development of Staff/REPS

It is an HR process designed to facilitate the learning and development of every University employee.

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	
			HRDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

1. Each administrative staff and REPS must submit an Individual Development Plan (IDP) to the Human Resource Development Committee (HRDC) through HRDO.	1.1 HRDO prepares a proposal for an in-house training for the admin staff and REPS based on the Individual Development Plan (IDP) and Training Needs Analysis (TNA) 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>HRMO</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 PhiGEPS is necessary		7 days	<i>SPMO Head</i> <i>SPMO</i>
2. Staff and REPS attend the 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 and provides certificates of participation.		1 Day	<i>Administrative Aide IV</i> <i>HRDO</i>
TOTAL		None	20 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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/head of office 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</i> <i>Administrative Aide IV</i> <i>HRMO</i> <i>HRDO</i>
TOTAL		None	20 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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 trainings, and conferences

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Admin Staff, REPS and Faculty		
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 PUSO	1.1 With endorsement from the applicants' respective office heads, HRDO endorses	None	15 Minutes	HRMO HRDO
2. Applicants forward accomplished form to endorsing offices until the Office of the Chancellor	1.1 OC prepares endorsement for authority to travel abroad		40 Minutes	Administrative Assistant II Chancellor Office of the Chancellor
3. Claim for Authority to Travel	3.1 HRDO releases Travel Authority		5 Minutes	Administrative Assistant II HRDO
TOTAL		None	1 Hour	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

9. Application of Employees for Travel Order

Application for Travel Order is a requirement for every government employee for local travel for study, attendance to trainings, and conferences

Office of Division		HRDO		
Classification		Simple		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Admin Staff, REPS and Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Travel Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant accomplishes Local Travel Form	1.1 HRDO checks the document for endorsement to the applicants’ respective office. For cash advance or reimbursement purposes, the form needs the Chancellor’s approval	None	15 Minutes	HRMO HRDO
2. Claim for Local Travel	2.1 The form is automatically returned to the applicant once approved via Airslate		15 minutes	Administrative Assistant II HRDO
TOTAL				30 minutes



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

10. Request for PUSO and UP mail account

PUSO/UP mail account is a requirement to every employee joining the University. PUSO 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	
- 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 PUSO/HRIS and UP Mail account and wait for notification from HRDO	1.1 HRDO creates a PUSO/HRIS account and requests a UP mail account from the UPC ITC helpdesk through this link .	None	2 Days	Administrative Aide IV HRMO HRDO
	1.2 Gives the new employee their email and PUSO Credentials as soon as the helpdesk replies via email.		1 Day	Administrative Aide IV HRMO HRDO
TOTAL		None	3 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

11. Request for Authority to Hire Individual Contract of Service (ICS) & UP Contractual/Authority to Fill Vacant items

The process involves authority to hire individual contract of service (ICS)/UP Contractual and authority to fill for administrative positions left by employees who have separated from the University due to resignation, retirement, transfer, or death. The request for Authority to Hire/Fill involves an approval process up to the UP President.

The Authority to Hire applies when requesting a new individual contract of service (ICS) or UP Contractual positions in the office, while the Authority to Fill applies to filling vacated plantilla positions.

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 Hire/Fill Form		UP Cebu HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office prepares a request for authority to fill/hire vacant position using the OVPA-prescribed template signed by the requesting officer (head of office).	HRDO assists the concerned office in drafting the request.	None	3 Days	<i>Administrative Aide IV</i> HRMO HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

2. Office head or office staff uploads the filled-out request authority to hire/fill in the DRS	2.1 Approval of the request authority to hire/fill is as follows: For ATH (UP Contractual Status): ■ President. ○ For ATH (ICS): ■ President (New Hire). ■ Vice President for Administration (Replacement). For ATF (Vacated Plantilla Items): ■ Chancellor for residual vacancies (due to promotion). ■ President for vacancies due to any mode of separation. ● recommending approval by the Vice President for Administration for the administrative personnel. ● recommending approval by the Vice President for Academic Affairs for the REPS.			



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

	• HRDO • Budget • VCA • Chancellor • VPA • UP President for approval		4 Hours 4 Hours 4 Hours 4 Hours 4 Hours 2 Days	<i>HRMO</i> HRDO <i>Budget Chief</i> BUDGET OFFICE <i>Vice Chancellor for Administration</i> OVCA <i>Chancellor</i> Office of the Chancellor <i>Vice President for Administration</i> Office of the Vice President for Administration <i>UP President</i> Office of the President
2. The requesting office waits for the approval of Authority to Fill	3. Once approved, the form will be returned to the requesting unit, through the DRS.			
TOTAL		None	8.5 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

12. Rewarding and Recognizing the Achievements of UP Cebu Employees and 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



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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.	1.1 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	HRMO HRDO
			1 Day	<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration
			1 Day	<i>Budget Chief</i> Budget Office
2. Faculty and staff submits nomination with complete documents as proof of accomplishment to the Gawad Chancellor Committee			1 Day	<i>Chancellor</i> Office of the Chancellor
	1.2 Staff in-charge computes the number of years in service of service awardees.		2 Days	<i>Administrative Assistant II</i> HRDO
	2.1 Gawad Chancellor Committee deliberates on the submitted papers of the nominees.		7 Days	<i>Gawad Chancellor Committee</i>
	2.2 HRDO prepares the requests for medals, plaques and other materials for the awards		2 Days	<i>Administrative Aide III</i> HRMO HRDO



HUMAN RESOURCE DEVELOPMENT OFFICE (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>HRMO</i> <i>HRDO</i>
TOTAL		None	20 Days	



HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You can submit your feedback or complaints emailing us at hrdo.upcebu@up.edu.ph , or by filling out our online Client Satisfaction Measurement Form or a printed form available at our office for additional feedback.
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 hrdo.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	1. The office receives the complaint and directs the processing to proper authority. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information of HRDO	The numbers are at: (032) 232 8187 local 319 Email at: hrdo.upcebu@up.edu.ph



INFORMATION TECHNOLOGY CENTER (ITC)



EXTERNAL SERVICES

1. UP Cebu WIFI Account

Management of UP Cebu WiFi Accounts (Creation, Updating, or Recovery) for Students, and Customers

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Officially Enrolled Students, Customers with Approved Reservation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid UP ID or Latest copy of Form 5 (Student) - or - Approved Facility Reservation Form indicating WiFi as a requirement		Office of the University Registrar Campus Maintenance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating “ Information Technology Center / Network Related Concerns ” as the Help Topic Category, input a description of the concern, and attach a digital copy of the requirement.	1. Reviews the request and validates the attached requirements.	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Resolves the request and sends account credentials to the customer’s UP Mail/Email Address.	None	15 minutes	ITC Administrative Staff (Level 1)
2. Receives account credentials.	3. Closes the ticket and request the customer to accomplish the online Customer Satisfaction Measurement	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplishes the online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	30 minutes	

2. UP Mail Account

Management of UP Mail Accounts (Updating, or Recovery) for Students



Office or Division:		Information Technology Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Officially Enrolled Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid UP ID or Latest copy of Form 5 List of new Students			Office of the University Registrar Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Creation of UP Mail Account/s				
1. The Office of the University Registrar (OUR) emails a request to the ITC for a list of accounts to be created with additional information.	1. Reviews request, validates attached requirements, and assigns ticket to CU UP Mail Administrator	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Creates UP Mail Account, adds to corresponding Mailing List, and sends UP Mail Credentials to student personal email addresses.	None	4 hours (Bulk creation for multiple accounts)	CU UP Mail Administrator (Level 2)
	3. Informs the OUR that accounts were created.	None	5 minutes	ITC Administrative Staff (Level 1)
	4. Closes the ticket and requests the HRDO and student/s to accomplish online Customer Satisfaction Measurement	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplish online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	4 hours and 20 minutes	
Updating or Recovery of UP Mail Account				
1. Open a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating “ Information Technology Center / UP Mail (Google Suite) ” as the Help Topic	1. Reviews request and validates attached requirements	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Resolves the request and reverts necessary information to the customer’s UP Mail.	None	15 minutes	ITC Administrative Staff (Level 1)



Category, input a description of the concern and attach a digital copy of the requirement.				
2. Receives response	3. Closes ticket and requests customer to accomplish the online Customer Satisfaction Measurement	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplish online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	30 minutes	



INTERNAL SERVICES

1. UP Cebu WIFI Accounts

Management of UP Cebu WiFi Account (Creation, Updating, or Recovery) for Faculty, REPS, and Staff

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Employees (Faculty, REPS, or Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Human Resource Development Office - or - Endorsement from the direct Supervisor		Human Resource Development Office Direct Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Opens a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating “Information Technology Center / Network Related Concerns” as the Help Topic Category, input a description of the concern, and attach a digital copy of the requirement.	1. Reviews request and validates attached requirements	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Resolves the request and sends account credentials to the customer's UP Mail/Email Address.	None	15 minutes	ITC Administrative Staff (Level 1)
2. Receives account credentials.	3. Closes ticket and requests customer to accomplish the online Customer Satisfaction Measurement (https://bit.ly/UPCITC-CSM24).	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplishes the online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	30 minutes	



2. UP Mail Account for faculty, REPS, and staff

Management of UP Mail Account (Creation, Updating, or Recovery) for Faculty, REPS, and Staff

Office or Division:	Information Technology Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Employees (Faculty, REPS, or Staff), Units/Offices and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Human Resource Development Office - or - Valid UP Employee ID		Human Resource Development Office Human Resource Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Creation of UP Mail Account/s				
1. The Human Resource Development Office (HRDO) emails a request to the ITC for a list of accounts to be created with additional information.	1. Reviews request, validates attached requirements, and assigns ticket to CU UP Mail Administrator	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Creates UP Mail Account, adds to corresponding Mailing List, and informs HRDO that account credentials were provided to the employee's email address.	None	15 minutes	CU UP Mail Administrator
	3. Closes the ticket and requests the HRDO and employee/s to accomplish online Customer Satisfaction Measurement	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplish online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	30 minutes	
Updating, or Recovery of UP Mail Account				
1. Opens a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating “Information Technology Center / UP Mail	1. Reviews request and validates attached requirements	None	5 minutes	ITC Administrative Staff (Level 1)
	2. Resolves the request and reverts necessary information to the customer's UP Mail.	None	15 minutes	ITC Administrative Staff (Level 1)



(Google Suite)" as the Help Topic Category, input a description of the concern and attach a digital copy of the requirement.				
2. Receives response	3. Closes the ticket and requests the customer to accomplish the online Customer Satisfaction Measurement	None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplish online Customer Satisfaction Measurement (CSM)		None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL		None	30 minutes	

3. UP Mail Account for Student Councils and Student Publications

Management of UP Mail Account (Creation, Updating, or Recovery) for Student Councils and Student Publications

Office or Division:	Information Technology Center (ITC)



Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Official Student Councils and Student Publications			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Request letter addressed to ITC Head, as endorsed by the adviser and Office of Student Affairs (OSA) Director			Originates from the requester		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Creation of UP Mail Account/s					
1. Opens a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating “Information Technology Center / UP Mail (Google Suite)” as the Help Topic Category, input a description of the concern and attach a digital copy of the requirement.	1. Reviews the request, validate the attached requirements and assigns the ticket to CU UP Mail Administrator		None	5 minutes	ITC Administrative Staff (Level 1)
	2. Creates UP Mail Account, adds to corresponding Mailing List, and sends UP Mail credentials to Person-in-Charge.		None	15 minutes	UP Cebu UP Mail Administrator
	4. Closes the ticket and requests the Person-in-Charge to accomplish online Customer Satisfaction Measurement		None	5 minutes	ITC Administrative Staff (Level 1)
3. Accomplish online Customer Satisfaction Measurement (CSM).			None	5 minutes	ITC Administrative Staff (Level 1)
TOTAL			None	30 minutes	



4. Technical Support

Technical Support for hardware, software, network, or UP Information Systems

Office or Division:	Information Technology Center			
Classification:	Can Vary from Simple to Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	UP Cebu Employees (Faculty, REPS, or Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
UP Mail (Google Workspace) - or - UP Outlook Email		ITC Office ITC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open a support ticket by completing the Request Form from (https://support.upcebu.edu.ph/open.php) indicating the corresponding help topic category , and input a description of the concern.	1. Administrative Staff evaluates the request and resolves it if capable. If not, the Administrative Staff escalates the request to the technical team.	None	30 minutes	ITC Administrative Staff (Level 1)
	2. The assigned ITC Technical Team (Infrastructure/Data Management) coordinates, performs troubleshooting, and resolves the request.	None	3 days (simple); 5 days (moderate); 7 days (complex);	Infrastructure Management Team - or - Data Management Team
	3. The assigned technical person closes the ticket and requests the customer to accomplish the online Customer Satisfaction Measurement	None	5 minutes	Assigned Technical Person
2. Accomplish online Customer Satisfaction Measurement (CSM)		None	5 minutes	Assigned Technical Person
TOTAL		None	3 – 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 itc.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	1. The office receives the complaint and directs the processing to proper authority. a. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 loc (202) Email at: itc.upcebu@up.edu.ph



OFFICE OF THE CAMPUS ARCHITECT (OCA)



EXTERNAL SERVICES

1. Evaluation of Pre-Project Construction Drawings

Construction Phase is implemented by the winning bidder/ contractor. During the Pre-Construction of the project, the contractor is required to submit contract, PERT CPM and approved construction drawings.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Contracts • PERT CPM • Architectural / Engineering Drawings		Contractor		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Contractor



	2. The architects will evaluate the PERT CPM		5 days	<i>Architects</i> Office of the Campus Architect
	3. Endorses to the Vice Chancellor for Administration		3 days	<i>Architects</i>
	4. Vice Chancellor's action or comments		3 days	<i>Vice Chancellor for Administration (VCA)</i>
	5. Chancellor's action or comments		3 days	<i>Chancellor</i>
	6. Returns a copy of decision to the contractor		1 day	<i>OCA Staff</i>
TOTAL		NONE	16 days	



2. Materials Evaluation and Endorsement

During the construction phase, the contractor is required to submit fit-out and sample materials for approval.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample Material Submittal		Contractor		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The contractor shall submit their material sample submittal form along with the feasible sample material and brochure.	1. Receives the request and evaluates the submitted material/s	NONE	3 days	<i>OCA Staff and Architects</i>



	2. Endorses to the Vice Chancellor for Administration		3 days	<i>Architects</i> Office of the Campus Architect
	3. Vice Chancellor's action or comments		3 days	<i>Vice Chancellor for Administration (VCA)</i>
	4. Chancellor's action or comments		3 days	<i>Chancellor</i>
	5. Returns a copy of decision to the contractor		1 day	<i>OCA Staff</i>
TOTAL		NONE	13 days	

3. Assessment of Progress Billing

Project billing is to be submitted by the contractor for further evaluation of accomplishment works, with complete required documents.

Office or Division:	Office of the Campus Architect
Classification:	Highly Technical
Type of Transaction:	G2B, G2C
Who may avail:	Contractors
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	



Three (3) sets of the following: ● Request letter to bill ● Accomplishment report ● Progress photographs ● Affidavit of no Outstanding Account ● Photocopy of Contract ● Photocopy of Notice of Award ● Photocopy of Notice to Proceed ● Updated Performance Bond ● Updated Contractor's All Risk Insurance		Contractor		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the complete set of documents	1. Receives the request and evaluates the submitted form	NONE	3 days	<i>OCA Staff and Architects</i>
	2. Endorses the request for billing of the Contractor		2 days	<i>OCA Staff and Architects</i>
	3. Endorses the letter to the Vice Chancellor for Administration		3 days	<i>OCA Staff and Architects</i>
	4. Vice Chancellor's action or comments		3 days	<i>Vice Chancellor for Administration (VCA)</i>



	5. Chancellor's action or comments on the request		3 days	Chancellor
	6. Creates DV, obligation request form and prescribed billing form and generate DV number through BULSA		1 day	OCA Staff
TOTAL		NONE	15 days	

4. Preparation of Punch List and Project Close Out

After a substantial accomplishment for the project and near to completion, the contractor will request for a punch list of the project for final turnover. The Office of the Campus Architect will release a Letter of Final Acceptance for the project if the project is done satisfactorily and deemed acceptable by the Chancellor.

Office or Division:	Office of the Campus Architect		
Classification:	Highly Technical		
Type of Transaction:	G2B, G2C		
Who may avail:	Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
- Request letter to conduct punch list - Building permit		Contractor	



● Occupancy Permit ● As-built Drawings ● Letter of Final Acceptance				
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter to conduct punch list	1. Receives the request	NONE	5 minutes	<i>OCA Staff and Architects</i>
	2. Evaluates through site inspection together with the Contractor		1 day	<i>OCA Staff and Architects</i>
	3. Informs the contractor of the defects		1 day	
	4. Creates punch list report		1 day	
	5. Endorses the punch list to the Contractor		1 day	
	6. Endorses the letter to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
	7. Endorses to the Vice Chancellor for Administration		2 days	<i>Vice Chancellor for Administration (VCA)</i>
	8. Chancellor's action or comments on the request		2 days	<i>Chancellor</i>



Requests/Monitor the Contractor to execute the punch list	9. Sends a copy to the contractor in order to execute the punch list		1 day	
	10. If the punch list work is completed, the office will provide a Letter of Final Acceptance		1 day	
	11. Endorses the letter to the End-user		1 day	
	12. Endorses to the Vice Chancellor for Administration		3 days	
	13. Chancellor's action on the letter		2 days	
	14. Provides a copy to the contractor		1 day	
TOTAL		NONE	19 days and 5 minutes	



INTERNAL SERVICES

1. Preparation of the Scope of Work or Terms of Reference and Drawings for the Project to be Bid Out

Approved Conceptual Drawings are given by Office of the Campus Architect to the Bids and Awards Committee (BAC) as required for bidding purposes of the project.

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding documents and drawings ● Scope of Work / Terms of Reference ● Drawing Plan ● Job Order Request		Office of the Campus Architect		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



The Bids and Awards Committee (BAC) will request for scope of work or terms of reference and the drawings for the project to be bid out.	1. The Office of the Campus Architect, will prepare the scope of work or terms of reference, the drawings, obligation request and the job order request for the project to be bid out.	NONE	12 days	<i>OCA Staff and Architects</i>
	2. Endorses the obligation request to the Budget Office		1 day	<i>OCA Staff and Architects</i>
	3. Endorses the obligation request to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
	4. Endorses the job order request to the Budget Office		1 day	<i>OCA Staff</i>
	5. Endorses the job order request to the Vice Chancellor for Administration		2 days	<i>Vice Chancellor for Administration (VCA)</i>
	6. Chancellor's action or comments on the request		1 day	<i>Chancellor</i>
	7. The agency, Office of the Campus Architect, will submit the job order request, obligation request, scope of work/terms of reference and the drawing to the Bids and Awards Committee		1 day	<i>OCA Staff</i>



	TOTAL	NONE	20 days	

2. Preparation of Detailed Architectural and Engineering Design (DAED): PROJECT INCEPTION of the building based on the project proposal

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

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request addressed to the Chancellor - DAED: Project Inception of the project; - Presentation of the DAED: Project Inception for end-user and - Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	NONE	1 day	<i>OCA Staff and Architects</i>
	2. Endorses the request to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
	3. Chancellor's action or comments on the request		2 days	<i>Chancellor</i>
	4. Prepares the DAED: Project Inception of the project		15 days	<i>Architects</i>
	TOTAL	NONE	20 days	

3. Preparation of Detailed Architectural and Engineering Design (DAED): CONCEPTUAL FRAMEWORK of the building based on the project proposal

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

Office or Division:	Office of the Campus Architect
Classification:	Highly Technical
Type of Transaction:	G2B, G2C
Who may avail:	End Users: Colleges, Offices, or Contractors



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request addressed to the Chancellor - DAED: Conceptual Framework of the project; - Presentation of the DAED: Conceptual Framework for end-user and - Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	NONE	1 day	OCA Staff and Architects
	2. Endorses the request to the Vice Chancellor for Administration		2 days	OCA Staff and Architects
	3. Chancellor's action or comments on the request		2 days	Chancellor
	4. Prepares the DAED: Conceptual Framework of the project		15 days	Architects
	TOTAL	NONE	20 days	



4. Preparation of Detailed Architectural and Engineering Design (DAED): SCHEMATIC DESIGN of the building based on the project proposal

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

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request addressed to the Chancellor - DAED: Schematic Design of the project; - Presentation of the DAED: Schematic Design for end-user and - Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	NONE	1 day	<i>OCA Staff and Architects</i>
	2. Endorses the request to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
	3. Chancellor's action or comments on the request		2 days	<i>Chancellor</i>
	4. Prepares the DAED: Schematic Design of the project		15 days	<i>Architects</i>
	TOTAL	NONE	20 days	



5. Preparation of Detailed Architectural and Engineering Design (DAED): DESIGN DEVELOPMENT PLAN of the building based on the project proposal

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

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request addressed to the Chancellor - DAED: Design Development Plan of the project; - Presentation of the DAED: Design Development Plan for end-user and - Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The end-user shall submit their request to	1. Receives the request and evaluates the request	NONE	1 day	<i>OCA Staff and Architects</i>



the Office of the Campus Architect.				
	2. Endorses the request to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
	3. Chancellor's action or comments on the request		2 days	<i>Chancellor</i>
	4. Prepares the DAED: Design Development Plan of the project		15 days	<i>Architects</i>
	TOTAL	NONE	20 ays	



6.Preparation of Detailed Architectural and Engineering Design (DAED): DENR and DPWH COMPLIANCE of the building based on the project proposal

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

Office or Division:	Office of the Campus Architect			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Letter request addressed to the Chancellor - DAED: DENR and DPWH Compliance of the project; - Presentation of the DAED: DENR and DPWH Compliance for end-user and - Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	NONE	1 day	OCA Staff and Architects



2. Endorses the request to the Vice Chancellor for Administration		2 days	<i>OCA Staff and Architects</i>
3. Chancellor's action or comments on the request		2 days	<i>Chancellor</i>
4. Prepares the DAED: DENR and DPWH Compliance of the project		15 days	<i>Architects</i>
TOTAL	NONE	20 days	



7.Preparation of the Design of the Work Order of Building/Office/Room Repairs/Rehabilitation

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

Office or Division:	Office of the Campus Architect			
Classification:	Complex			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
● Letter request addressed to the Chancellor ● Design of the project; ● Presentation of the Design for end-user and ● Chancellor's comment		End Users		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The end-user shall submit their request to the Office of the Campus Architect.	1. Receives the request and evaluates the request	NONE	1 day	<i>OCA Staff and Architects</i>
	2. Endorses the request to the Vice Chancellor for Administration		3 days	<i>OCA Staff and Architects</i>



	3. Chancellor's action or comments on the request		3 days	<i>Chancellor</i>
	TOTAL	NONE	7 days	

8. Monitoring of the Construction

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

Office or Division:	Office of the Campus Architect			
Classification:	Complex			
Type of Transaction:	G2B, G2C			
Who may avail:	End Users: Colleges, Offices, or Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Progress Report - Workmanship Report		Office of the Campus Architect – Project Management Team (PMT)		
CLIENT STEP(S)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The OCA monitors the project construction per milestone completion	1. Receives the monitoring request from the Contractor	NONE	1 day	<i>OCA Staff and PMT</i>



2. Monitors the project per milestone		1 day	<i>PMT</i>
3. Endorses the request to the Vice Chancellor for Administration for approval		3 days	<i>OCA Staff and PMT</i>
4. Give the report to the Contractor for any additional works and correction of work		1 day	<i>OCA Staff</i>
TOTAL	NONE	6 days	



FEEDBACK AND COMPLAINTS

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 feedback is processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 0. Reevaluation of process 0. Corrective action 0. 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	0. The office receives the complaint and directs the processing to proper authority. 0. For suggestive complaints, the office will look for proactive methods and will assess the validity of the complaint. 0. For formal complaints, the office shall do the following: a. Complaint processing b. Complaint investigation c. Corrective action d. Complaint resolution e. Organizational improvement
Contact information of ARTA, PCC, and CCB	The numbers are at: (032) 232 8187 loc. 127 Email at: oca.upcebu@up.edu.ph



SAFETY AND SECURITY UNIT (SSU)



External Services

1. Application for Car Pass Sticker

To facilitate applicants who will avail of the UP Cebu Car Pass Sticker and ensure all requirements are met.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Alumni, Service Providers, Contractors, Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Application Form (2 copies) • Documentary requirements (Driver's License, OR, CR) (2 copies) • For UP students attach 2 copies of your school ID or Form 5			Safety and Security Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an application form from the guard house at the Entrance Gate; Fill in the form then attach OR, CR, and Driver's license; and <i>submit it to the Safety and Security Unit Office</i>	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
	OVCA receives and approves the application and returns the form to the client for payment		1 Day	OVCA Staff/Vice Chancellor for Administration (VCA)



				Office of the Vice Chancellor for Administration
Claims approved application from the OVCA				
Payments at the Cashier's Office	Cash Office issues receipt	For Alumni: 1 st Sticker PHP300.00 Succeeding PHP500.00 For Service Providers: 1 st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00 Students: 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
Presents Official Receipt to OVCA and claims the car sticker.	OVCA reviews and issues the Car Sticker			<i>OVCA Staff</i> Office of the Vice Chancellor for Administration



<i>Give the car sticker to the Head Guard for the proper area of placement of the car sticker.</i>				
	TOTAL		2 Days	

2. Visitor's Entry Procedure

The Safety and Security Unit is responsible for logging in visitors who come in and leave 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. Submit yourself for an 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. Login details on the Security Log Sheet				
TOTAL		None	3 Minutes	



3. Providing Security for Official School Activity

To provide security details upon request for official school activities.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- 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. Fill out the application form and submit, request letter to SSU	Endorses the request and forwards to the Office of the Vice Chancellor for Administration (OVCA)	None	3 Days	SSU Personnel Safety and Security
	The OVCA endorses and forwards requests to the Office of the Chancellor for approval			OVCA Staff/ VCA Office of the Vice Chancellor for Administration
	The Office of the Chancellor issues decision			OC Staff/Chancellor Office of the Chancellor
2. Claims approved request from the Office of the Chancellor and submits a copy to SSU	Conduct a Safety and Security Survey on the area. Provides Security during the Activity.			SSU Staff Safety and Security



TOTAL	None	3 Days

4. Facilitating reports and claims of lost items

To log lost and found items within the University and facilitate in the claiming of said items.

Office or Division	Safety and Security unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimants will go to the SSU Office to report the lost item.	1. Logs lost and found Items for safekeeping 2 Verifies the ownership of the item with claimants 3. Logs claimed the item before releasing to its owner.	None	30 Minutes	SSU Staff Safety and Security Unit
TOTAL		None	30 minutes	



5. Incident Investigation

To conduct an initial investigation of incidents involving the University constituents provide a written report on the incident.

Office or Division	Safety and Security unit			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Investigation addressed to the Chancellor through the Vice Chancellor for Administration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned individual reports to the SSU incident that occurred/ submits a letter requesting investigation of incidents involving UP Cebu constituents or properties.	1. Conducts Preliminary Investigation including Interview and Evidence Gathering 2. Makes Investigation Report 3. Submit report to the Office of the Vice Chancellor for Administration (OVCA)	None	12 Days	SSU Investigator Safety and Security Unit
	1. OVCA endorses to the Office of the Chancellor, if applicable			OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration



	1. The Office of the Chancellor takes necessary action, if applicable			<i>OC Staff/ Chancellor</i> Office of the Chancellor
2. Claims result of investigation, if applicable				<i>SSU Investigator</i> Safety and Security Unit
TOTAL		None	12 Days	



INTERNAL SERVICES

1. Application for Car Pass Sticker

To facilitate applicants who will avail of the UP Cebu Car Pass Sticker and ensure all requirements are met.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Application Form (2 copies) - Documentary requirements (Driver's License, OR, CR) (2 copies)		Safety and Security Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Get an application form from the guard house at the Entrance Gate; Fill in the form then attach OR, CR, and Driver's license; and <i>submit to Safety and Security Unit Office</i>	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> <i>Safety and Security Officer (SSO)</i> <i>Safety and Security Unit</i> <i>Vice Chancellor for Administration (VCA)</i> <i>Office of the Vice Chancellor for Administration</i>
	OVCA receives and approves the application and return the form to the client for payment		1 Day	



Claims approved application from the OVCA				
Pays at the Cashier's Office	Cash Office issues receipt	For Faculty & Permanent Staff: 1 st Sticker – FREE, Succeeding Sticker PHP800.00 For Contractual Employees 1 st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
Presents Official Receipt to OVCA and claims the car sticker <i>Give the car sticker to the Head Guard for the proper area of placement of the car sticker.</i>	OVCA reviews and issues the Car Sticker			
	TOTAL		2 Days	



2. Providing Security for Official School Activity

To provide security details upon request for official school activities.

Office or Division		Safety and Security Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Application Form - Request letter addressed to the Chancellor through the Vice Chancellor for Administration			Safety and Security Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill out application form and submit, request letter to SSU	Endorses the request and forwards to the Office of the Vice Chancellor for Administration (OVCA)	None	3 Days	SSU Personnel Safety and Security
	The OVCA endorses and forwards requests to the Office of the Chancellor for approval			OVCA Staff/ VCA Office of the Vice Chancellor for Administration
	The Office of the Chancellor issues decision			OC Staff/Chancellor Office of the Chancellor
4. Claims approved request from the Office of the Chancellor and submits a copy to SSU	Conducts Safety and Security Surveys in the area. Provides Security during the Activity.			SSU Staff Safety and Security
TOTAL		None	4 Days	



3. Facilitating reports and claims of lost items

To log lost and found items within the University and facilitate the claiming of said items.

Office or Division		Safety and Security unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Faculty, REPS, Administrative Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimants will go to the SSU Office to report the lost item.	1. Logs lost and found Items for safekeeping 2 Verifies the ownership of the item with claimants 3. Logs claimed the item before releasing to its owner.	None	30 Minutes	<i>SSU Staff</i> Safety and Security Unit
TOTAL		None	30 Minutes	



4. CCTV Review and Playback

Office or Division	Safety and Security Unit			
Classification	Highly technical			
Type of Transaction	G2C - Government to Citizen			
Who may Avail	UP Cebu Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		SAFETY AND SECURITY UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emergency- go to SSU Office and report the incident or accident that needs CCTV review and playback. Non-Emergency-related CCTV review and playback (lost item, time-in and time-out of employee) make a request letter to the VCA and specify the purpose of your CCTV review and playback. 2. Give a copy of the SSU Officer approved letter.	1. Emergency- automatic review and alert guards on the present incident, react on the incident. Non-Emergency, SSU Officer will review the CCTV based on the given time frame and nature of the review or playback. 2. Report on findings	None	Emergency- 20 to 30 minutes Non-Emergency- 1 to 2 days	Safety and Security Officers
TOTAL		None		



5. Incident Investigation

To conduct an initial investigation of incidents involving the University constituents provide a written report on the incident.

Office or Division	Safety and Security unit			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen			
Who may avail	Faculty, REPS, Administrative Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Investigation addressed to the Chancellor through the Vice Chancellor for Administration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned individual reports to the SSU incident that occurred/ submits a letter requesting investigation of incidents involving UP Cebu constituents or properties.	1. Conducts Preliminary Investigation including Interview and Evidence Gathering 2. Makes Investigation Report 3. Submits Report to the Office of the Vice Chancellor for Administration (OVCA)	None	12 Days	SSU Investigator Safety and Security Unit
	1. OVCA endorses to the Office of the Chancellor, if applicable			OVCA Staff/Vice Chancellor for Administration (VCA) Office of the Vice Chancellor for Administration



	1. The Office of the Chancellor takes necessary action, if applicable			<i>OC Staff/ Chancellor</i> Office of the Chancellor
2. Claims result of investigation, if applicable				<i>SSU Investigator</i> Safety and Security Unit
TOTAL		None	12 Days	



6. Safety and Security Threat and Risk Assessment

To identify threats 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
3. 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	<i>Head of SSU</i> Safety and Security
2. Approval from OVCA and OC for Risk Assessment Request	4. Report on findings			
TOTAL		None	15 Days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints using our feedback form at our office or directly email the office at ovca.upcebu@up.edu.ph
How feedbacks are processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 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 ovca.upcebu@up.edu.ph attaching the signed formal complaint.
How complaints are processed	1. The office receives the complaint and directs the processing to proper authority. 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: 1.1 Complaint processing 1.2 Complaint investigation 1.3 Corrective action 1.4 Complaint resolution 1.5 Organizational improvement
Contact information	The numbers are at: (032) 232 8187 local 306 Email at: ssu.upcebu@up.edu.ph



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)



EXTERNAL / INTERNAL SERVICES

1. Issuance of Gate Pass (Pull-out Slip) for Transfer of Property/ies Outside the Campus

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Suppliers, UP Cebu Constituents, and Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Items to be brought out of campus 2. Actual physical inventory of the item		SPMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies and lists the items to be brought out 2. Signs Gatepass (Pull-out Slip) whoever will bring the items out of campus 3. Secures signature of the head of the concerned unit/office & the Vice Chancellor for Administration 4. Secures copy of Gate Pass (Pull-out Slip) to be presented to the Guard assigned at the Main/Exit Gate of the campus upon departure.	1. Prepares Gate Pass (Pull-out Slip) based on the list submitted by the requestor. 2. Conducts physical inventory and sign the Gate Pass (Pull-out Slip) 3. Secures the signature of the Guard on Duty assigned in the building/area concerned	N/A	5 minutes 1 day 5 minutes	Inventory Staff In-charge
TOTAL		N/A	1 Day & 10 minutes	



EXTERNAL SERVICES

1. Acceptance of Delivery / Documents from External Clients

The ordered items are delivered by the supplier or courier, and the signed PO, contracts, and NTP are returned to the Office by the supplier.

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		External Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Signed PO/Contract/NTP and other communication letters regarding delivery (cancellation, counter offer, performance bond, warranty security, etc.) 2. Invoice, copy of Purchase Order and items to be delivered (for delivery)			Requestor	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier presents the document for acceptance and secures the acknowledgment copy to be signed by the incoming staff	1. Incoming staff, checks the document presented, if Okay, signs the acknowledgment copy and forwards it to the in-charge.	N/A	10 minutes	<i>Incoming/Outgoing Staff / Administrative Aide IV</i>
2. If delivery, present the copy of the PO and issue the items for acceptance	2. If delivery, the incoming staff endorses to the person in charge for acceptance of items	N/A	10 minutes	
3. Secures the acceptance of the invoice	3. The person in charge checks the completeness of	N/A	20 minutes	Assigned Staff (Buyer in-charge)



	delivery as stated in the PO and accepts the invoice			
TOTAL		N/A	40 minutes	

2. Sale of Bidding Documents

Assistance to bidders who wish to purchase and secure a copy of the bidding documents.

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2B		
Who may avail		External Clients - Bidders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt for purchase of bidding documents		Cashier's Office		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to BAC Secretariat	1. Issue order of payment	N/A	10 minutes	BAC Secretariat member (<i>SPMO Staff/Administrative Aide IV</i>)
2. Pay the necessary fees at the Cashier's Office	2. Accept Payment and issue official receipt	Prescribed rate of RA 9184	10 minutes	Cashier's Office
3. Submit Official Receipt (OR) at SPMO/BAC office	3. Photocopy OR and return original OR to prospective bidder	None	10 minutes	BAC Secretariat member (<i>SPMO Staff/Administrative Aide IV</i>)
	3.1. Provide copy of the bidding documents	None	10 minutes	BAC Secretariat member (<i>SPMO Staff/Administrative Aide IV</i>) or the BAC Sec. Staff
TOTAL		Prescribed rate of RA 9184	40 minutes	



INTERNAL SERVICES

1. Assistance in the Submission of PPMP

The offices accept and e-routes the PPMP to the next signatory.

Office of Division		SPMO		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Airslate or Adobe account 2. PPMP/SPPMP Requester Responsibility 3. Approved funding request (if applicable)			Budget	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the request and signs the document online or hardcopy 2. Forwards the document to the next signatory	1. Acknowledges the email and forwards to the next signatory	N/A	10 minutes.	<i>Admin. Officer V</i> Supply & Property Management Office
TOTAL		N/A	10 minutes.	



2. Acceptance of Documents from Internal Clients

Documents from other offices are endorsed to the office for processing/appropriate action.

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Document/s duly signed by the requestor and with complete supporting documents			Requestor	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed the document/s to incoming/outgoing clerk 1.1 Return the document/s to the source for compliance	1. Checks and verifies the completeness of document/s. 1.1 If incomplete, inform the messenger and return the documents for compliance of deficiency/ies. 1.2 If complete, receive the document and sign the acknowledgment copy	N/A	5 minutes	Incoming/Outgoing Staff (Administrative Aide IV)
2. Secure the acknowledgment copy	2. Log in the designated logbook	N/A	3 minutes	
	3. Forwards to concerned personnel	N/A	2 minutes	
TOTAL		N/A	10 minutes	



3. Registration of New Supplier/Payee in the BULSA System

All payees in the Disbursement Voucher must be registered in BULSA (Budget Utilization and Liquidation System Analytics).

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete Information of payee (Name, TIN, Address, Contact Number, Email Address, Bank Account)			Requestor	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for registration through this link: https://forms.gle/tcwUgnpDYPKWw6h4Ahttps://forms.gle/tcwUgnpDYPKWw6h4A 1.1 Encodes the necessary information in the form 1.2 Submits the request	1. Receive the request in the email.	N/A	5 minutes	Supplier Manager in the BULSA SYSTEM (Admin Officer III / Admin Aide VI)
	2. Log in the UIS account and register the requested payee	N/A	7 minutes	
	3. Notify the requestor that the request has been registered.	N/A	3 minutes	
TOTAL		N/A	15 minutes	



4. Facilitates Documentary Requirements for Payment

Payment for Replenishment of Cash Advance, Reimbursement and DV prepared by other offices pass through the office for issuance of ICS//PAR and control/recording of RIS/IAR.

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DV with supporting documents		Requestor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsed the document/s to incoming/outgoing clerk	1. Receive the document and sign the acknowledgment copy	N/A	5 minutes	Incoming/Outgoing Staff (Administrative Aide IV / Administrative Aide VI)
2. Secure the acknowledgment copy	2. Check and review the supporting documents and identify the documentary requirement/s needed for processing of payment.	N/A	10 minutes	Incoming/Outgoing Staff (Administrative Aide IV / Administrative Aide VI)
	3. Log in the designated logbook 2.1 If it requires an ICS/PAR/WMR, forward it to the Inventory Section for preparation. 2.2 If IAR is concerned, Controls/ records the IAR	N/A	10 minutes	Incoming/Outgoing Staff (Administrative Aide IV / Administrative Aide VI)



	and forwards to the requestor			
	4. The Inventory Section prepares the document needed and forwards it to the Staff in charge of outgoing	N/A	30 minutes	Inventory-in-charge (Administrative Aide IV)
	5. Staff-in-charge logs the document and forwards it to the requestor	N/A	5 minutes	Incoming/Outgoing Staff (Administrative Aide IV / Administrative Aide VI)
TOTAL		N/A	1 hour	

5. Assistance in the Queries Regarding Procurement, Inventory, and other Queries

Brief orientation given to end-users/UPC constituents concerning SPMO services

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details regarding query		Requestor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. E-mails to spmo.upcebu@up.edu.ph or call (032) 2328187 loc. 325 or face-to-face inquiry in the office	1. If email, the AO acknowledges the email and forwards it to the head of the sections where the query is to be	N/A	5 minutes	Admin. Officer III (Head, Admin Section) / Administrative Aide Staff familiar with the concerned query



	addressed for appropriate action 1.1. The Section head / Admin. Staff answers the query			
	2. If the query is received thru calls, the person answering the phone forwards the concerns to the appropriate personnel 2.1 The concerned personnel addressed the query	N/A	10 minutes	Incoming/Outgoing Administrative Staff familiar with the concerned query
	3. If face-to-face, the receiving clerk entertains the client asks for the concerns, and forwards the concern to the appropriate personnel	N/A		Incoming/Outgoing Administrative Staff familiar with the concerned query
TOTAL		N/A	15 minutes	



6. Posting of Information on Opportunities at UP Cebu Posted at PhilGEPS portal

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		Supply and Property Management Office / BAC Secretariat		
Classification		Simple		
Type of Transaction		G2B		
Who may avail		Suppliers and Contractors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Invitation to Bid			SPMO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Posts opportunities in the PhilGEPS website or the UP Cebu Website.	Provides Invitation to Bid (ITB) / Requests for Quotation (RFQ) / Checklist	Bid Docs Fee	3 Days	<i>Supply Officer I</i> Supply & Property Management Office
TOTAL		Bid Docs Fee	3 Days	



7. Request for Procurement of Goods and Services

Requestors prepare their procurement requests that are only listed in the APP/PPMP/SPPMP.

Office of Division		SPMO		
Classification		Complex		
Type of Transaction		G2C		
Who may avail		Internal Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed and obligated Purchase Request/Job Order Request 2. Approved inclusion if the items were not included in the APP 3. Specifications (for technical items), Menu (for catering), Itinerary (for rental of transport service), Terms of reference (for consulting services)		Requestor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Purchase Request /job order request through BULSA	1. Checks/verifies as to correctness, categorization, of specifications of on-line request 1.1. Returns to the requestor if specifications are not complete 1.2. After the end-user complies with the required specification	N/A	4 hours	End-user/Administrative Staff



2. Check if the items requested were included in their office PPMP 2.1. If items were not included, submit a letter/SPPMP funding request for Inclusion	2. Budget obligates the request	N/A	1 day	Budget Office
3. Request TWG to give specifications intended for the requested item	3-4. Awaits PRs routed from BAC Office	N/A	1 day	End-user/Administrative Staff
4. Prints funded Purchase Request BULSA System		N/A	1 day	End-user/Administrative Staff
5. BAC Sec Office receives the approved BULSA-PR	5. BAC Office logs the PR and issues the Recommendation for Mode of Procurement (RMP) form and routes-secures for BAC signature & the approval of the Vice Chancellor for Administration	N/A	1 day	BAC Sec. Staff
6. SPMO receives signed RMP with PR	6. Preparation and generation of controlled RFQ	N/A	1 day	Incoming/Outgoing Administrative Staff
	7. SPMO Head signs the RFQ	N/A	1 hour	Admin. Officer V/SPMO Head
	8. Supply Officer posts in Phil-GEPS for PRs equal to or above 50K	N/A	2 hours	Supply Officer I
	9. SPMO Canvasser distributes/emails signed RFQ to prospective suppliers (via email, personal canvass)		2 hours	SPMO Canvasser



	10. SPMO Canvasser retrieve RFQ from suppliers for preparation of the Abstract of Quotation		14 days	SPMO Canvasser
	11. SPMO Staff prepares & prints Abstract of Quotation from at least 3 suppliers (applied depending on the mode of procurement)		3 days	SPMO Admin. Aide IV/Buyer
	12. Checks/reviews and controls the AQQ and forwards to TWG/End-user (if applicable) for evaluation and recommendation of award		7 days	SPMO Admin. Aide IV/Buyer
	13. SPMO Canvasser initials and forwards to SPMO Head for signature		1 hour	SPMO Canvasser
	14. SPMO Head signs the AOQ		2 hours	Admin Officer V
	15. Once done, BAC Staff facilitates the signature of BAC members at the BAC Resolution for the awarded items (if applicable)		7 days	BAC Staff
	16. SPMO Buyer prepares, checks, and controls the Purchase Order for the awarded items from the approved AOQ		2 hours	SPMO Admin. Aide IV/Buyer
	17. End-users countersigns/initials on the		1 hour	End-user



	PO beside the HOPE's name for conforme on the specs			
	18. SPMO Head reviews and signs on the Purchase Order (contracts amounting to below <1M – VCA will sign, 1M and above-Chancellor)		1 day	Admin Officer V
	19. SPMO Staff/Buyer sends the signed Purchase Order to the supplier for conforme /acknowledgement.		1 hour	SPMO Admin. Aide IV/Buyer
	20. SPMO Buyers retrieve the signed PO from suppliers/call suppliers to visit SPMO and sign the PO		2 hours	SPMO Admin. Aide IV/Buyer
	21. SPMO staff received the delivery from suppliers		1 hour	SPMO Admin. Aide IV/Buyer
	22. SPMO in-charge checks the delivery from suppliers		2 hours	SPMO Admin. Aide IV/Buyer
	23. SPMO in charge prepares Inspection & Acceptance Report (IAR), Requisition & Issue Slip (RIS), PAR & ICS (if needed)		2 hours	SPMO Admin. Aide IV/Inventory In-charge
	24. The SPMO in charge coordinates with the Inspection Committee		7 days	SPMO Admin. Aide IV/Buyer
	25. SPMO in charge releases stock/item to requestors/end-users		2 hours	SPMO Admin. Aide IV/ Inventory In-charge



	26. SPMO secures the completion of required documents and forwards to the PMR in charge of recording/ encoding in the procurement monitoring database		2 hours	SPMO Admin. Aide IV/Buyer
	27. SPMO In-charge records the documents in the database scans all documents related to the purchase and forwards them to the end-user for DV Preparation		2 hours	SPMO Admin. Aide IV/Buyer
	28. End-user prepares DV in BULSA, and uploads the complete set of scanned procurement documents in the app.		2 hours	End-user
	29. End-user awaits DV & BUR approval		3 days	End-user
	30. End-user prints one set of signed DV & 3 sets of approved BUR from BULSA, and attaches everything to the procurement docs. and forwards them to the Accounting.		2 hours	End-user
TOTAL		N/A	17 days and 1 hour	

Note: The procurement process might take longer if the mode is Shopping or when there is a supply availability issue with suppliers outside Cebu.



8. Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS) Preparation for Newly Acquired Properties

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		UP Cebu Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request (PR) 2. Obligated Obligation Request and Status (ORS) 3. Invoice (complete with date, brand, model, serial no. of equipment) 4. Purchase Order (PO)		SPMO Buyer/Procurement in-charge		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents all documents required	1. Assign the property number to each item. 2. Encodes information on the newly acquired properties of PAR/ICS Controls Program and assigns its MR Number. 3. Prints PAR/ICS and returns to Procurement Staff In-Charge.	N/A	10 minutes	SPMO Admin. Aide IV / Inventory In-charge
2. Secures signature of the Accountable Officer / End User.	4. Encodes item information on the PAR/ICS database.		10 minutes	
3. Forwards to the SPMO Head	5. Prepares Property Card (equipment only).		10 minutes	



4. Get 2 copies of the PAR/ICS and return the original copy to the Inventory Staff Charge.	6. Scans and prints documents for file copy.		4 minutes	
	7. Prepares Property Number Sticker, attaches to a copy of the PAR/ICS, and forwards to the concerned officer for their file copy.		4 minutes	
	8. Files original copy of PAR/ICS to its designated Office file folder.		4 minutes	
TOTAL		N/A	54 minutes	



9. Preparation of Property Acknowledgment Receipt (PAR) / Inventory Custodian Slip (ICS) -Transfer of Accountabilities

Preparation for Renewal/Transfer of Accountabilities.

Office of Division		Supply and Property Management Office		
Classification		Complex		
Type of Transaction		G2B		
Who may avail		Supplier/Bidder		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request for transfer 2. University Clearance			Accountable Officer HRDO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Accountable Officer/staff forwards letters requesting the transfer of his/her property accountabilities, along with the set of university clearance	1. Check property records for the properties signed by the requestor, retiree, previous unit head, etc.	N/A	5 minutes	Incoming/Outgoing Administrative Staff
2. New accountable officer signs the new PAR/ICS and returns to SPMO	2. Prints listing of property accountabilities and reconciles with its PAR/ICS		1 day	Incoming/Outgoing Administrative Staff
	3. Encodes property accountabilities on the new PAR/ICS		5 days	
	4. Prints new PAR/ICS and forwards to office/ requestor to		1 hour	



	facilitate the signature of the new accountable officer.			SPMO Admin. Aide IV / Inventory In-charge
	5. SPMO in charge secures the approval of the forms at the OVCA		1 day	
	6. Searches and cancels/overwrites the old PAR/ICS.		4 hours	
	7. Scans new PAR/ICS for softcopy filing.		4 hours	
	8. File the original PAR/ICS in the Office Folder.		2 hours	
TOTAL		N/A	2 days 19 hours 5 minutes	

10. Pull Out of Unserviceable Properties to be returned to SPMO for proper disposal

Office of Division	Supply and Property Management Office
Classification	Complex
Type of Transaction	G2B
Who may avail	Supplier/Bidder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Properties for disposal 2. Inspection and Acceptance Report for Unserviceable Properties (IIRUP)- SEs/PPEs	SPMO



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Each unit/end-user submits a signed IIRUP form indicating the list of properties to be condemned including its property details (found on the sticker) 1a. Bring properties for condemnation to SPMO, if not scheduled 1b. Gather all properties for condemnation and wait for the schedule of pull-out.	1. Upon receipt of IIRUP, coordinate with the office concerned to schedule the pull-out of properties for condemnation.	N/A	10 minutes	Incoming/Outgoing Administrative Staff or SPMO Admin. Aide IV / Inventory In-charge
2. Signs the IIRUP and return to SPMO	2. Pull out the properties for condemnation based on the IIRUP		6 hours	
	3. Check pulled-out properties with the Property Record database.		2 hours	
	4. Control and encode record of pulled-out properties on the IIRUP google drive		1 hour	
	5. Files IIRUP in folders for respective office (for inventory validation), as needed when bulk disposal is scheduled for COA inspection		1 hour	
TOTAL		N/A	10 hours 10 minutes	



11. Processing of University Clearance

Office of Division		Supply and Property Management Office		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		UP Cebu Constituents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance			HRDO	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	
1. Secure College & Department Clearance	1. SPMO receives hardcopy or softcopy of University Clearance Form.	N/A	2 minutes	Incoming/Outgoing Administrative Staff
2. With property accountabilities:	2. Encode the personnel/faculty's data in the clearance logbook		10 minutes	
2a. Secure signature of the new accountable officer who would temporarily assume his/her Property Accountabilities on the List provided by SPMO	3. Check with Property Records if the requestors have Property Accountabilities		10 minutes	Inventory in-charge
2b. Secures the signature of the new accountable officer on the PAR / ICS for the transfer of	4. With property accountabilities: 4a. Prepare the List of Property Accountabilities of the requestor for the signature of the new accountable officer (study leave/ resignation /separation)		2 hours	



property accountabilities 2c. Return property accountabilities that are unserviceable.	4b. Prepare Certificate of Assumption of Accountability (for employees who are filing short-term maternity/medical leave) & route for signature of parties involved (new temporary accountable officer/head of office up to VCA)		1 day	
	4c. Prepare PAR/ICS for the signature of the new accountable officer for the transfer of property accountabilities & get signatures up to VCA		1 day	
	4d. Pull out unserviceable properties and prepare IIRUP for the signature of the unit head		1 day	
	5. W/out property accountabilities or cleared from his/her property accountabilities, fill out and sign the University Clearance		5 minutes	Inventory in-charge
	6. Forwards the clearance to SPMO Admin. Officer for signature		5 minutes	Inventory in-charge
	7. Scan & release the signed clearance to the requesting party		5 minutes	Inventory in-charge
TOTAL		N/A	1 day 2 hours 37 minutes	



12. Disposal of PPEs/SEs/Waste Material

The Property Office periodically conducts disposal of PPEs/SEs/Waste Material.

Office of Division		Supply and Property Management Office		
Classification		Complex		
Type of Transaction		G2G		
Who may avail		Agency/End-users		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved consolidated IIRUP/WMR forms 2. Disposal Committee resolution 3. Appraisal Committee resolution			SPMO Disposal Committee Appraisal Committee	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SPMO requests the Office of the Chancellor (OC) to issue the Constitution of Disposal Committee, Appraisal Committee	1. OC constitutes the committees	N/A	2 days	Incoming/Outgoing Administrative Staff at OC
2. End-users submit IIRUP (SE, PPE), WMR forms listing items for disposal		N/A	5 days	End users
3. SPMO receives the IIRUP/WMR, compiles them, and submits them for review and		N/A	5 days	SPMO Admin. Aide IV / Inventory In-charge/Disposal In-charge



recommendation by the disposal and appraisal committee				
4. Property Officer files application for disposal to COA Auditor, attaching the recommendation from both disposal & appraisal committees.			15 days	Admin. Officer V
5. COA Auditor/TSO inspects and forwards recommendations to the Agency Head.			15 days	COA 7
6. Chancellor forward to the Disposal Committee the mode of disposal most advantageous to the government			5 days	Office of the Chancellor
TOTAL		None	15 days and 16 hours	

13. Conduct a physical count of supplies/materials at the Central Store

A brief conduct of physical count of inventories for the common use supplies and equipment at the Central Store.

Office of Division	SPMO
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	COA
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supplies Inventory Record	SPMO



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for a physical count of supplies/materials at the Central Store.	SPMO staff conduct physical counts of supplies and materials at the Central Store.	None	20 days	<i>Central Store In-Charge</i> Supply & Property Management Office
TOTAL		None	6 days and 16 hours	



14. Conduct of Physical Count of Inventories (RPCI) for submission to COA as 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 Constitution of Inventory Committee		SPMO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Compliance for Physical Count of Inventories (RPCI) in coordination with the Inventory Committee and submits the Report on the Physical Count of Property, Plant, and Equipment (RPCPPE) to COA	Conducts inventory and prepares a Report on the Physical Count of Inventories (RPCI) and Report on the Physical Count of Property, Plant, and Equipment (RPCPPE) signed by the inventory committee and head of agency.	None	At least 60 days	<i>SPMO Staff and Inventory Committee</i> Supply & Property Management Office
TOTAL		None	60 days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/complaints with our office using the feedback form at the SPMO 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. 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 SPMO or directly email the office at spmo.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: 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 325) Email at: spmo.upcebu@up.edu.ph



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		
• 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)		• CCAD Office Administrative Staff • High School Principal • High School Principal • University where the applicant graduated • Applicant • Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Office Staff accepts form	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Submits Forms 137 and 137-A	2. Program Coordinator evaluates			<i>Program Coordinator</i>



	credentials and endorses for Talent Determination Test (TDT)			
3. for Senior High School Graduates 4. Submits College Diploma and Transcript of Records for Higher Education Degree Holders 5. Submits Letter of Intent for Special Students (Non-Credit Intake)	3. Office Staff informs applicant through telephone and e-mail of the schedule for the TDT 4. During the TDT, applicants bring drawing materials (pencil, pen, etc.) and folio of artworks			Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTA		None	3 Working Days	



2. REQUESTS AT THE FABRICATION LABORATORY (FABLAB)

FabLab Requests (Materials, Equipment, Rooms, etc.)

Office of Division		CCAD		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Materials to be used		Personal		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discusses project with office Staff	1. Office Staff accepts project	Varies depending on project specifications	Varies depending on project specifications	<i>Office Staff</i> Communication, Art, and Design
2. Procures materials to be used for project	2. Production of Work			<i>FabLab Technician</i> Communication, Art, and Design
3. Returns to the lab when work is completed	3. Issues Billing Statement			<i>Cash Office Staff</i> Cash Office
4. Pays FEES TO BE PAID to the cashier				
5. Collects finished project				
TOTAL		Varies depending on project specifications	Varies depending on project specifications	



3. REQUESTS AT THE JOSE T. JOYA GALLERY

Reservation for exhibition venue and use of facilities

The Jose T. Joya Gallery provides the public access to its exhibition spaces. Non-UP Cebu constituents or the public may apply for the use of Jose T. Joya exhibition spaces for activities such as visual arts exhibitions, talks, and workshops. In line with this, the utilization of gallery spaces may also include the use of gallery equipment and facilities such as the sound system, power drills, platforms, and benches.

Office of Division		Jose T. Joya Gallery		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen; G2G Government to Government		
Who may avail		Non-UP Cebu constituents, universities, art groups, socio-civic organizations, private sector		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Jose Joya Reservation Form			Gallery Coordinator/ Assistant Gallerist/ joyagallery.upcebu@up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email to joyagallery.upcebu@up.edu.ph	1. Receive emails/electronic communication	None	1 day	Gallery Coordinator/ Assistant Gallerist
2. Assessment of reservation request	2. Respond to electronic communication	None	1 day	
3. Validation of reservation request	3. Suggest revisions or adjustments to the dates applied for done through email	None	1 day	



4. Confirmation or rejection notification	4. Inform the client about the confirmation or rejection of application through email	None	1 day	<i>Cashier Staff</i>
5. Pay rental	5. Cashier's office receives payment	500 Php/day for gallery exhibition Sound system: 100/hr Projector: 500/hr Platforms: 150/day Cordless driver: 100/hr	30 minutes	
6. Signing of a Memorandum of Agreement (MOA)	6. Co-sign the MOA with the Non-UP Cebu constituents and/or the private sector	None	1 day	
7. Ingress of the activity	7. Assist in the ingress and egress of the activity	None	2 days	<i>Gallery Coordinator/ Assistant Gallerist</i>
TOTAL		Based on FPOC approved rates	7 Working Days	



4. REQUESTS AT THE LAWAK SINEHAN

(Venue use and in-house equipment e.g. sound mixer, projector, projection screen, microphones, etc.)

Office of Division		CCAD		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		UP Community and the 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. Online reservation through this link: https://arsl.at/B3NEKwMm	1. Generally requires a pre-approved CMO sound technician to be on duty during the subject request 2. Coordinator endorses or not the online reservation through AirSlate 3. Online reservation goes through the CCAD Dean for approval	Varies on: a) whether use is by UP community or the public; b) whether the use is a collaboration with Lawak Sinehan	2-3 days	<i>Lawak Sinehan</i> Coordinator CCAD Dean
TOTAL			2-3 days	



5. 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. 2. Concerned party replies through the college e-mail within 3 days.	1. Staff acknowledges receipt of e-mail within 3 days. 2. Staff forwards the e-mail to the concerned party. 3. Staff replies to the e-mail with the response of the concerned party within the day.	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTAL		None	3 Working Days	



6. CONSULTATION SERVICES

Process for procuring consultations with faculty

Office or Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Appointment		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for an appointment with faculty member	1. Approval by faculty	None	1 Day	<i>Office Staff</i> Communication, Art, and Design <i>Faculty</i> Communication, Art, and Design
TOTAL		None	1 Day	



7. 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		
Request for letter of authentication		Student or alumnus/alumna		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for letter of authentication	1. Staff accepts the request 2. Staff drafts, reviews, and countersigns the letter of authentication 3. College Secretary/Dean signs	None	2 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>OCS Staff</i> Office of the College Secretary <i>Dean</i> Communication, Art, and Design
TOTAL		None	2 Working Days	



8. 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		
Request form		Campus Maintenance Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request form countersigned by CMO janitor to ensure clean up after the activity and submit it to College office 2. Pays for use of the air conditioner at the Cashier's Office if activity is non-academic	1. Staff 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 air conditioner unit Hourly pay for janitorial services if these fall outside their working hours	1 Day	<i>Office Staff</i> Communication, Art, and Design <i>FabLab Technician</i> Communication, Art, and Design <i>Cash Office Staff</i> Cash Office
TOTAL			1 Day	



9. SUGGESTIONS FROM STUDENTS

Process of handling suggestions from students

Office or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suggestion Form		College Staffer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student fills out suggestion form (2 copies)	1. Admin. Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary 2. College Secretary / Dean responds to the suggestion	None	3 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTAL		None	3 Working Days	



BOTH EXTERNAL AND INTERNAL SERVICE

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	
- Letter to the Chancellor - Online request via UIS			- Client - UP Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request for travel order to the Chancellor, through channels stating reason for as well as dates and destination of travel 2. Requests 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 endorse letters from administrative staffs. Faculty Adviser, Dean, Office of Student Affairs and Vice Chancellor for Academic Affairs endorse 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	- Client, Office Staffs - For endorsements and UIS approvals: Department Chair, Dean, Vice Chancellor for Academic Affairs for faculty, Vice Chancellor for Administration for administrative staff, Office of Student Affairs and Vice Chancellor for Academic Affairs for students - Office of the Chancellor
TOTAL		None	3 Working Days	



INTERNAL SERVICES

1. 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		
UIS		up.edu.ph UIS account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UIS 2. Prints approved UIS generated application	1. Through Channels	None	2 Working Days	<i>Department Chair</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



2. 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	
- Letter - Research Proposal			Faculty Member	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes 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. Staff 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: - Department Chair / Program Coordinator (if applicable) - CAPC - Dean For proposals worth more than 3 units. - CVSC - VCAA (through AcPFC) - Chancellor
TOTAL		None	15 Working Days	



3. 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	
- Letter of Application for Leave - Leave form			College Staffer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty member/staff fills out the form	1. Department Chair/ Program Coordinator recommends approval 2. Dean approves the request.	None	1 Day	<i>Office Staff</i> Communication, Art, and Design <i>Department Chair or</i> <i>Program Coordinator</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design
TOTAL		None	1 Day	



4. 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	
- Letter of Application for leave - Leave form			Faculty member, College Staffer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor, through channels three months before the semester of effectivity. 2. Fills 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 Staff</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	



5. 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	
• 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	1. College Academic Personnel Committee screens the proposal and recommends its endorsement or non-endorsement by the Department Chair/ Program Coordinator and Dean.	None	20 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Faculty member fills out the leave form	2. CAPC submits documents to AcPFC			<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
	3. AcPFC reviews and recommends action on request to the Chancellor			<i>Dean</i>
	4. Chancellor reviews and acts on the request			Communication, Art, and Design



*Vice Chancellor for
Academic Affairs*
Office of the Vice Chancellor
for Academic Affairs

Chancellor
Office of the Chancellor

TOTAL		None	20 Working Days	



6. APPLICATION FOR FACULTY GRANT

Grant Application process for faculty

Office or Division		All Colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government of Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Faculty Grant Form			College Administrative Staffer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for applications for faculty grant	1. CAPC reviews documents for endorsement to AcPFC	None	20 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Submits form with supporting documents to the CAPC	2. AcPFC reviews applications and ranks applicants for endorsement			CAPC
	3. Chancellor reviews and approves request			AcPFC
TOTAL		None	20 Working Days	<i>Chancellor</i> Office of the Chancellor



7. 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	
- Letter of Application - Research Grant Form			Applicant College Administrative Staffer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for proposals for research grant	1. Dean endorses the form	None	20 Working Days	<i>Office Staff</i> Communication, Art, and Design
2. Writes a letter and attach research proposal using the CVSC template	2. CVSC submits proposal for peer review			<i>Dean</i> Communication, Art, and Design
3. Submits to the Dean for endorsement	3. CVSC returns proposal to faculty for revisions			CVSC
4. Responds to the reviewer's comments and submit revised proposal to CVSC	4. CVSC endorses revised proposal to VCAA			<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	5. VCAA endorses proposal for approval by Chancellor			<i>Chancellor</i> Office of the Chancellor
	6. CVSC processes the research contract and returns it to the faculty for signing			
	7. OVCAA staff prepares the DV, OBR with the signed contract for fund release			
TOTAL		None	20 Working Days	



8. 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	
- Request letter addressed to the Chancellor, through channels - UIS request for international travel order			Client, up.edu.ph UIS account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels. Indicate your plan for compensating for work that will be affected. 2. Fills out UIS: international travel	1. Department Chair/ Program Coordinator acts and/or endorses letter request. 2. Dean and VCAA endorse the letter. 3. Office of the Chancellor issues the Authority to Travel Abroad	None	2 Working Days	<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	2 Working Days	



9. 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		
- 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)		- Department/ Program - Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair/ Program Coordinator or Dean writes a letter endorsed by CAPC to the Chancellor through channels one semester in advance with applicant's Basic Papers attached to the request	1. Submits to HRDO for AcPFC review and endorsement 2. Submits 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 AcPC HRDO <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



10. 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	
- Letter of Request - Academic Loading			Department/Program Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels requesting for authority to hire a new faculty member three months before the start of the semester	1. CAPC endorses the request and forwards the letter with attachments to HRDO for AcPFC review and endorsement	None	10 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Attaches the academic loading for the entire school year or for the remaining semester	2. AcPFC forwards the request to the Chancellor for approval.		10 Working Days	HRDO AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



11. REQUEST FOR UP CEBU RESEARCH DISSEMINATION GRANT AND RELEASE OF RDG

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	
- Letter 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.			http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels requesting for grant 2. Fills out UP Cebu RDG form 3. Attaches 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, staff prepares the Disbursement Voucher (DV) and Obligation Request (OBR) 4. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 5. Staff 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	



12. 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	
- Letter Request - SET			Personal, Department/Program Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes 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. 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	<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	



13. 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	
- Application Form - Attachments			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. Attaches supporting documents 3. Checks ovpaa.up.edu.ph for the submission dates for the RDG. 4. Sends thru e-mail scanned copies of the endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA	1. Checks all 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) informs applicant by email if application is approved. 3. Once approved, OVPAA sends an email to the applicant for the release of the grant/award.	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



5. Mails to UP (OVPAA) the printed form (with endorsements	4. Staff prepares the Disbursement Voucher (DV) and Obligation Request and			

and attachments 6. Forwards the e-mail from OVPAA to the office staff to prepare for the release of the grant/award.	Status (OBR) 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			<i>Dean</i> Communication, Art, and Design <i>Chancellor</i> Office of the Chancellor <i>Cash Office Staff</i> Cash Office
TOTAL		None	45 Working Days	



14. 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. Fills out clearance form and have it signed by concerned academic and administrative heads	1. Program Adviser, College Secretary, and Dean signs 2. Administrative Heads signs	None	3 Working Days	<i>Academic and Administrative Heads</i>
TOTAL		None	3 Working Days	



15. 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	
Application form			https://ovpaa.up.edu.ph/ovpaa-administered-programs/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up form OVPAA FRASDP Form 11.1 Masteral fellowship or OVPAA FRASDP Form 11.2 Doctoral Fellowship	1. Submits to Dean, VCAA and Chancellor for endorsement	None	20 Working Days	<i>Academic and Administrative Heads</i>
TOTAL		None	20 Working Days	



16. APPLICATION FOR PLANTILLA ITEM

Plantilla Item application process for academic personnel

Office or Division		All colleges		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members, REPS, and Admin Staffers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for call for filling up of items.	1. CAPC reviews documents and ranks applicants	None	20 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design
2. Submits document on accomplishments/ performance to the CAPC for evaluation and ranking	2. CAPC endorses the assignment of plantilla item to the Chancellor			<i>Dean</i> Communication, Art, and Design
	3. Chancellor reviews and acts on the request			CAPC AcPF C <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



17. 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	
- Letter of application for tenure - Evaluation Form - Supporting documents (publication, SET, etc)			- Office Staffer - Faculty members	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for tenure to the Dean of the College 2. Attaches 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.	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



Chancellor
Office of the Chancellor

	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. 6. AcPFC reviews recommendation in (5) and acts on the recommendation. 7. AcPFC sends recommendation to the Chancellor for final action on the application for tenure. 8. Chancellor acts on the recommendation. 9. Sends application of the recommended applicant to the Board of Regents (BOR) for approval.			<i>Board of Regents</i>
TOTAL		None	45 Working Days	



18. 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	
• 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. Fills out Purchase Requisition (PR) and Obligation Request (OBR) forms to be signed by the Dean 2. Submits PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) to Budget Office	1. Budget Officer checks availability of funds to purchase the requested items and endorses OBR to VCA or Chancellor for approval 2. VCA or Chancellor approves request 3. Submits approved PR with attached documents to the Bids and Awards Committee (BAC) office for mode of procurement 4. Supply and Property Management Office (SPMO) facilitates procurement	None	7 Working Days	<i>Office Staff</i> Communication, Art, and Design <i>Dean</i> Communication, Art, and Design Budget Office <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs or <i>Chancellor</i> Office of the Chancellor



				BAC Chair
				SPMO
TOTAL		None	7 Working Days	

19. 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		
Letter to the Chancellor		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter to the Chancellor through channels, indicating if applicable a plan to compensate for missed classes and administrative work.	1. Endorsements of the Dean, VCAA, and Chancellor	None	3 Working Days	Applicant
2. Fills out UIS for travel order, if applicable				<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	3 Working Days	



20. 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	
• Travel Order • Approved letter of funding • Itinerary of the travel, Airline ticket, boarding passes, Certificate of Appearance, and other documentary requirements • DV, OBR			• Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR CA: 1. Submits travel order, itinerary of travel, airline tickets, and other documentary requirements. FOR Reimbursement/Liquidation: 1. Submits travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	1. Staff prepares DV and OBR. 2. Dean signs documents 3. Staff inputs request in the UIS website 4. Staff submits the signed DV to Budget Office, Accounting, and then OVCA 5. If papers are complete, Cash Office staff prepares and releases the signed check	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
TOTAL		None	7 Working Days	



21. 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	
- Letter addressed to the UP President - Promotion instrument - Supporting documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion 2. Assigns points to your entries in the promotion instrument 3. Prepare two sets of supporting documents 4. If crossing ranks, prepares corresponding justification	1. CAPC reviews and evaluates application and endorses it to HRDO for AcPFC review. 2. AcPFC reviews, evaluates, and makes recommendation on the application 3. Chancellor acts on the application 4. Chancellor forwards application to BOR if client is crossing rank to Associate or Full Professor	None	45 Working Days	<i>Applicant</i> CAPC <i>Dean</i> Communication, Art, and Design AcPFC <i>Chancellor</i> Office of the Chancellor Board of Regents
TOTAL		None	45 Working Days	



22. 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	
- 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			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion together with supporting documents	1. CAPC reviews and evaluates application. 2. CAPC submits endorsed application to AcPFC. 3. AcPFC reviews, evaluates, and recommends action on the application to the Chancellor. 4. Chancellor reviews and acts on the recommendation.	None	20 Working Days	<i>Applicant</i> CAPC <i>Dean</i> Communication, Art, and Design AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



23. 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. Fills out LPP form on UIS	1. Dean endorses 2. VCAA recommends 3. Chancellor approves or disapproves	None	3 Working Days	<i>Applicant</i> <i>Dean</i> Communication, Art, and Design <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



24. 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		
Letter of request		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	



25. 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	
Request letter			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	



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 or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty members		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter to the Dean responsible for the specific data/document, stating 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 days. 3. The Dean releases the data/document	None	3 Working Days	<i>Department Chair or Program Coordinator</i> Communication, Art, and Design <i>Dean</i> College of receiving unit <i>Dean</i> College of servicing unit
TOTAL		None	3 Working Days	



COLLEGE OF SCIENCE (CS)



EXTERNAL SERVICES

1. Application to Graduate Programs

The College of Science offers Master's Program in Computer Science, Environmental Studies, and Mathematics. The Master of Science in Computer Science (MSCS) is offered under the Department of Computer Science (DCS), the Master of Science in Environmental Studies is offered under the Department of Biology and Environmental Science (DBES), and the Master of Science in Mathematics is offered under the Office of Mathematics Programs. This service is intended for MSCS, MSES, and MSMATH 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, Master of Science in Computer Science, and Master of Science in Mathematics Programs		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Application Letter • Application Form • TOR • Recommendation Form			• Applicant • Office of the College of Secretary (OCS) • DBES Office • DCS Office • Math Programs 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	OCS Staff
	1.2. Ask applicant to pay non-refundable application fee	MSCS: • (local): Php 100.00	2 minutes	OCS Staff

		• (foreign resident): Php 200.00 • (foreign non-resident): USD 25.00 MSES: • (local): Php 250.00 • (foreign): USD 25.00 MSMath: • (local): Php 500.00 • (foreign): USD 40.00		 
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	OCS Staff
	2.2. Evaluate the TOR	None	1 day	OCS Staff
	2.3. Evaluate the application documents	None	1 day	Department Chair, Program Adviser, and Program faculty
	2.4. Release evaluation result	None	1 day	OCS Staff
TOTAL			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		Simple		
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	
• Payment Slip • MSCS application evaluation result			• 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	OCS Staff
2. Submit official receipt for testing fee	2.1. Receive official receipt for testing fee	None	5 minutes	OCS Staff
	2.2. Schedule the admission test	None	1 day	Program Adviser
3. Take admission test	3.1. Administer admission test	None	4 hours	Designated Faculty
	3.2. Check the admission test	None	3 days	Program Faculty
	3.3. Release admission test results	None	5 minutes	OCS Staff
	3.4. Release letter of acceptance	None	5 minutes	OCS Staff
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	Faculty
	1.2. Evaluate letter of invitation	None	1 day	Faculty
	1.3. Inform client of the decision of the invitation	None	5 minutes	Faculty
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	
- Letter of Request - MOA			- 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
	1.2. Evaluate the feasibility of offering OJT	None	2 days	Department Chair / Program Coordinator
	1.3. Submit the recommendation to the Dean for action	None	10 minutes	Department Staff
	1.4. Receive recommendation	None	5 minutes	College Staff
	1.5. Evaluate recommendation	None	5 days	Dean
	1.6. Approve/Disapprove the recommendation	None	5 minutes	Dean
	1.7. Send communication to the requesting institution to initiate the drafting of MOA, if approved	None	10 minutes	College Staff
2. Submit draft MOA	2.1. Receive draft MOA	None	5 minutes	College Staff



	2.2. Review draft MOA	None	5 days	Dean
	2.3. Forward to legal office for evaluation and clearance	None	10 minutes	College Staff
	2.4. Receive cleared MOA from legal office	None	5 days	College Staff
	2.5. Schedule a MOA signing.	None	1 day	Focal Person (Faculty)
3. Visit UP Cebu for MOA signing	3.1. Sign MOA together with the requesting institution for notarization	None	2 hours	Chancellor and Dean
	3.2. Communicate with the focal person of the requesting institution for the mechanics of the OJT program.	None	1 hour	Focal Person (Faculty)
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	
• UIS • Letter Request for Travel • Invitation Letter • Acceptance Letter • Itinerary			UPC HRDO	
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
	1.2. Evaluate the application for Travel	None	1 hour	Department Chair
	1.3. Approve the application for Travel Order	None	2 minutes	Department Chair
	1.4. Receive the application for Travel Order	None	5 minutes	Dean
	1.5. Evaluate the application for Travel	None	1 hour	Dean



	1.6. Approve the application for Travel Order	None	2 minutes	Dean
2. Submit letter request for travel with complete attachments (UIS printed Travel Order, Invitation Letter, Acceptance Letter, Itinerary)	2.1. Receive the letter request for travel	None	5 minutes	Department Staff
	2.2. Endorse the letter request for travel	None	10 minutes	Department Chair
	2.3. Forward the letter request for travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	2.4. Receive the letter request for travel	None	5 minutes	College Staff
	2.5. Endorse the letter request for travel	None	10 minutes	Dean
	2.6. Forward the letter request for travel to the Office of the Vice Chancellor for Academic Affairs	None	10 minutes	College Staff
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		
• Application for Authority to Travel Abroad • Letter Request for Travel • Invitation Letter • Acceptance Letter • Itinerary		UPC HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply international Travel *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
	1.2. Evaluate the application for Travel	None	1 hour	Department Chair
	1.3. Approve the application for Travel Order	None	2 minutes	Department Chair
	1.4. Receive the application for Travel Order	None	5 minutes	Dean
	1.5. Evaluate the application for Travel	None	1 hour	Dean
	1.6. Approve the application for Travel Order	None	2 minutes	Dean



2. Submit letter request for travel with complete attachments (Invitation Letter, Application for Authority to Travel Abroad, Acceptance Letter, Itinerary)	2.1. Receive the letter request for travel	None	5 minutes	Department Staff
	2.2. Endorse the letter request for travel	None	10 minutes	Department Chair
	2.3. Forward the letter request for travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	2.4. Receive the letter request for travel	None	5 minutes	College Staff
	2.5. Endorse the letter request for travel	None	10 minutes	Dean
	2.6. Forward the letter request for travel to the Office of the Vice Chancellor for Academic Affairs	None	10 minutes	College Staff
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	
Letter Request for Funding			- 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
	1.2. Endorse the letter request for funding for travel	None	10 minutes	Department Chair
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	1.4. Receive the letter request for funding for travel	None	5 minutes	College Staff
	1.5. Endorse the letter request for funding for travel	None	10 minutes	Dean
	1.6. Forward the letter request for funding for travel to the Central Visayas Studies Center	None	10 minutes	College Staff
TOTAL		None	50 minutes	



4. Request for Funding for Local Travel through Fund Source

The College of Science faculty and staff shall submit a 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	
Letter Request for Funding			- 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
	1.2. Endorse the letter request for funding for travel	None	10 minutes	Department Chair
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	1.4. Receive the letter request for funding for travel	None	5 minutes	College Staff
	1.5. Endorse the letter request for funding for travel	None	10 minutes	Dean
	1.6. Forward the letter request for funding for travel to the Budget Office	None	10 minutes	College Staff
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	
- Letter Request for Funding - Research Dissemination Grant Application Form			- 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
	1.2. Endorse the letter request for funding for travel	None	10 minutes	Department Chair
	1.3. Forward the letter request for funding for travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	1.4. Receive the letter request for funding for travel	None	5 minutes	College Staff
	1.5. Endorse the letter request for funding for travel	None	10 minutes	Dean
	1.6. Forward the letter request for funding for travel to the Budget Office	None	10 minutes	College Staff



	1.7. Retrieve the endorsed letter request for funding for travel and RDG Application Form from the Office of the Chancellor	None	5 minutes	Department Staff
	1.8. Forward the letter request for funding for travel and RDG Application Form to Office of the Vice President for Academic Affairs	None	10 minutes	Department Staff
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	
• Nomination Form • CV of experts from external institutions			• 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	OCS Staff
2. Submit accomplished Nomination Form (signed by Thesis Advisory Committee) for sequential signing	2.1. Receive accomplished Nomination Form	None	5 minutes	Department Staff
	2.2. Endorse Nomination Form	None	5 minutes	Program Adviser
	2.3. Forward Nomination Form to the Office of the Department Chair	None	10 minutes	Department Staff
	2.4. Receive Nomination Form	None	5 minutes	Department Chair
	2.5 Recommend approval of Nomination Form	None	5 minutes	Department Chair
	2.6. Forward Nomination Form to the Office of the Dean	None	10 minutes	Department Staff
	2.7. Receive Nomination Form	None	5 minutes	College Staff
	2.8. Approve/Disapprove Nomination Form	None	5 minutes	Dean



	2.9. Forward Nomination Form to the Office of the Department Chair	None	10 minutes	College Staff
	2.10. Receive Nomination Form	None	5 minutes	Department Staff
	2.11. Furnish Copy of Nomination Form	None	1 day	Department Staff
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, ENS 300 and MATH 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	
Thesis Proposal/Oral Defense Application Form			- 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	OCS Staff
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	None	5 minutes	Department Staff
	2.2. Endorse Thesis Proposal/Oral Defense Application Form	None	5 minutes	Program Adviser
	2.3. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair	None	10 minutes	Department Staff
	2.4. Receive Thesis Proposal/Oral Defense Application Form	None	5 minutes	Department Chair



	2.5 Recommend approval of Thesis Proposal/Oral Defense Application Form	None	5 minutes	Department Chair
	2.6. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Dean	None	10 minutes	Department Staff
	2.7. Receive Thesis Proposal/Oral Defense Application Form	None	5 minutes	College Staff
	2.8. Approve/Disapprove Thesis Proposal/Oral Defense Application Form	None	5 minutes	Dean
	2.9. Forward Thesis Proposal/Oral Defense Application Form to the Office of the Department Chair	None	10 minutes	College Staff
	2.10. Receive Thesis Proposal/Oral Defense Application Form	None	5 minutes	Department Staff
	2.11. Furnish Copy of Thesis Proposal/Oral Defense Application Form	None	1 day	Department Staff
TOTAL		None	1 day, 1 hour, 5 minutes	



8. Request of Thesis Defense Report

The graduate student can request for the release of his/her defense report a day after conducting his proposal/oral defense.

Office of Division		COLLEGE OF SCIENCE		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduate Student		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Form			Office of the College Secretary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Document Request Form	1. Furnish Document Request Form	None	5 minutes	OCS Staff
2. Submit accomplished Document Request Form *Thesis Defense Report	2.1. Receive accomplished Document Request Form	None	5 minutes	Department Staff
	2.2. Approve release of Thesis Proposal Defense Report	None	5 minutes	Depart Chair
	2.2. Release Thesis Defense Report	None	5 minutes	Department Staff
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	
• Conforme • CV • MOA			• 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 adviser	1.1. Receive name of external critic/reader	None	5 minutes	Department Staff
	1.2. Evaluate external critic/reader CV	None	1 day	Department Chair
	1.3. Recommend approval of external critic/reader	None	5 minutes	Department Chair
	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	None	10 minutes	Department Staff
	1.5. Receive name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form	None	5 minutes	College Staff



	1.6. Evaluate name of external critic/reader with CV, conforme, and MOA along with Thesis Oral Defense Application Form	None	1 day	Dean
	1.7. Release appointment of external critic/reader to the Office of the Department Chair	None	5 minutes	Dean
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	
- Letter Request - Conforme			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
	1.2. Endorse letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	None	5 minutes	Thesis Adviser
	1.3. Evaluate letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	None	1 day	Department Chair
	1.4. Recommend approval of letter request for Change of Adviser/Panel Member with	None	5 minutes	Department Chair



	Conforme from new Adviser/Panel Member			
	1.5. Forward letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member to the Office of the Dean	None	10 minutes	Department Staff
	1.6. Approve/Disapprove letter request for Change of Adviser/Panel Member with Conforme from new Adviser/Panel Member	None	5 minutes	Dean
	1.7. Furnish Copy of Approved/Disapproved request for Change of Adviser/Panel Membership to the Office of the Department Chair	None	5 minutes	College Staff
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		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Letter of Request • Report of Oral Thesis Defense • Acceptance sheet • Appointment of Guidance Committee members			• 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
	1.2 Endorse request	None	5 minutes	Department Chair
	1.3 Forward to Office of the Dean	None	10 minutes	Department Staff
	1.4 Receive endorsed request	None	5 minutes	College Staff
	1.5 Approve request	None	5 minutes	Dean
	1.6 Submit approved request to Accounting Office	None	10 minutes	College Staff
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		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request for Official Student Travel			- Personal - UPC HRDO	
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
	1.2. Endorse the letter request for Official Student Travel	None	10 minutes	Department Chair
	1.3. Forward the letter request for Official Student Travel to the Office of the Dean for endorsement	None	10 minutes	Department Staff
	1.4. Receive the letter request for Official Student Travel	None	5 minutes	College Staff
	1.5. Endorse the letter request for Official Student Travel	None	10 minutes	Dean
	1.6. Forward the letter request for Official Student Travel to Office of Student Affairs	None	10 minutes	College Staff
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		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Memorandum of Agreement with Company			Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit prepared Memorandum of Agreement	1.1. Receive prepared Memorandum of Agreement	None	5 minutes	College Staff
	1.2. Sign the Memorandum of Agreement	None	5 minutes	Dean
	1.3. Forward the Memorandum of Agreement for notarization	None	10 minutes	College Staff
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	
- Borrower's Slip - User's Logbook			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
	1.2. Release requested items	None	20 minutes	Lab Technician
2. Return the borrowed items	2.1. Receive the borrowed items.	None	5 minutes	Lab Technician
	2.2. Check for broken materials or damaged equipment	None	10 minutes	Lab Technician
	2.3. Record the accountability of the student/faculty in case of broken materials or damaged equipment	None	5 minutes	Lab Technician
TOTAL		None	45 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	
- Letter Request - User's Logbook			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
	1.2. Evaluate the request	None	1 hour	Department Chair
	1.3. Endorse request to the Office of the Dean	None	5 minutes	College Staff



	1.4. Evaluate the Request	None	1 hour	Dean
	1.5. Approve/Disapprove request	None	5 minutes	Dean
2. Submit a copy of the approved letter request	2.1. Receive approved letter request	None	5 minutes	Lab Technician
	2.2. Allow the use of the requested equipment.	None	5 minutes	Lab Technician
3. Return the equipment within the approved period in the letter	3.1. Receive the equipment	None	5 minutes	Lab Technician
	3.2. Check for broken materials or damaged equipment	None	10 minutes	Lab Technician
	3.3. Countersign the approved letter (2 copies) to indicate the return.	None	5 minutes	Lab Technician
4. Submit the countersigned approved letter to the faculty MR Holder	4. Receive the countersigned letter	None	5 minutes	MR Holder/Faculty
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
	1.2. Release requested items	None	10 minutes	Lab Technician
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	
- All borrowed equipment are returned to the lab stockroom - Payment of UPECS dues			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
	1.2. Receive and sign clearance form	None	5 minutes	Program-based Organization Adviser
	1.3. Receive and sign clearance form	None	5 minutes	Program Adviser
	1.4. Receive and sign clearance form	None	5 minutes	Department Chair
2. Submit accomplished clearance	2.1. Received accomplished clearance	None	5 minutes	College Clerk
TOTAL		None	25 minutes	



COLLEGE OF SOCIAL SCIENCES (CSS)



EXTERNAL SERVICE

1. Suggestion from other stakeholders

Stakeholders who want to submit suggestions for the college.

Office or Division:		All Colleges		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Non-student stakeholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			College Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder may email suggestions. 2. Concerned party replies to the email through the college email within 3 days.	1. Staff acknowledges the receipt of email within 3 days. 2. Staff forwards the email to the concerned party. 3. Staff replies to the email with the response of the concerned party within the day.	None	3 Working Days	<i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	3 Working Days	



2. 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	
Request for Appointment			Faculty, College Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for an appointment.	1. Approval by Faculty	None	1 Working Day	<i>College Staff</i> College of Social Sciences <i>Faculty</i> College of Social Sciences
TOTAL		None	1 Working Day	



3. 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	
Letter for authentication			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the letter for authentication	1. Staff accepts, reviews, and countersigns the letter 2. College Secretary/Dean signs	None	2 Working Days	<i>College Staff</i> College of Social Sciences <i>OCS Staff</i> Office of the College Secretary <i>Dean</i> College of Social Sciences
TOTAL		None	2 Working Days	



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 Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student accomplishes suggestion form (two copies) available in respective colleges	1. Admin Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary 2. College Secretary / Dean responds to the suggestion	None	3 Working Days	<i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	3 Working Days	



BOTH EXTERNAL AND INTERNAL SERVICES

1. 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		
Request form		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. Pays 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>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Cash Office Staff</i> Cash Office
TOTAL		Case-to-case Basis	1 Working Day	



2. 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	
- Letter addressed to the Chancellor - UIS - Official Travel Order			up.edu.ph account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty, staff, or student makes a request letter addressed to the Chancellor, through channels, detailing why, when, and where. 2. Faculty, staff, and student access and fill up the UIS	1. 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. 2. Through UIS and through channels 3. Chancellor approves	None	3 Working Days	<i>College Staff</i> College of Social Sciences <i>Department Chair</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>For faculty:</i> <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs



	4. Office of the Chancellor makes and releases the Travel Order			<i>For admin staff:</i> <i>Vice Chancellor for Administration</i>
				Office of the Vice Chancellor for Administration For students: OSA Director Office of Student Affairs and <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
	TOTAL	None	3 Working Days	



INTERNAL SERVICES

1. 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		
UIS		up.edu.ph UIS account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up UIS 2. Prints approved UIS	1. Through Channels	None	2 Working Days	<i>Department Chair</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



2. 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	
- Letter - Research Proposal			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes 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	



3. 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		
Leave Form		College Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/staff accomplishes the form	1. Department Chair recommends for approval (In the case of CS) 2. Dean approves the request.	None	1 Working Day	<i>College Staff</i> College of Social Sciences <i>Department Chair</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	1 Working Day	



4. 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		
Letter Request, Leave Form		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>College 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 Days	



5. 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		
Letter of Request, Leave Form, Faculty Development Plan, School acceptance		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>College 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	



6. 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		
Faculty Grant Form		College Administrative Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty waits for the call for faculty grant	1. CAPC reviews documents for endorsement	None	20 Working Days	<i>Staff</i> College of Social
2. Submits form with supporting documents to the CAPC for endorsement	2. AcPFC reviews, ranks for endorsement			Sciences CAPC
	3. Chancellor reviews and approves request			AcPFC
TOTAL		None	20 Working Days	<i>Chancellor</i> Office of the Chancellor



7. 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		
Research Grant Form		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. Submits 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>College 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>OVCAA Staff</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



8. 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	
- Request letter addressed to the Chancellor, through channels - UIS: international travel order			up.edu.ph UIS account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter addressed to the Chancellor through channels. If academic / administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work.	1. Department Chair (if applicable), Dean, VCAA endorse the letter.	None	1 Working Day	<i>Department Chair</i> College of Social Sciences
2. Accomplishes form at UIS: international travel	2. Once approved, the office of the Chancellor issues the Authority to Travel Abroad		1 Working Day	<i>Dean</i> College of Social Sciences <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	2 Working Days	



9. 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		
- 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)		- 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. Submits to HRDO for AcPFC review and endorsement 2. Submits endorsed request with supporting documents for Chancellor's approval	None	10 Working Days 10 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences <i>Dean</i> College of Social Sciences CAPC AcPFC <i>HRDO Head</i> Human Resource Development Office



				Chancellor Office of the Chancellor
	TOTAL	None	20 Working Days	



10. 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	
Letter Request, Academic Loading			Personal, Department/Program Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair/Program Coordinator writes a letter addressed to the Chancellor through channels asking for authority to hire new faculty (three months before the start of the semester)	1. CAPC endorses the request and forwards the letter and the attachments to HRDO for AcPFC review and endorsement	None	10 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
2. Attaches the academic loading for the entire school year or the remaining semester	2. AcPFC forwards the request to the Chancellor for approval.		10 Working Days	AcPFC <i>HRDO Head</i> Human Resource Development Office <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



11. 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	
- 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.			http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes letter request addressed to the Chancellor through channels	1. Endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA 2. Approval of the Chancellor			<i>Applicant</i> <i>CVSC Director</i> Central Visayas Studies Center



2. Accomplishes UP Cebu RDG form	3. Once approved, staff prepares the DV and OBR status	None	15 Working Days	<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor <i>College Staff</i> College of Social Sciences Budget Office
3. Attaches supporting documents	4. Dean endorses the release of payment, OVCAA recommends and Chancellor approves			
4. Once approved, follows up on the release of RDG	5. Staff inputs in UIS			
	6. Cashier prepares & releases the check once signed			Accounting Office <i>Cash Office Staff</i> Cash Office
TOTAL		None	15 Working Days	



12. 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		
Letter Request, SET		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) 2. Department Chair/Program Coordinator attaches the following documents: justification with CAPC endorsement, recent SET of faculty, faculty loading for the next school year	1. CAPC endorses the request and forward the letter and the attachments to HRDO for AcPFC review and endorsement. 2. AcPFC forwards the request to the Chancellor for approval.	None	10 Working Days 10 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences <i>Dean or CAPC</i> College of Social Sciences <i>HRDO Head</i> <i>Human Resources Development Office</i> <i>Vice Chancellor for Academic Affairs or AcPFC</i> Office of the Vice



				Chancellor for Academic Affairs
TOTAL		None	20 Working Days	



13. 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		
- Application Form - Attachments		https://ovpaa.up.edu.ph/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accesses and downloads forms from https://ovpaa.up.edu.ph/ 2. Attaches supporting documents 3. Checks ovpaa.up.edu.ph for the submission dates for the RDG.	1. Forms need to be endorsed by the Department Chair (if applicable), 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.	None	45 Working Days	<i>Applicant</i> <i>CVSC Director</i> <i>Central Visayas Studies Center</i> <i>Vice Chancellor for Academic Affairs</i> <i>Office of the Vice Chancellor for Academic Affairs</i>



4. Emails scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA	3. Once approved, OVPAA sends an email to the applicant for the release of the grant/award. 4. Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR)			Office of the Vice President for Academic Affairs <i>Staff</i> College of Social Sciences
5. Mails to UP (OVPAA) the printed form (with endorsements and attachments) 6. Forwards the email of OVPAA to staff to prepare for the release of the grant/award.	5. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 6. Staff inputs in UIS. 7. Cash office staff prepares & releases the check once signed			<i>Dean</i> College of Social Sciences <i>Chancellor</i> Office of the Chancellor <i>Cashier</i> Cash Office
TOTAL		None	45 Working Days	



14. 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		
Clearance Form		HRDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty/staff accomplishes clearance form and have it signed by concerned academic and administrative heads	1. Program Adviser, College Secretary, and Dean signs 2. Administrative Head signs	None	3 Working Days	<i>All Academic and Administrative Heads</i>
TOTAL		None	3 Working Days	



15. 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	
- Letter to OVPAA through channels - Proof of university acceptance - Faculty Development Plan			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	



16. 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.	1. CAPC reviews documents and ranks applicants	None	20 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
2. Submits document on accomplishments/ performances to the CAPC for evaluation and ranking	2. CAPC endorses the assignment of plantilla item to the Chancellor			Chairs
	3. Chancellor reviews and acts on the request			<i>Dean</i> College of Social Sciences
				CAPC
				AcPFC
				<i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



17. 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	
- Letter of application for tenure - Evaluation Form - Supporting documents (publication, SET, etc)			- Office Staff - Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for tenure to the Dean of the College 2. Prepares and attaches 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.	None	45 Working Days	Applicant CAPC Tenured Faculty <i>Dean</i> College of Social Sciences <i>HRDO Head</i>



	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.			Human Resource Development Office
	6. AcPFC reviews recommendation in (5) and acts on the recommendation.			AcPFC
	7. AcPFC sends recommendation to the Chancellor for final action on the application for tenure.			<i>Chancellor</i> Office of the Chancellor
	8. Chancellor acts on the recommendation.			Board of Regents
	9. If recommended, sends the application to the BOR for approval.			
TOTAL		None	45 Working Days	



18. 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	
• Purchase Requisition form • Obligation Request form • Line Item Budget (if API) • Project Procurement Management Plan (PPMP)			• UIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff makes Purchase Request (PR) and OBR to be signed by the Dean 2. Submits PR and OBR with Line Item Budget (LIB) and Project Procurement Management Plan (PPMP) to the Budget Office	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	None	7 Working Days	<i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences <i>Budget Officer</i> Budget Office



	3. Approved PR with attached documents is submitted to (Bids and Awards Committee) BAC office for mode of procurement			<i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration or <i>Chancellor</i> Office of the Chancellor
	4. Supply and Property Management Office (SPMO) for procurement			<i>BAC Chair</i> Supply Property Management Office
TOTAL		None	7 Working Days	



19. 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		
Letter addressed to the Chancellor		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor through channels, If academic/ administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work. 2. Fills up UIS for travel order, if applicable	1. Dean, VCAA, and Chancellor endorses	None	3 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



20. 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		
• Travel Order • Approved letter of funding • Itinerary of the travel, Airline ticket, boarding passes, Certificate of Appearance, and other documentary requirements • DV, OBR		• Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR CA: 1. Submits travel order, itinerary of travel, airline tickets, and other documentary requirements. FOR Reimbursement/Liquidation: 1. Submits travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	1. Staff prepares DV and OBR. 2. Dean signs 3. Staff enters request in UIS 4. Staff submits the signed DV Budget, Accounting, and then OVCA 5. If all papers are complete, Cash office staff prepares and	None	7 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Cashier</i> Cash Office <i>Vice Chancellor for Administration</i> Office of the Vice Chancellor for Administration <i>Chancellor</i> Office of the Chancellor



	releases the signed check			
TOTAL		None	7 Working Days	



21. 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	
- Letter addressed to the UP President - Promotion instrument - Supporting documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion	1. CAPC reviews and evaluates application.	None	45 Working Days	<i>Applicant</i>
2. Self-evaluates based on the promotion instrument	2. Submits to HRDO for AcPFC.			CAPC
3. Prepares two sets of supporting documents	3. AcPFC reviews, evaluates, and recommends			<i>Dean</i> College of Social Sciences
4. If cross-ranking, prepares justification for cross- ranking	4. Chancellor recommends			AcPFC
	5. BOR if cross-ranking to Associate Professor and Full Professor			<i>Chancellor</i> Office of the Chancellor
TOTAL		None	45 Working Days	Board of Regents (if cross-ranking from Associate Professor to Full Professor)



22. 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		
- Letter addressed to the Chancellor thru channels - Proof of completion of MA/PhD degree - Publications if request is for automatic promotion with merit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of application for promotion together with supporting documents	1. CAPC reviews and evaluates application. 2. Submits to AcPFC for evaluation. 3. AcPFC reviews, evaluates, and recommends action to the Chancellor. 4. Chancellor reviews and acts on the recommendation.	None	20 Working Days	<i>Applicant</i> CAPC <i>Dean</i> College of Social Sciences AcPFC <i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Working Days	



23. 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		
LPP form		UIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills LPP form in UIS	1. Dean endorses 2. VCAA recommends 3. Chancellor approves or disapproves	None	3 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences <i>Chancellor</i> Office of the Chancellor
TOTAL		None	3 Working Days	



24. 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		
Letter of request		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	



25. 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		
Request letter		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair (if applicable) or Program Coordinator writes a letter of request for a faculty [endorsed by the Dean] addressed to the Dean of the concerned college.	1. The concerned faculty is asked for his/her availability	None	3 Working Days	<i>Department Chair or Program Coordinator</i> College of Social Sciences
2. The request includes the proposed schedule.	2. Servicing unit, either through the Dean or the faculty, replies in writing if the college can accommodate request or not			<i>Dean</i> College of Social Sciences
	3. If the servicing unit or college cannot accommodate the request, then the requester needs to look for their own lecturer			<i>Dean</i> College that is servicing the unit
TOTAL		None	3 Working Days	



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 or Division		All Colleges		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter to the Dean of the concerned department or college about the request for the specific data/document including the purpose of the request. 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	



27. 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	
• Application Letter Addressed to the Dean • CV • TOR			• 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.	None	45 Working Days	<i>Applicant</i> <i>Dean</i> College of Social Sciences CAPC AcPFC <i>Chancellor</i> Office of the Chancellor



	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. 7. Informs faculty to report for duty upon issuance of his/her appointment from the Office of the Chancellor			
TOTAL		None	45 Working Days	



28. 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		
- Request letter - Room Use Form		- 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	<i>Requester</i> <i>College Staff</i> College of Social Sciences <i>Dean</i> College of Social Sciences
TOTAL		None	1 Working Day	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: css.upcebu@up.edu.ph Call: (032) 232 8187 local 203 Write: The Dean College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	• 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.)



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	
- 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 – will be informed thru text or call	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
	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	
• Test Permit Slip • Ballpen and Pencil			Office of the Master of Education (M.Ed.) Program	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the M.Ed. Office to get the testing fee slip	1. Issues Testing Fee Slip	PHP600.00	5 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
2. Pays testing fee to Cashier's Office	2. Issues Official Receipt (O.R.)		10 Minutes	<i>Cash Office Staff</i> Cash Office
3. Presents official receipt (O.R.)	3. Copies Official Receipt (O.R.) number to the applicant's filled up Application Form and issues Test Permit Slip		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program



4. Takes the Master of Education Entrance Test (MEET) as per the scheduled date in the	4.1 The Office of Students Affairs (OSA) administers the IQ exam while the M.Ed. staff administers the ESSAY test		1 Day	OSA Staff Office of Students' Affairs M.Ed. Staff Office of the Master of Education Program
approved M.Ed. Program academic calendar	4.2 Checks the examinations administered		17 Days	OSA Examiner & Corrector (for the IQ part) Office of Students' Affairs 3 M.Ed. Faculty Members (for the Essay Part) M.Ed. Program
5. Gets the examination result as per scheduled date of releasing	5. Releases test results		1 Day	M.Ed. Staff 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		
• 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		• Office of the Master of Education (M.Ed.) Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicant submits and secures a medical certificate from UP clinic	1. Checks requirements and issues medical certificate	Tuition Fees: P 600/unit	15 Minutes	<i>HSU Staff Health Services Unit</i>



2. Enrollee submits all required documents to the Office of the University Registrar (OUR)	a. Receives and checks the documents	(P 3,600 for 6 units, which is the regular load of an M.Ed. student per semester Miscellaneous Fees: P 895	20 Minutes	<i>OUR Staff</i> Office of the University Registrar
	2.2 Encodes the enrollee to SAIS website and issues his/her SAIS account.		20 Minutes	<i>OUR Staff</i> Office of the University Registrar
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>Cash Office Staff</i> Cash Office
5. Goes to the staff of the CSS College Secretary for final encoding in the SAIS website and stamping registered of his/her Form 5	5. Encodes in the SAIS website, stamps registered the UP Form 5 and releases the student's copy to the enrollee		15 Minutes	<i>CSS College Secretary</i> Office of the College Secretary
TOTAL		Case-to-case basis	2 Hours	



4. Enrollment of Continuing Students to the Graduate Program

The Master of Education Program prepares the subjects to be offered every trimester and plots the schedule for all continuing and returning students.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		1 st to 3 rd year continuing and returning students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two printed copies of temporary Form 5A		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 Biology Majors: PHP400.00 Chemistry Majors: PHP100.00 Physics Majors: PHP100.00 (Lab fees are additional fees on top of the students' regular load)	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		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.)		20 Minutes	<i>Cash Office Staff</i> Cash Office



3. Goes to the staff of the CSS College Secretary for final encoding in the SAIS website and stamping registered of his/her Form 5	3. Encodes in the SAIS website, stamps registered the UP Form 5 and releases the student's copy to the enrollee		15 Minutes	CSS College Secretary Office of the College Secretary
TOTAL		Case-to-case basis	1 Hour, 5 Minutes	



INTERNAL SERVICES

1. Administer the Online Students Evaluation of Teachers (SET)

The online Student Evaluation of Teachers (SET) is done every trimester to all M.Ed. Program classes. The students' faculty evaluation results will be generated thru the website and printed. Copies of which will be submitted to the Chancellor, Dean and the each faculty will be given a copy of their evaluation results.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Currently enrolled M.Ed. students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Generated Username and Password for the Online SET			Office of the Master of Education (M.Ed.) Program	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officially enrolled students get their generated username and passwords	1.1 Encodes the names of the faculty, subjects handled, and other information to the Online SET website	None	40 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education Program
	1.2 Gets the names of the officially enrolled students from the SAIS website which is needed in generating the username and passwords		1 Hour	<i>M.Ed. Staff</i> Office of the Master of Education
	1.3 Generates the student's username and passwords for the Online SET		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education



2. Logs in to the website and do the Online evaluation of their teachers for all the subjects taken	2.1 Assists and facilitates the students' evaluation of their teachers per subject. Makes sure that all students have done the online evaluation.		2 Days	<i>M.Ed. Staff</i> Office of the Master of Education
	2.2 Prints the evaluation results and distributes them to the concerned faculty, College Dean, and the Office of the Chancellor		3 Hours	<i>M.Ed. Staff</i> Office of the Master of Education
	3. Keeps copies of the SET in the M.Ed. office for filing		10 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education
TOTAL		None	2 Days, 5 Hours	



2. Preparation of Lecturer/s Renewal of Appointments

The Office of the Master of Education (M.Ed.) Program prepares all the necessary documents needed for the hiring of new faculty/renewal of appointments of lecturers.

Office or Division		College of Social Sciences (M.Ed. Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty Lecturers for Renewal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty Lecturer undergoes with all the medical laboratories as required for his/her renewal of appointment and submits the results to UP clinic for issuance of medical certificate after thorough checking of the lab. results	1. Receives and thoroughly checks the laboratory results and issues a medical certificate	None	30 Minutes	<i>HSU Staff</i> Health Services Unit
2. The faculty then submits the medical certificate to the staff of the M.Ed. program	2.1 Receives the medical certificate and prepares the needed forms and other documents for the renewal of the faculty lecturer		2 Days	<i>M.Ed. Staff</i> Office of the Master of Education
	2.2 Writes and prepares the letter for renewal and justifications.		2 Days	<i>M.Ed. Program Coordinator</i> Office of the Master of Education



	2.3 Submits the renewal documents to HRDO to be included in the scheduled meeting		30 Minutes	<i>M.Ed. Staff</i> Office of the Master of Education
TOTAL		None	2 Days, 1 Hour	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: med.upcebu@up.edu.ph Call: (032) 232 8187 local 204 Write: The M.Ed. Coordinator Master of Education Program College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	• All feedbacks/complaints will be received with utmost professionalism and courtesy. • Expect an acknowledgement from the staff three working days upon receipt of email. • The feedback/complaint will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action. • The complainant will be informed of the response/action on their feedback/complaint.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	



UP CEBU HIGH SCHOOL PROGRAM



EXTERNAL SERVICES

1. Application to the Junior and Senior High Schools

UP High School Cebu is envisioned to be the center of excellence in basic education for instruction, research, and extension that helps build a just and humane society through quality education and democratized access.

Office or Division		College of Social Sciences (High School Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Grade 6 graduates, Grade 10 completers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
● Application Form		● Office of the High School Principal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes application guidelines	1. Office Clerk accepts application form	PHP300.00	15 Minutes	Office staff Office of the High School Program
2. Submits complete requirements	2. Admission Committee evaluates credentials submitted		15 Minutes	Application Committee Office of the High School Program
3. Fills up application form	3. Reviews application form		15 Minutes	Office staff Office of the High School Program
4. Pays processing fees at the Cashier’s office)	4. Conducts individual interview of applicants.		30 Minutes	
5. Qualified applicants claims test permits	5. Approves qualified applicants.		5 Minutes	
6. Gets Test Results	6. Releases test permits.		5 Minutes	
	7. Releases Test Results			



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		
Admission Form		Office of the High School Principal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes requirements for enrollment	1. Office staff accepts required documents (medical, report card, etc.)	None	4 Hours	Office Staff Office of the High School Program
2. Submits all required credentials	2. Office staff evaluates credentials submitted			H.S. Faculty Office of the Faculty
3. Fills out the enrollment form	3. Issues enrollment forms			Office Staff Office of the High School Program
4. Follows enrollment procedures	4. Accepts the official enrollment form			Homeroom Adviser Year level Classroom
TOTAL		None	4 Hours	



INTERNAL SERVICES

1. Administer the Students Evaluation of Teachers (SET)

The Student Evaluation of Teachers (SET) is done every semester to all High School classes. The students' faculty evaluation results will be encoded and tallied to get the average rating. Copies of which will be submitted to the Chancellor, Dean and each faculty will be given a copy of their evaluation results.

Office or Division		College of Social Sciences (High School Program)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Currently enrolled High School students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed copy of the SET		Office of the High School Program		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officially enrolled students gets their own copy	1.1 Encodes the names of the faculty, subjects handled, and other information	None	30 Minutes	High School Staff Office of the High School Program
	1.2 Distributes copies of SET to the teachers in-charge of evaluation		10 Minutes	
	1.3 Encoding of Student's responses		20 Hours	
2. Encoding of the Final Rating	2.1 Assists and facilitates the students' evaluation of their teachers per subject. Makes sure that all students have done the evaluation.		30 Minutes	
			5 Minutes	
	2.2 Prints the evaluation results and distributes them to the concerned faculty, College Dean, and the Office of the Chancellor		30 Minutes	
3. Checking all entries of the SET of their teachers for all the	3.1 Keeps copies of the SET in the High School office for filing		10 Minutes	



subjects taken				
TOTAL		None	2 Days, 2 Hours, 15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: uphigh.upcebu@up.edu.ph Call: (032) 232 8187 local 301 Write: The Principal UP High School Cebu College of Social Sciences University of the Philippines Cebu Gorordo Ave., Lahug Cebu City
Action on feedbacks/complaints	● All feedbacks/complaints will be received with utmost professionalism and courtesy. ● Expect an acknowledgement from the staff three working days upon receipt of email. ● The feedback/complaint will be reviewed and forwarded to the unit/person concerned for immediate and appropriate response or action. ● The complainant will be informed of the response/action on their feedback/complaint.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	



SCHOOL OF MANAGEMENT (SoM)



EXTERNAL SERVICES

1. ENDORSEMENT OF REQUEST FOR THE USE OF ROOMS / FACILITIES

Processing of endorsement of requests for the use of UP Cebu Rooms / Facilities

Office of Division	All Colleges			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Requester			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter Room Use Form			Requestor UP Cebu Website (upcebu.edu.ph)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Room Use Form.				
2. Submits the form to the College Staff of the college where the room/facility requested is located.	2.1 College Staff checks the availability of room/facility. 2.2 Dean endorses the request.		3 Minutes 3 Minutes	<i>College Staff</i> College <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 5PM but pay for the use of the aircon unit (P50/unit/hr) If outsiders, SoM room rental as follows: Regular Room with 2 ACU = P300/hr Small room with 2 ACU = P250/hr Small room with 1 ACU = P200/hr Multimedia Projector = P150/hr Sound System P100/hr	30 Minutes (if payment is required)	
	TOTAL		2 hours	



2. HIRING OF NEW FACULTY

Process of hiring new faculty for the college.

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		New Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter (1 original) Curriculum Vitae (1 original) Teaching Demo (1 electronic) Justification (1 original, 1 photocopy) Transcript of Records (1 photocopy) Diploma (1 photocopy) Other requirements (2 original each)			Applicant Human Resource Department Office (HRDO)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for schedule for teaching demo	1. The Dean schedules the applicant for a Teaching Demo	None	1 Day	Dean College



2. Teaching demo and panel interview	2.1 The Dean, College Academic Program Committee and Faculty members evaluates the applicant using the Hiring of New Faculty Evaluation Form from HRDO
	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 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>Dean</i> College <i>College Academic Program Committee (CAPC)</i> College
1 Day	<i>Dean</i> College <i>CAPC</i> College
1 Day	<i>College Staff</i> College <i>Head</i> HRDO



3. Submits the requirements to the HRDO	3. HRDO Staff accepts the requirements.
TOTAL	

None

1 Day	<i>HRDO Staff</i> Human Resource Department Office
5 days	



3. HIRING PROCEDURE OF NEW FACULTY (FULL TIME AND LECTURER)

Process of hiring new faculty/lecturer for the college.

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to the Dean (1 original) Curriculum Vitae (1 original) Transcript of Records (1 photocopy)		Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents to the Office of the Dean	1.1 Dean receives the applications.	None	1 Day	Dean College
	1.2 CAPC reviews the applications based on hiring criteria and schedules interviews and demo teaching of short-listed applicants.		1 Day	College Academic Program Committee (CAPC) College
	1.3 College informs non-shortlisted applicants of the result of their application		1 Day	Staff College
	1.4 College calls short-listed applicants for interview and demo teaching and submission of other requirements.		3 Days	Staff College



	1.5 CAPC conducts interviews, observe demo teaching, review other requirements, evaluate and rate short listed applicants, and submit		7 Days	<i>College Academic Program Committee (CAPC) College</i>
	endorsement to APFC through HRDO. 1.6 HRDO informs the college when the APFC will convene to discuss the applications. 1.7 APFC forwards their recommendation to the Chancellor. 1.8 College Staff informs the recommended faculty of the decision of the Chancellor. 1.9 College Staff informs faculty to submit necessary documents to the HRDO		5 Days 1 Day 1 Day	<i>Staff Human Resource Development Office</i> <i>Academic Personnel Fellowship Committee (APFC)</i> <i>Chancellor Office of the Chancellor</i> <i>Staff College</i>
2. Submit all required documents (assume within 7 days)	2.1 HRDO receives all documents 2.2. HRDO issues notice of appointment 2.3 College staff informs the new faculty when to report for duty		1 Day 1 Day 1 Day	<i>Staff Human Resource Development Office</i> <i>Chancellor Office of the Chancellor</i>





4. SUGGESTION FROM OTHER STAKEHOLDERS

Stakeholders who want to submit suggestions for the college.

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Non-student Stakeholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email account			Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Emails suggestions to som.upcebu@up.edu.ph	1.1 College Staff acknowledges the receipt of email.	None	1 Day	<i>College Staff</i> 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	<i>Concerned party</i>
	1.4 College Staff replies to the email with the response of the concerned party within the day.		5 Minutes	<i>College Staff</i> College
TOTAL		None	3 Days	



INTERNAL SERVICES

1. APPLICATION FOR AUTHORITY TO TRAVEL ABROAD

Application process for UP employees to apply for authority to travel abroad

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A request letter addressed to the Chancellor (1 original) UIS account		Requestor Information Technology Center (ITC)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter addressed to the Chancellor through channels. If academic/administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work.	1.1 CAPC endorses the request VCAA endorse the letter.	None	1 Hour	CAPC College
	1.2 Dean endorses the request		1 Hour	Dean College
	1.3 VCAA endorses the request		3 Hours	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.4 Once approved, the Office of the Chancellor issues the Authority to Travel Abroad		1 Day	Chancellor Office of the Chancellor



2. Encodes the approved request in UIS: International Travel				Requester
TOTAL		None	2 Days	



2. APPLICATION FOR FACULTY CLEARANCE (University Clearance)

Clearance process for Academic Personnel

Office of Division	School of Management			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Academic Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Form (x copies)			Human Resource Department Office (HRDO)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the clearance form and have it signed by concerned academic and administrative heads	1.1 Program Adviser/Coordinator, College Secretary, and Dean signs the form	None	1 Day	<i>Program Adviser</i> College
	1.2 Administrative Heads signs the form. These are the following offices: -Library -Financial/Accounting -Property (SPMO) -Cash Office -Research (CVSC) -Health Services Unit -HRDO -UP Cooperative -Legal Office -OUR for Academic responsibilities -Vice-Chancellor for Administration		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



	-Vice-Chancellor for Academic Affairs -Chancellor			
TOTAL		None	4 Days	



3. APPLICATION FOR FACULTY GRANT

Grant Application process for faculty

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Faculty Grant Form			College Administrative Staff	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for Faculty Grant	CVSC makes the announcement	None		<i>Applicant</i>
2. Submits the form with supporting documents to the Dean for endorsement	Dean endorses the application		30 Minutes	<i>Dean</i>



2. Submits the form to CVSC through the office staff	2.1 Staff submits CVSC for review and endorsement		4 Days	College Staff CVSC Director
	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	Vice-Chancellor for Academic Affairs
	2.3 CVSC informs college that the grant was approved (or not approved)		1 Day	Chancellor Office of the Chancellor
	2.4 Once grant is approved, CVSC prepares the contract		15 Days	CVSC College Staff
3. Faculty signs the contract	3.1 Staff forwards the contract to the		10 Minutes	Legal Office Staff



and returns the contract to the college staff (assume 1 day)	Chancellor. 3.2 Once signed, the contract will be notarized 3.3 Gives notarized contract back to the college 3.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.		5 Days 10 Minutes 3 Days	College Chancellor Office of the Chancellor Staff Legal Office Staff College Staff Office of the Vice Chancellor for Administration
4. Applicant picks up the check from the Cash Office				Applicant
TOTAL		None	30 Days	



4. APPLICATION FOR LEAVE (UP Cebu-HRDO Form 6a)

Leave application for academic personnel

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the form and submits it to the College Staff for the Dean's approval	1.1 College Staff receives it and forwards it to the Dean for the approval of the request 1.2 Submits to HRDO.	None	1 Hour 10 Minutes	<i>College Staff</i> College <i>Dean</i> College <i>HRDO staff</i> Human Resource Development Office
TOTAL		None	1 Hour, 10 Minutes	



5. APPLICATION FOR LEAVE WITHOUT PAY

Leave without pay application for academic personnel

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Leave Form		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor, through channels, three (3) months before the affected semester.	1.1 CAPC recommends, and Dean endorses the request.	None	1 Day	CAPC College Dean College
2. Fills up the Leave Form.	1.2 Forwards to the OVCAA for endorsement for approval.		1 Day	Vice-Chancellor for Academic Affairs Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request.		2 Days	Chancellor Office of the Chancellor
TOTAL		None	4 Days	



6. APPLICATION FOR LOCAL TRAVEL ORDER (non-official)

Local Travel Order Application process

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
UIS account			uis.up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up University Information System (UIS)	1.1 Forwards request to the Dean for endorsement	None	1 Day	Dean College
	1.2 Forwards to the Chancellor for approval		1 Day	Chancellor Office of the Chancellor
2. Prints approved request from University Information System (UIS) and submits to the college staff	2.1 Staff receives the printed approval and files it			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
Submits a letter of application for promotion. The following are the attachments: 1. Self-evaluation based on the promotion instrument. 2. Two sets of supporting documents. 3. If cross-ranking, prepare a justification for cross-ranking.	1.1 CAPC reviews and evaluates the application.	None	5 Days	CAPC College
	1.2 Submits to HRDO for APFC (wait for APFC meeting).		15 Days	HRDO
	1.3 APFC reviews, evaluates and recommends		10 Days	APFC
	1.4 Chancellor recommends		10 Days	Office of the Vice-Chancellor for Academic Affairs
	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		None	60 Days	



8. APPLICATION FOR RESEARCH GRANT

Application for faculty to apply for a research grant through the Central Visayas Studies Center (CVSC)

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Grant Form (1 copy)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Waits for the call for a research grant	CVSC makes the announcement			
2. Writes a letter and attach the CVSC research template				Applicant
3. Submits to the Dean for endorsement	3.1 Dean endorses the form.		30 Minutes	Dean College
	3.2 College Staff forwards it to CVSC		15 Minutes	College Staff College
	3.3 CVSC sends the research document out for peer review		20 Days	CVSC Staff
	3.4 CVSC returns the proposal to the faculty for revisions		1 Day	CVSC



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
	4.2 VCAA endorses the proposal for Chancellor's approval.		1 Day	CVSC Vice-Chancellor for Academic Affairs (VCAA)
	4.3 CVSC processes the research contract and returns it to faculty for signature		10 Days	Staff 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.		10 Minutes	Staff College
	5.2 Once signed, the contract will be notarized		5 Days	Chancellor Office of the Chancellor
	5.3 Gives notarized contract back to the college		10 Minutes	Staff College
	5.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.		3 Days	staff Office of the Vice Chancellor for Academic Affairs
6. 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. Submits a letter addressed to the Chancellor (through channels), 3 months prior to the affected semester. Also submit the certification of funding (if applicable)	1.1 CAPC reviews and recommends the application. 1.2 Dean endorses the application.		1 Day 30 Minutes	CAPC College Dean College
	College Staff forwards applications to CVSC for endorsement.		2 Days	CVSC Staff CVSC
	If three (3) units only, Dean approves the application. If more than three units, the request goes to the HRDO and APFC for recommendation and then to the Chancellor for approval.		30 Minutes 20 Days (if more than 3 units)	Dean College HRDO staff APFC VCAA Chancellor Office of the Chancellor



TOTAL	None	4 Days (if 3 units) 25 Days (if more than 3 units)	



10. APPLICATION FOR STUDY LEAVE / FELLOWSHIP

Study Leave application process for academic personnel

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request (1 copy) Leave form (1 copy)			Personal College Staff	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter addressed to the Chancellor, through channels, one (1) semester before the affected semester and fill up the leave form	1.1 CAPC endorses the form for approval.	None	1 Day	CAPC College
	1.2 Dean endorses form for approval		30 Minutes	Dean College
	1.3 College Staff forwards the form to HRDO for APFC deliberation.		30 Minutes	College Staff College
	1.4 College Staff forwards the form to HRDO for APFC deliberation. Waits for the schedule.		15 Days	HRDO staff
	1.5 APFC / VCAA endorses the form for approval.		1 Day	APFC / Vice-Chancellor for Academic Affairs (VCAA)



HRDO

Vice-Chancellor for Academic
Affairs (VCAA)

	1.6 The Chancellor approves requests.		1 Day	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. Submits a letter of application for tenure to the Dean of the College with supporting documents.	1.1 Dean sends the letter, together with the tenure evaluation form and supporting documents, to the CAPC for evaluation.	None	2 Hours	Dean College
	1.2 If all papers are complete, CAPC endorses the application for evaluation by the tenured faculty of the college.		1 Day	CAPC College
	1.3 Dean calls a meeting with the tenured faculty to evaluate the application and attachments.		3 Days lead time	
			1 Day	Dean



	1.4 Tenured faculty endorses based on the application, tenure evaluation form, and other supporting documents.		3 Days	<i>Tenured Faculty</i>
	1.5 Dean sends a Recommendation of tenured Faculty, together with all supporting documents, to HRDO for APFC evaluation and endorsement. 1.6 Makes the cover letter indicating the decision of the majority on the tenure application. 1.7 Waits for the APFC schedule. APFC reviews the recommendation in step 1.5 and acts on the recommendation. 1.8 APFC sends the recommendation to the Chancellor for final action on the application for tenure. 1.9 The Chancellor acts on the recommendation. 1.10 If recommended, sends the application to the BOR for approval.		15 Days 1 Day 1 Day	<i>Dean HRD O Staff HRDO</i> <i>APFC Office of the Vice-Chancellor for Academic Affairs</i> <i>Chancellor Office of the Chancellor</i> <i>Board of Regents Office of the Secretary of the University</i>



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. Presents the acceptance letter	MBA Staff fills out the payment slip with the amount required and gives it to the enrollee.	None	10 Minutes	<i>MBA Staff</i> College
2. Pays all required courses	Cash office staff receives payment and signs the payment slip, and issues an OR	PHP 9,400 for all courses	5 Minutes	<i>Cashier</i> Cash Office
3. Returns the payment slip to the SoM staff with the signature of the cash office	MBA Staff receives the payment slip			<i>MBA Staff</i> College
TOTAL		PHP 9,400	15 Minutes	



13. Application to MBA Comprehensive Exam

MBA Comprehensive Exam application process for graduating MBA students

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	MBA Students who have completed their required courses with GWA of 2.000 or better			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Comprehensive Exam (1 copy)		School of Management Office		
Certificate of GWA (1 copy)		Office of the College Secretary		
UP Form 5 (1 copy)		Office of the Vice-Chancellor for Administration (OVCA)		
Events Form (1 copy)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for GWA	OCS Staff issues a certificate of GWA	PHP 50	3 Days	OCS Staff Office of the College Secretary
2. Submits an Application for Comprehensive Exam together with Certificate of GWA	1.1 MBA Staff receives the documents 1.2 MBA Staff fills out the payment slip with the amount required.		5 Minutes	MBA Staff College
3. Pays for the Comprehensive Exam	Cash office staff receives the payment	PHP 200	10 Minutes	Cash Office Staff Cash Office
Before the Comprehensive Exam				
4. Provides two (2) USB drives two (2) weeks	MBA Staff receives the USB drives and assigns codes to it for usage on the		1 Day	Dean College



before the exam date	exam date			
5. Block Representative writes a letter requesting for the use of the	MBA Staff receives the letter request and have the Program Coordinator and Dean endorse the letter.		1 Day	<i>Program Coordinator</i> College
computer laboratory and technical assistance Attachment: OVCA Events form to	MBA Staff forwards it to the concerned			<i>Dean</i> College <i>MBA Staff</i> College
6. Pays the required amount	Cash office staff receives payment	PHP 450 / hour; up to PHP 5,850.00	10 Minutes	<i>Cash Office Staff</i> Cash Office
7. Pays the technical Staff their honorarium		Technical Staff's hourly rate		<i>Dean</i> College
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. Submits a Transcript of Records (TOR) for evaluation through email	MBA Staff evaluates the TOR If the applicant is qualified, MBA Staff sends an email with the list of requirements; else MBA Staff sends an email for the applicant to apply next time with the initial requirements	None	1 Hour 1 Hour	MBA Staff College
2. Submits all MPAT requirements	MBA Staff sends an email with the details for online payment		1 Hour	
3. Pays the MPAT fee and emails the proof of payment	3.1 MBA Staff upload and encodes details	PHP700.00	5 mins	Cash Office Staff



to mba.upcebu@up.edu.ph (accepts online payment)	based on the proof of payment received 3.2 Cash office staff verifies payments and issues OR			Cash Office
TOTAL		PHP700.00	3 Hours and 5 mins	



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	
SoM Online Room Reservation			School of Management Admin Office	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Reservation Form and submits to the College Staff.	College Staff checks the availability of the requested room If for academic use If for non-academic usage and will use the air-conditioning unit LCD Projector use	None PHP 50 / unit x no. of hours PHP 150 / unit x no. of hours	2 Minutes	<i>College Staff</i> College
2. Gets an approval of the Dean	Dean approves the request		2 Minutes	<i>Dean</i> College
3. Submits the approved Reservation Form to the Cashier and pay the fees	Cash office staff receives payment		5 Minutes	<i>Cash Office Staff</i> Cash Office
4. Submits the paid form to the College Staff	College Staff receives the form and confirms the reservation of the Room		2 Minutes	<i>College Staff</i> College



	TOTAL	Academic Use - PHP 50/unit x no. of hours	12 Minutes	
		Non-academic use - PHP 150 / unit x no. of hours		



16. CONSULTATION SERVICES

Process for procuring consultations with faculty

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Appointment		Faculty, College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for an appointment through the College Staff	1.1 College Staff receives the request and contacts the concerned Faculty	None	30 Minutes	<i>College Staff</i>
	1.2 Faculty gives consent		10 Minutes	<i>College</i>
	1.3 College Staff informs the student		10 Minutes	<i>Faculty</i>
				<i>College</i>
TOTAL		None	50 Minutes	



17. REQUESTING FOR COURSE OFFERINGS

Process for requesting of course offerings from another college.

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request (1 original copy)			Program Coordinator of requesting college	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Program Coordinator writes a letter of request for a course addressed to the Dean of the servicing unit. The request includes the proposed schedule	Dean of the servicing unit receives the request and identifies the faculty who is available to handle the requested course. Servicing unit replies in writing the approval of the requests, including changes made to the proposed schedule.	None	3 Days 3 Days	<i>Dean</i> College of servicing unit
TOTAL		None	6 Days	



18. PREPARATION OF LECTURER'S MONTHLY SALARY

Process of preparation of lecturer's monthly salary by the assigned Staff

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Lecturer		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Daily Time Record (DTR)			School of Management	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your signed DTR to the College Staff	1.1 College staff prepares Disbursement Voucher (DV), Obligation Request & Status (OBR), sign-in to UIS for Disbursement Voucher Number, and submit them to the Budget Office (with notice of appointment in the first month). Documents must have a DRS (Data Routing Slip) sticker.		3 Days	<i>College Staff</i> College <i>Budget Staff</i> Budget Office <i>Accounting Staff</i> Accounting Office <i>Cash Office Staff</i> Cash Office



	1.2 Processing and signing of checks. For checks above PHP 100,000, the Chancellor's signature is required.		3 Days	Dean College <i>Vice-Chancellor for Administration</i> Office of the Vice-Chancellor for Administration <i>Chancellor</i> Office of the Chancellor
	1.3 When the check is available, College Staff informs the lecturer to pick up the check	None	10 Minutes	<i>College Staff</i> College
2. Picks up the Check at the Cash Office			10 Minutes	<i>Cash Office Staff</i> Cash Office
TOTAL			6 Days, 20 Minutes	



19. PROCESSING OF CASH ADVANCE (CA) /REIMBURSEMENT/LIQUIDATION

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		
1. Travel Order (1 original) 2. Itinerary of the Travel (1 original, 2 photocopies) 3. Airline Ticket (1 photocopy) 4. Boarding Passes (1 photocopy) 5. Certificate of Appearance and other documentary requirements (1 original) 6. Approved Letter of Funding (1 original, 2 photocopies) 7. Disbursement Voucher (DV, 1 original, 2 photocopies) 8. Obligation Request (OBR, 1 original, 2 photocopies) 9. Certificate of Travel Completed (1 original, 2 photocopies)		Applicant (Faculty / Admin Staff)		
		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Cash Advance: Submits 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	<i>Accounting Staff</i> Accounting Office
	Submits the signed Itinerary of			

For CA Liquidation: Submits the travel order, itinerary of travel, airline ticket, boarding pass, certificate of appearance, photos, and other documentary requirements	Travel, DV & ObR to Budget, Accounting, and then OVCA		30 Minutes	<i>Vice-Chancellor for Administration</i>
	If all documents are complete, the Cash office prepares and releases the signed check		2 Hours	Office of the Vice-Chancellor for Administration
	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		30 Minutes	<i>Cash Office Staff</i> Cash Office
	The traveler & Dean signs the Liquidation Report, Certificate of Travel Completed and Itinerary of Travel.		15 Minutes	
	Submits signed documents together with the supporting documents to the Accounting office for checking and approval to the Chief Accountant		2 Hours	
For CA Reimbursement:			2 days	



	College staff prepares Disbursement Voucher & Obligation Request Dean signs the Disbursement Voucher & Obligation Request College Staff submits the DV, ObR, and attaches the approved			
	documents by the Chief Accountant such as CA Liquidation Report, Itinerary Travel, Certificate of Travel Completed, and other necessary documents to the Budget office, Accounting, OVCA & Cash office.			
TOTAL		None	6 Days	



20. RENEWAL OF APPOINTMENT OF FACULTY

Process of Renewal of a faculty's appointment for the next academic term/s

Office of Division	School of Management			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		Requesting Program Coordinator / Department Chair		
SET (1 original)		College Staff		
Justification for Renewal (1 original)				
Annual Academic Loading (1 original)				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels two (2) months before the term starts. Attaches the following documents: Justification of Renewal with CAPC endorsement, recent SET of Faculty, Annual Academic Loading of Faculty	1.1 College Staff receives the documents for endorsement by the CAPC.	None	1 Day	<i>College Staff</i> 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	<i>AcPFC</i> Office of the Vice-Chancellor for Academic Affairs (OVCAA)
	1.2 APFC forwards the request to the Chancellor for approval		3 Days	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	24 Days	



21. RENEWAL OF APPOINTMENT OF LECTURERS

Process of renewal of appointment of lecturers for the next academic term/s

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Lecturer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original) Justification of the Renewal Appointment (1 original) Basic Paper (1 original) Student Evaluation for Teaching Result (SET, 1 original) Tentative Faculty Loading (1 original)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Program Coordinator prepares the faculty loading for the entire year or for the remaining semester, approved by the Dean	None	5 Days	<i>Program Coordinator</i> College
	Program Coordinator / Dean writes a letter addressed to the Chancellor through channels to request the renewal of the faculty with attachments endorsed by the CAPC. Attached are the justification of the renewal / appointment, basic papers, student evaluation for teaching results, and the Tentative Faculty		5 Days	<i>Program Coordinator / Dean</i> College



	Loading			
	College Staff forwards the request and other attachments to the		10 Minutes	<i>College Staff</i> College
	HRDO for APFC review, endorsement, and approval of the Chancellor. Wait for APFC meeting.		15 Days	<i>HRDO Staff</i> Human Resource Development Office <i>APFC</i> Office of the Vice-Chancellor for Academic Affairs <i>Chancellor</i> Office of the Chancellor
	HRDO issues the Notice of Appointment (NOA) and informs the college. College Staff picks up the NOA.		1 Day	<i>HRDO Staff</i> Human Resource Development Office
	College Staff informs the lecturer/s of the NOA		2 Minutes	<i>College Staff</i> College
Lecturer picks up the NOA	College Staff releases the NOA		2 Minutes	<i>College Staff</i> College
TOTAL		None	26 Days, 14 Minutes	



22. REQUEST AUTHORITY TO HIRE AN ACADEMIC PERSONNEL

The college requests permission to hire academic personnel

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Department Chair / Program Coordinator		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request Academic Loading		Applicant College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department Chair / Program Coordinator writes letter addressed to the Chancellor through channels asking for authority to hire new faculty (3 months before the start of the term). Attach the academic loading for the entire academic year or the remaining sem/trimesters.	1.1 CAPC endorses the request and forwards the letter and the attachments to HRDO for APFC review and endorsement.	None	1 Day	<i>Program Coordinator</i> College
	1.2 Waits for the scheduled APFC meeting		17 Days	<i>Dean</i> College
	1.3 APFC forwards the request to the Chancellor for approval.		1 Day	<i>HRDO Staff</i> HRDO
	1.4 Chancellor approves		1 Day	<i>APFC</i> OVCAA
	1.5 Approval goes back to the college staff and Staff informs the department chair/dean.			<i>Chancellor</i> Office of the Chancellor <i>Staff</i>



				College
TOTAL			20 Days	



23. REQUEST FOR AUTHENTICATION OF DOCUMENTS / CERTIFICATES

Process wherein a requestor asks for his/her documents to be authenticated by the college

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document for Authentication Some documents that are authenticated (but not limited to):		Requestor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the document for authentication to the College Staff	1.1 College Staff accepts the document/s and countersigns for authentication to the relevant party.	None	30 Minutes	<i>College Staff</i> College
	1.2 College Secretary / Dean signs the document/s.		30 Minutes	<i>College Secretary</i> Office of the College Secretary <i>Dean</i> College
	1.3 College Staff releases the document/s to the requestor		1 Minute	<i>College Staff</i> College
TOTAL		None	1 Hour, 1 Minute	



24. REQUEST FOR FACULTY FROM OTHER COLLEGES

Request for acquiring the services of a faculty member from another college

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Proposed Schedule		Program Coordinator as Requester		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request for a faculty (endorsed by your Dean) addressed to the Dean of the college where the faculty currently belongs. The request includes the proposed schedule.	1. The college asks the faculty for his / her availability The servicing unit, either through the Dean or the Faculty, replies in writing if the college can accommodate the request. If the request cannot be accommodated, the requester has to look for a lecturer.	None	3 Days	<i>Dean</i> College of requesting unit <i>Faculty</i> College of servicing unit <i>Dean</i> College of servicing unit
TOTAL		None	3 Days	



25. REQUEST FOR LIMITED PRACTICE OF PROFESSION

Current faculty's request for permission for limited practice of his/her profession.

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Limited Practice of Profession Form		UIS (http://uis.up.edu.ph)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in and fills up form in UIS	1.1 Dean endorses request in UIS	None	1 Hour	<i>Dean</i> College
	1.2 VCAA endorses request in UIS		4 Hours	<i>Vice-Chancellor for Academic Affairs</i> Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves/disapproves request in UIS		4 Hours	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	9 Hours	



26. REQUEST FOR OFFICIAL DATA / INFORMATION

Process for a UP Faculty/student to request official data/information that is within the limits of the Data Privacy Act (RA 10173)

Office of Division		School of Management		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Faculty / Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Dean about the request for the specific data/document, including the purpose of the request.	The Dean gets clearance from legal. Once cleared by legal, forwards the request to the concerned department/unit.	None	5 Days 10 Minutes	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		1 Minute	College Staff College
TOTAL		None	5 days, 11 Minutes	



27. REQUEST FOR OFFICIAL TIME

Current faculty's request for an official time from the Chancellor

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter addressed to the Chancellor (1 original) Request for Official Time, if applicable		Applicant UIS - http://uis.up.edu.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter addressed to the Chancellor through channels. If academic /administrative work is going to be affected, indicate your plan to cover or make up for missed classes and administrative work. Fills up UIS for travel order, if applicable.	1.1 Dean endorses the request.	None	1 Hour	<i>Dean</i> College
	1.2 VCAA endorses the request.		4 Hours	<i>Vice-Chancellor for Academic Affairs (VCAA)</i> Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request		4 Hours	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	9 Hours	



28. REQUEST FOR OFFICIAL TRAVEL ORDER

Process of requesting for Official Travel Order

Office of Division	School of Management			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Faculty, Staff, and Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter addressed to the Chancellor Itinerary (1 original) UIS account Line Item Budget (1 original) Obligation Request (OBR, 1 original) Disbursement Voucher (DV, 1 original) Approved Travel Order (1 original)			Applicant http://uis.up.edu.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a request letter addressed to the Chancellor, through channels, detailing why, when, and where. Include flight details if outside Cebu, line-item budget if the travel requires funding. Accesses and fills up UIS: Request for Travel	1. Submits the letter to the College Staff for endorsement of the Dean. Dean endorses the request.	None	4 Hours	<i>College Staff</i> College <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	<i>Chancellor</i> 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 Colleg e 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: - Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper - Official information about the conference - Abstract of the paper (For associate and full professors, this must include the citation of the ISI-indexed publication to be presented at the conference.)			http://cvsc.upcebu.edu.ph/index.php/downloadable-forms/ Applicant Organizer	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with the accomplished application form and attach supporting documents to the College Staff	1.1 College Staff receives a request with attachments for endorsement of the Dean Dean endorses the request. The college staff sends the request to the CVSC office.	None	10 Minutes 30 Minutes 10 Minutes	<i>College Staff</i> College <i>Dean</i> College <i>College Staff</i> College



	1.2 CVSC Director reviews the document and endorses the request		3 Days	<i>CVSC Director</i> Central Visayas Studies Center
	1.3 VCAA reviews and endorses the		4 Hours	<i>Vice-Chancellor for</i>

	request.			<i>Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.4 Chancellor approves the request.		4 Hours	<i>Chancellor</i> Office of the Chancellor
	1.5 Once approved, the College Staff prepared the Disbursement Voucher and Obligation Request and Status. Dean endorses the release of payment		4 Hours 10 Minutes	<i>College Staff</i> College <i>Dean</i> College
	1.6 OVCAA endorses the release of payment.		4 Hours	<i>Vice-Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs
	1.7 Chancellor approves the release of payment.		4 Hours	<i>Chancellor</i> Office of the Chancellor
	1.8 College Staff inputs request in UIS. The Cashier prepares the check for signature. Then routes it for signature		1 Hour 4 Hours	<i>College Staff</i> College <i>Cash Office Staff</i> Cash Office



	College Staff informs the applicant that the check is ready for pickup		4 Hours 1 Minute	<i>Vice-Chancellor for Academic Affairs or Chancellor</i> <i>College Staff</i> College
2. Pick up the check from the Cash Office	Cashier releases signed check		10 Minutes	<i>Cashier</i> Cash Office
TOTAL		None	8 Days	



30. REQUEST FOR UP SYSTEM RDG GRANTS / INTERNATIONAL PUBLICATION AWARD

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP System

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form Request letter addressed to the Chancellor through channels Attachments: • Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper • Official information about the conference • Abstract of the paper (For associate and full professors, this must include the citation of the ISI-indexed publication to be presented at the conference.)		https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/ Applicant Organizer		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with the accomplished application form and attach supporting documents to the College Staff	1.1 College Staff receives the request with attachments for endorsement of the Dean.	None	4 Hours	College Staff College
	Dean endorses the request.		3 Days	Dean College
	1.2 CVSC Director endorses the request		1 Day	CVSC Director 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			<i>Chancellor</i>

	request.			Office of the Chancellor
2. Emails scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA. Mails to UP (OVPA) the printed form (with endorsements and attachments)	2.1 OVPA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) informs the applicant by email if the application was approved. Once approved, OVPA sends an email to the applicant for the release of the grant/award.	None	17 Days	<i>OVPA Staff</i> Office of the Vice President for Academic Affairs
	2.2 College Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR). Dean endorses the release of payment.		1 Day	<i>College Staff</i> College <i>Dean</i> College
	2.3 OVCAA endorses release of payment		4 Hours	<i>Vice-Chancellor for Academic Affairs</i> Office of the Vice-Chancellor for Academic Affairs



	2.4 Chancellor approves the release of payment.		4 Hours	<i>Chancellor</i> Office of the Chancellor
3. Forwards the email of OVPAA to College Staff to prepare the release of the grant/award.	3.1 College Staff inputs request in UIS. Cash office staff prepares the check for signature. Routing of checks for signature.		30 Minutes 4 Hours 4 Hours 10 Minutes	<i>College Staff</i> College <i>Cash Office Staff</i> Cash Office <i>Vice-Chancellor for Administration</i>
	College Staff informs the applicant that the check is ready for pickup			<i>Chancellor</i> <i>College Staff</i>
4. Picks up the check	3.2 Cash office staff releases signed check			<i>Cash Office Staff</i> 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: • Justification for hiring (1 original) • Curriculum Vitae of applicant (1 original) • Hiring Criteria (1 original) • Medical Certificate (1 original) • Psychological Test Result (1 original)			Program Coordinator / Dean Faculty Applicant	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Coordinator or Dean writes a letter of request endorsed by CAPC addressed to the Chancellor through channels, one (1) semester in advance together with attached basic papers	1.1 College Staff submits the request to HRDO for APFC review and endorsement. Waits for the APFC schedule. APFC evaluates and deliberates. Recommends action to the Chancellor.	None	10 Minutes 18 Days 1 Day	<i>Program Coordinator / Dean</i> <i>College Staff</i> CAPC College <i>HRDO Staff</i> APFC Office of the Vice-Chancellor for Academic Affairs



	1.2 HRDO Staff submits the endorsed request with supporting documents for Chancellor's approval.		1 Day	<i>Chancellor</i> Office of the Chancellor
TOTAL		None	20 Days, 10 Minutes	



32. REQUEST TO USE CLASSROOMS/FACILITIES (AFTER CLASS HOURS)

Students may use UPC facilities, and this is the process of requesting usage of classroom/facilities after class hours

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Cebu Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Campus Maintenance Office (CMO)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the request form and submits it to the respective college/ division. CMO (janitor) also signs on the request form to ensure clean up after the activity.	College Staff accepts and checks for the availability of the room. Dean approves or disapproves the request	Hourly rate of the janitor, pay directly to the janitor	1 Day	<i>CMO Staff / Janitor</i> Campus Maintenance Office <i>College Staff</i> College <i>Dean</i> College
2. Pays for the use of the aircon	Cash office staff receives payment and issues an OR	None, if academic-related. For non-academic purpose, PHP 50 / hr per unit of aircon usage		<i>Cash Office Staff</i> Cash Office
TOTAL		Academic-related – None Non-academi - PHP 50/hr per unit of aircon usage + Janitor fee	1 Day	



33. STUDENT APPLYING FOR OFFICIAL TRAVEL (LOCAL)

Process of applying for Official Travel of UP students

Office of Division	School of Management			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Other Requirements: Itinerary of Travel Flight Schedule Ticket (1 photocopy) Line-Item Budget		Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter of request addressed to the Chancellor. Submits the letter together with the Itinerary of Travel, Flight Schedule, Ticket to the Program Adviser / Program Coordinator and Dean for endorsement	1.1 Program Adviser / Program Coordinator endorses the letter. Dean endorses the letter.	None	5 Minutes	<i>Program Adviser / Program Coordinator</i> College <i>Dean</i> College
2. Submits the signed documents to the College Staff	College Staff prepares Obligation Request & Status (OBR) and Disbursement Voucher (DV) and attaches it to the request.		15 Minutes	<i>College Staff</i> College



	College Staff enters the request in the University Information System (UIS) – DV Entry to secure the DV		5 Minutes	<i>College Staff</i> College

	number			
	College Staff routes the necessary documents for budget clearance, endorsements, and approval of the Chancellor		10 Minutes	<i>Head</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>Cash Office Staff</i> <i>Vice Chancellor for Administration</i>
	College Staff informs the student to pick up check from the Cash Office		5 Minutes	<i>College Staff</i> College
Claim Check	Cashier issues check		1 Minute	<i>Cash Office Staff</i> Cash Office



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		
TOTAL		None	3 Days	



34. SUGGESTIONS FROM STUDENTS

Process of handling suggestions from students

Office of Division		School of Management		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Suggestions Form (2 original)		College Staff		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up suggestion form and submit to the College Staff	1.1 College Staff acknowledges receipt of the form and gives one copy to the student and one copy to the College Secretary	None	10 Minutes	<i>College Staff</i> College <i>College Secretary</i> Office of the College Secretary
	1.2 College Secretary / Dean responds to the suggestion		2 Days	<i>College Secretary</i> Office of the College Secretary <i>Dean</i> College
	1.3 College Staff replies to the student if required			<i>College Staff</i> College
TOTAL		None	2 Days, 10 Minutes	



35. TAKING THE MBA COMPREHENSIVE EXAM AND RESULTS

Processes involved during and after the MBA Comprehensive Exams

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Comprehensive Exam applicants		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Graduating student			College Secretary Staff	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays for comprehensive exam fee to the Cashier		Php200	10 Minutes	<i>Applicant</i> <i>Cash Office Staff</i>
2. On the specified date, be at the test location 30 minutes before the start of the Comprehensive Exam	2.1 Examiner starts registration 30 minutes before the exam		30 Minutes	<i>Examiner</i>
	2.2 Examiner assigns code numbers to examinees randomly by drawing lots. An IT Staff is present at all times for any technical service		1 Minute	<i>Examiner</i> <i>IT Staff</i> <i>ITC</i>
	2.3 Takes the comprehensive exams on the specified dates		2 Days	<i>Applicant</i>
	2.4 Checks the comprehensive exams		15 Days	<i>Comprehensive Exam</i> <i>committee</i> <i>checkers</i>



	2.5 MBA Staff sends out a notification to the examinees to pick up the MBA Comprehensive Exam results		1 Day	<i>MBA Staff College</i>
3. Gets the results from the MBA Staff	3.1 MBA Staff issues the results. For examinees who failed, MBA Staff			<i>MBA Staff College</i>
	informs the examinee of the schedule of the retake.			
TOTAL		Php200.00	18 Days, 41 Minutes	



36. TAKING THE MPAT AND GETTING THE RESULTS.

This process explains how to take the MPAT and how to get the results.

Office of Division		School of Management		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Anyone who has paid the MPAT fee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Permit to take the MPAT			Issued by the School of Management MBA Staff	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On the date of the exam, comes in 30 minutes before the start of the exam, show permit	MBA Staff registers applicant	None	1 Minute	<i>MBA Staff College</i>
	Examiner conducts the written exam in the morning, followed by a panel interview in the afternoon.		1 Day	<i>Examiners</i>
2. Goes home after the exam				
	Checks exams, deliberation of the admission committee. The MBA Program Coordinator prepares the notification letter containing the results of the MPAT examinees, signed by the coordinator and the dean.		14 Days 1 Day	<i>MPAT Checkers Admissions Committee</i> <i>Dean College</i>
	MBA Staff notifies all MPAT examinees to pick up the MPAT results		30 Minutes	<i>MBA Staff College</i>



3. Picks up the letter at the School of Management Office	MBA Staff issues the letter.		1 Minute	<i>MBA Staff College</i>
TOTAL		None	16 Days, 32 Minutes	



OFFICE OF THE COLLEGE SECRETARY (OCS)



EXTERNAL SERVICES

1. CHANGE OF MATRICULATION

Request for adding / removing courses to/from your study load during the period of 1 week after regular registration (see Academic Calendar)

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Change of Matriculation (1 copy)			OCS, Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Change of Matriculation Form (pink form)			5 Days	
2. Gets endorsement from your adviser and instructor/s	2.1 Adviser and instructor/s signs the form			<i>Program Adviser</i> Home College <i>Instructor</i> College where course is offered



3. Submits pink form with Registered Form 5 to OCS Staff for approval of the College Secretary	3.1 OCS staff assesses for and submits it to the College Secretary for approval. College Secretary signs the form Courses are encoded after approval			<i>OCS Staff</i> Office of the College Secretary
4. If there is a fee, pays it at the Cash Office	4.1 Cash office staff accepts payment and writes OR# number on form	PHP 10.00 / course + tuition if applicable (Non-FT Eligible)		<i>Cash Office Staff</i> Cash Office
5. Submits paid form to OCS Staff	5.1 OCS Staff processes form and issues student copy to student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		PHP 10.00 / unit	5 Days	



2. DROPPING OF COURSES

Application for a student to drop his / her course/s within the dropping period set in the Academic Calendar

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students who are enrolled in the current semester		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dropping Form (1 copy)			OCS, Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Dropping Form			5 Days	
2. Submits form to your instructor	Instructor indicates the student's class standing and signs the form. Adviser also signs the form.			<i>Instructor</i> College where course is offered
3. Submits form to OCS	OCS Staff checks form and forwards it to the College Secretary for action. College Secretary signs the form.			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary
4. Pays the fee	Cash Office staff accepts payment and writes the Official Receipt # on the form.	PHP 10.00 / unit		<i>Cash Office Staff</i> Cash Office
5. Submits form to OCS	OCS Staff records the dropping and issues one (1) copy to the student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		varies	5 Days	



3. APPLICATION FOR GRADUATION

A student's application to graduate from his / her degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students who are expecting to graduate in the current term		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form (Blue Form, 3 copies) 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. Secures and fills out the Application for Graduation			3 Days	
2. Secures the signature of Program Adviser (PA).	Program Adviser / Program Coordinator examines updated checklist and signs the form.			<i>Program Adviser / Coordinator</i> College
3. Pays the fee at the Cash Office.	Cash office staff accepts payment and writes the Official Receipt (OR) number on the forms.	PHP 300.00 ¹		<i>Cash Office Staff</i> Cash Office
4. Submits to the OCS Staff the duly accomplished form together with the copy of your updated Program Checklist.	OCS staff accepts the application, stamps the date of receipt, and writes his/her signature on the forms and issues one (1) copy to the student.			<i>OCS Staff</i> Office of the College Secretary

¹ This fee is free for undergraduate students covered by free tuition; new flow includes decision for students with and without deficiencies



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: • 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) UP ID Medical certificate (for medical-related leave, 1 copy)		Office of the College Secretary (OCS), Office of the University Registrar (OUR) Student Authorized Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fill out the Application for LOA 2. Secures required signatures. 3. Submits the signed form to the OCS.	The Department Chair / Program Coordinator signs the form			<i>Department Chair / Program Coordinator</i> College



	OCS Staff checks form and forwards it to the College Secretary for action.		3 Days	OCS Staff Office of the College Secretary
	College Secretary signs the form			College Secretary
	(also signs for the Dean).			Office of the College Secretary
4. If approved, pays the fee at the Cash Office	Cash office staff receives the payment and writes the Official Receipt # (OR #) on the form.	PHP 150.00		Cash Office Staff Cash Office
5. Submits the duly paid form, clearance and UP ID to the OCS.	OCS Staff receives the documents and UP ID.			OCS Staff Office of the College Secretary
TOTAL		PHP 150.00	3 Days	



5. APPLICATION FOR OVERLOAD

Application for a student to take more than the allotted units per semester

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		UP Students who are expected to graduate in the current academic year		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Overload Form (3 copies) Updated Program Checklist (1 photocopy)		OCS, Office of the University Registrar (OUR) Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Application for Overload Form and submit to Program Adviser	Program Adviser evaluates the application, signs the form, and returns it to the student.	None	3 Days	<i>Program Adviser</i> College
2. Secures the signatures of Program Coordinator, and the College Dean	The Program Coordinator and the College Dean sign the form on approval / disapproval. If the Dean is on leave, the College Secretary or Officer-in- Charge (OIC) signs the form instead.			<i>Program Coordinator</i> College <i>Dean</i> College
4. Submits the approved form to the OCS.	OCS Staff receives the forms and issues (1) copy to the student.			<i>OCS Staff</i> 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: - 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; requested by AWOL Cases or else supplied by OCS) For Absence without Leave (AWOL) cases, additional documents are required: Medical Certificate or equivalent such as latest Annual Physical Exam results (if working)		Student OCS, Office of the University Registrar (OUR) Health Services Unit OCS, OUR	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a Letter of Appeal, addressed to the Dean of your College, stating the compelling reason(s) for your status. Please also indicate what steps have been or will be undertaken in order to ensure good academic standing or continued schooling (if from AWOL).			3 Days	OCS Staff Office of the College Secretary
2. Secures True Copy of Grades from the OCS.	OCS Staff issues the TCG upon request.	PHP 50 / page		
3. Fills out the Appeal for Readmission Form.				
4. Prepares a Plan of Study detailing the courses to be taken from the time of readmission until graduation.				
5. Gets endorsement from your Department Chair / Program Coordinator.	Program Coordinator / Department Chair signs the form.			Program Coordinator / Department Chair College
6. Gets endorsement from Office of the Student Affairs (OSA) (for undergraduate students only)	Guidance Counselor signs the form.			Guidance Counselor Office of Student Affairs
7. Gets endorsement from your College Secretary	College Secretary signs the form.			College Secretary Office of the College Secretary



8. Submits the Letter of Appeal, Plan of Study, TCG, Application for Readmission Form to the OCS Staff for action of the Dean	8.1 OCS staff prepares additional documents to attach to the application. He/she then advises the student as to when to expect feedback from the application (duration is on a case to case basis).			<i>OCS Staff</i> 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. All AWOL cases are escalated to the Office of the University Registrar. For approved readmission from AWOL cases, OCS Staff issues a College Readmission Slip. Student proceeds to payment at the Cash Office (Step 10). Extension of MRR is approved at the college level. Waiver of MRR is approved by the University Registrar. Dismissal/Permanent disqualification cases are approved at CU-level.			<i>Dean</i> College <i>OCS Staff</i> Office of the College Secretary



	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. Gets the NOA from the OCS/OUR/Office of the Vice-Chancellor for Academic Affairs (OVCAA) and submits it to OCS	9.1 For extension of MRR, OCS issues three (3) copies of the NOA For waiver of MRR, OUR issues three (3) copies of the NOA For all other cases, OVCAA Staff issues three (3) copies of the NOA to the student			<i>OCS Staff</i> College Office of the University Registrar <i>OVCAA Staff</i> Office of the Vice Chancellor for Academic Affairs



	9.2 OCS Staff gets a copy of the NOA. For approved readmission from AWOL cases, OCS staff issues a College Readmission Slip. For all approved cases, OCS Staff updates the student's			<i>OCS Staff</i> Office of the College Secretary

	account.			
10. If you were issued a College Readmission Slip, pays the readmission fee. Also, please accomplish a University Clearance.	Cash office staff receives the payment.	PHP 225		<i>Cashier</i> Cash Office
11. Submits the forms to the OCS	OCS Staff receives the forms and issues a copy of the paid Readmission Slip and University Clearance to the student. He / She then provides instructions for enrollment to the student.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		TCG – PHP 50.00/page Readmission Fee – PHp 225.00	20 Days	



7. APPLICATION FOR SHIFTING OF PROGRAM

Application for a student to transfer to another program of study

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Shifting (1 copy)			OCS, Office of the University Registrar (OUR)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Application for Shifting of Program Form.			5 Days	
2. Gets endorsement from the Program Adviser, Department Chair / Program Coordinator, and College Secretary of your current college.	Program Adviser, Program Coordinator / Department Chair, and College Secretary signs the form			<i>Program Adviser</i> <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. Gets the endorsement of the College Secretary and approval of the Dean of the accepting college.	The College Secretary and Dean sign the form upon approval of the application.			<i>Dean</i> Accepting College <i>College Secretary</i> Office of the College Secretary of Accepting College
5. Submits the approved application form to the OCS of the accepting college.	OCS Staff receives the form and issues one (1) copy to the student. OUR updates the change of program in the student's account.			<i>OCS Staff</i> Office of the College Secretary of Accepting College Office of the University Registrar
TOTAL		None	5 Days	



8. VALIDATION OF COURSES (APPLICATION FOR ADVANCE CREDITS)

A student's request to have his or her previously taken courses from other universities to be credited to his or her current program.

Office of Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students whose have taken up courses from another university		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Advance Credit (Form 44A, 3 copies)			Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills up the form.		None	10 Days	
2. Submits the form to the Office of the University Registrar for action	University Registrar signs the form.			<i>University Registrar</i> Office of the University Registrar
3. Have the subjects validated by the faculty.	Faculty checks records and documents relative to the course/s needing validation. Faculty signs the form.			<i>Faculty</i> College of courses to be validated
3. Submits the accomplished form to your college's OCS	OCS Staff records the validation and issues one (1) copy to the student			<i>OCS Staff</i> Office of the College Secretary
TOTAL		None	10 Days	



9. ENROLLMENT OF INCOMING GRADUATE STUDENTS

Enrollment for students who are enrolled in a Master's degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students (Graduate Program)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission Slip (1 copy)			Office of the University Registrar (OUR)	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			3 Days	
1. Goes to the OCS and submit your Admission Slip.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A.			<i>OCS Staff</i> 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.			<i>College Staff</i> College
3. Pays fees at the Cashier's Office.	Cash office staff receives payment and issues three (3) copies of Form 5	Tuition Fees + Other School Fees		<i>Cash Office Staff</i> Cash Office
4. Have the Form 5 signed by the Program Coordinator	Program Coordinator signs the Form 5.			<i>Program Coordinator</i>



				College

5. Submits all copies of the Form 5 and 5A	OCS Staff validates enrollment and issues one (1) copy of the Form 5 stamped with "Registered". This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		Tuition Fees + Other School Fees	3 Days	



10. ENROLLMENT OF INCOMING UNDERGRADUATE STUDENTS

Enrollment for students who are enrolled in a Bachelor's degree program

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		New UP students who qualified through the UP College Admission Test (UPCAT) or the Iskolar ng Bayan (INB) Program		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission slip (1 copy)			Office of the University Registrar (OUR)	
Opt-out Form			OCS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			2 Days	
2. Submits Admission Slip to OCS.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A. If student is eligible under the Free Tuition (FT) Scheme (RA 10931), OCS Staff validates your enrollment and issues one (1) copy of the Form 5 to the student which serves as your Study Load. Else, OCS Staff issues an Opt-out Form and continues with Step #3	None if FT-eligible.		<i>OCS Staff</i> Office of the College Secretary



3. If you opt out of the FT scheme or not FT-eligible, pays the fee at the Cash Office and return to the	Cash office staff receives payment and issues the Form 5 (3 copies).	Tuition Fees + Other School Fees		<i>Cash Office Staff</i> Cash Office
OCS				
4. Submits the Form 5 to the OCS Staff. You can submit the accomplished Opt-out Form (if applicable) on a later date.	OCS Staff validates your enrolment and issues one (1) copy of the Form 5 stamped with "REGISTERED". This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		varies	2 Days	



11. FILING FOR RESIDENCY

Enrollment of students for Residency

Office of Division		Office of the College Secretary (OCS)		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who meet 1 or more of the following criteria: • Have no more courses to take during the current semester and is planning to apply for graduation within one (1) academic year • Have 1 or more courses with “Incomplete” or 4.0 to remove		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to OCS for enlistment	OCS Staff enlists student in Residency. OCS Staff then issues two (2) copies of Temporary Form 5A for assessment. College staff assesses fees and signs the form.		2 Days	<i>OCS Staff</i> Office of the College Secretary <i>College Staff</i> College
2. Submits form to Program Adviser / Program Adviser	Program Adviser / Program Coordinator signs the form			<i>Program Adviser / Coordinator</i> College
3. Pays fee at the Cash Office and issuance of Form 5	Cash office staff accepts payment and OCS issues three (3) copies of the Form 5	PHP 200		<i>Cash Office Staff</i> Cash Office <i>OCS Staff</i>
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. Student submits form		None	1 Day	
2. Gets endorsement and the Dean and the University Registrar	College Secretary (for the Dean) and the University Registrar sign the form upon approval			College Secretary Office of the College Secretary Office of the University Registrar
3. Submits the letter to the OCS	OCS staff receives the approved letter and updates the student's account and advises student when his/her school ID will be released.			OCS Staff Office of the College Secretary
4. Proceeds with Validation of Enrollment for Continuing Undergraduate / Graduate Students				
TOTAL		None	1 Day	



13. ENROLLMENT OF SHIFTEES

Enrollment for continuing students from other programs

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Transferees from other UP Programs / Colleges / Constituent Units (CU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Application for Shifting of Course Form (1 copy)		OCS		
True Copy of Grades (TCG, 1 copy)		OCS of home college		
Program Study Plan (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your Program Study Plan and TCG to the accepting college's Program Adviser or Program Coordinator	Program Adviser or Program Coordinator checks courses that can be credited and determines courses to be enrolled	PHP 50 / page for TCG (provided by OCS)	3 Days for TCG	OCS Staff College Program Adviser / Coordinator College
2. Submits your requirements to the OCS Staff.	OCS Staff / Program Adviser checks and encodes the courses. If you are eligible under the Free Tuition Scheme (RA 10931), OCS Staff issues a Form 5 which serves as your study load, else, continue with Step #3.	None if FT-eligible.		Program Adviser College OCS Staff Office of the College Secretary



3. If not FT-eligible, pays the calculated fee.	Cash office staff accepts payment and OCS issues three (3) copies of Form 5.	Tuition Fees (PHP 1,000 / unit) + Other School Fees		<i>Cash Office Staff</i> Cash Office
4. Proceeds to OCS	OCS Staff validates enrollment and issues one (1) copy of the Form 5 stamped with "Registered". This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		Eligible for Free-Tuition - None TCG - PHP 50/page Tuition Fees (PHP 1,000 / unit) + Other School Fees	3 Days	



14. ENROLLMENT OF TRANSFEREES

Enrollment for students from other UP Constituent Units or other universities

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Transferees from other UP units and other universities / institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Admission Slip			Office of the University Registrar (OUR)	
Program Study Plan			OCS	
True Copy of Grades (1 copy)			Home UP Unit	
Copy of Official Transcript of Records (OTR for non-UP transferees, 1 photocopy)			Transferee's home university / institution	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your Program Study Plan and True Copy of Grades / copy of Official Transcript of Records to your Program Adviser / Program Coordinator.	Program Adviser / Program Coordinator checks courses that can be credited and determines courses to be enrolled.	None	3 Days	<i>Program Adviser / Coordinator</i> College
2. Submits your Admission Slip to the OCS Staff	OCS Staff encodes the courses.			<i>OCS Staff</i> Office of the College Secretary
3. Proceeds with Validation of Enrollment for Incoming Undergraduate/ Graduate Students.				
TOTAL		None	3 Days	



15. REMOVAL OF GRADE OF “INCOMPLETE” (INC) OR “4”

A student's request to remove / complete his or her incomplete / 4.0 grade in any UP course and still within 1 academic year from when the grade was incurred.

Office of Division		Office of the College Secretary (OCS)		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		UP Students with grades of “INCOMPLETE” (INC) or “4”		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit for Removal of Incomplete / 4.0 (Form 26A, 1 copy)		OCS / Office of the University Registrar (OUR)		
Report for Completion / Removal of Grades (Form 13C, 1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out a copy of the Form 26A and Form 13C for every subject where an Incomplete or 4.0 needs to be removed				
2. Secures signature of instructor.	The instructor signs the form.			Instructor College
3. Submits the forms to the Office of the College Secretary for checking and signature.	OCS staff checks form and forwards it to the College Secretary for action. The College Secretary signs and approves the form.			OCS Staff Office of the College Secretary
4. Pays the fee at the Cash Office		P20.00 or none if		Cash Office Staff Cash Office



		removal exam or submission of requirement/s falls within the "Removal Examination Period" of the Academic Calendar	20 Days	
5. Submits duly paid Form 26A and Form 13C to your instructor for action.	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. 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. 6.3 OCS Staff records the grade and issues a copy of the form to the student.			<i>Instructor</i> College where course is offered <i>College Staff</i> College <i>OCS Staff</i> Office of the College Secretary
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) ² Updated Program Study Plan and UP ID			OCS, Office of the University Registrar (OUR) Website Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the Request to Cross-Register Form. Attaches the other documents in support of the request to cross-enroll.			5 Days	
2. Requests for validation of subjects to cross-register from your Program Adviser.	Program Adviser / Program Coordinator validates the subjects and signs the form			<i>Program Adviser / Coordinator</i> College

² Same permit for UP and Non-UP applicants



3. Submits the form to the OCS Staff Dean and the University Registrar.	OCS Staff checks and validates the form. The College Secretary signs the form as approval (for the Dean).			<i>OCS Staff</i> Office of the College Secretary
4. Submits the form to the OUR	The University Registrar signs the form			<i>University Registrar</i> Office of the University Registrar
5. For cross-registration outside the UP System, submits the form for action of the Vice Chancellor for Academic Affairs (VCAA) and approval of the home unit Chancellor. Else, proceeds to Step #6	The VCAA signs the form, and the home unit Chancellor approves			<i>Vice Chancellor for Academic Affairs</i> Office of the Vice Chancellor for Academic Affairs Chancellor Office of the Chancellor
6. Upon approval, pays the registration fee at the Cash Office.	Cash office staff receives the payment and indicates the OR# on form.	P 40.00		<i>Cash Office Staff</i> Cash Office
7. Submits 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.			<i>OUR Staff</i> 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. Fills out the Substitution Form.			5 Days	
2. Have it endorsed by the signatories in the form except the Dean.	2.1 Instructors sign the form. 2.2 Program Adviser signs the form 2.3 Program Coordinator / Dept Chair signs the form			<i>Instructor</i> College/s offering requested subject/s <i>Program Adviser</i> College/s offering requested subject/s <i>Program Coordinator / Department Chair</i> College/s offering requested subject/s



3. Submits the requirements to the OCS.	3.1 OCS Staff receives the documents and checks form for compliance. 3.2 College Secretary signs the form (for the Dean). 3.3 OCS Staff issues one (1) copy of the form to the student.			<i>OCS Staff</i> Office of the College Secretary <i>College Secretary</i> Office of the College Secretary <i>OCS Staff</i> Office of the College Secretary
TOTAL		None	5 Days	



18. REQUEST FOR TRUE COPY OF GRADES (TCG) / CERTIFICATE OF GENERAL WEIGHTED AVERAGE (GWA)

Request for a student's copy of grades and / or certificate of general weighted average

Office of Division	Office of the College Secretary (OCS)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Request Slip (Form 1.1F)		OCS		
UP ID and Valid ID for authorized representatives (1 copy)		Student		
Authorization Letter with photocopy of the Valid ID of authorized representative (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the College Request Slip.			3 Days	
2. Pays the fee at the Cash Office.	Cash office staff receives payment, issues an Official Receipt (OR), and signs the form.	PHP 50.00 / page		Cash Office Staff Cash Office
3. Submits the Official Receipt (OR) together with the Request Slip.	OCS Staff checks the form and provides turnaround time for completion of request.			OCS Staff Office of the College Secretary



4. To claim, presents your OR and UP ID. If you are an authorized representative, also present your Valid ID, photocopy of said ID and authorization letter to OCS	OCS Staff releases the document.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		PHP 50.00 / page	3 Days	



19. REQUEST FOR WAIVER OF PREREQUISITES

Request for a student to take a course despite not yet passing the required prerequisite/s.

Office of Division		Office of the College Secretary (OCS)		
Classification		Complex		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Students who wish to take a course without having passed the prerequisite course/s		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Waiver of Prerequisites Form (3 copies)			OCS, Office of the University Registrar (OUR) Website	
Updated Program Checklist / Study Plan			Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out Waiver of Prerequisites.			5 Days	
2. Gets endorsement from the signatories in the form except for the College Secretary	2.1 Program Adviser / Program Coordinator signs the form. 2.2 Course Instructors signs the form. 2.3 There are additional signatories if grade is "5.0"			<i>Program Adviser / Coordinator</i> College where courses are offered <i>Instructor</i> College where courses are offered
3. Submits forms to OCS for action	3.1 OCS Staff checks form for compliance and forwards it to the College Secretary for action. Adviser and Waiver Committee endorses application Dean signs the waiver on approval / disapproval.			<i>OCS Staff</i> Office of the College Secretary <i>Program Adviser & Waiver Committee</i> <i>College Dean</i>



	3.2 OCS Staff issues one (1) copy to the student			
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)		SAI S OCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlists classes in SAIS during pre-enlistment period and prints Form 5A.			3 Days	
2. Submits Form 5A and updated Program Checklist to Program Adviser / Program Coordinator	Program Adviser / Program Coordinator verifies enlisted classes. If there are ineligibilities, student needs to clear it first with the corresponding office. If there are no ineligibilities, Program Adviser / Program Coordinator signs the form after verification.			<i>Program Adviser / Coordinator College</i>



3. Submits Form 5A to the College Clerk for assessment	College Clerk assesses payment and writes the amount on the Form 5A.			<i>College Staff</i> College
4. If you availed of the Free Tuition Program (RA 10931), proceeds to Step 6. Else, proceeds to Cash Office for payment				
5. Pays the fee at the Cash Office	Cash office staff accepts payment and OCS issues three (3) copies of the Form 5.	Tuition Fees + Other School Fees		<i>Cash Office Staff</i> Cash Office <i>OCS Staff</i> Office of the College Secretary
6. Signs the Form 5 and submit all required documents to OCS.	OCS Staff checks the documents and validates enrollment. If student is eligible for Free Tuition (RA 10931), OCS Staff generates the Form 5 and asks the student to sign the duplicate copies of the Form 5 and issues one (1) copy marked "REGISTERED" to the student. This will serve as your study load.			<i>OCS Staff</i> Office of the College Secretary
TOTAL		Tuition Fees + Other School Fees	3 Days	



21. REQUEST FOR COLLEGE / UNIVERSITY CLEARANCE

A student's request for clearance from the College / University

Office of Division	Office of the College Secretary (OCS)			
Classification	Complex			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Students / Alumni who wish to apply for clearance for specific transactions College Clearance: 1. Cross-registration 2. Leave of Absence University Clearance: 1. Diploma 2. Honorable Dismissal 3. Official Transcript of Records 4. Readmission (If readmitted from Absent Without Leave – AWOL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Clearance Form (3 copies) UP ID (Affidavit of Loss if no longer in possession of UP ID)			OCS / Office of the University Registrar (OUR) Student or any legal resource	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the University Clearance Form		None		<i>Applicant</i>
2. Secures the clearance from offices indicated in the Clearance Form. Follows prescribed sequence.			5 Days	Various Offices as prescribed in the University Clearance Form



3. For the College Secretary, submits 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, submits 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	



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
1. Budget Office	1F New Science Building	122
2. Legal Office	2F New Science Building	125
3. Office of Anti-Sexual Harassment	2F Arts and Sciences Building	oash.upcebu@up.edu.ph
4. Public Information Office	2F TIC Building, Flip Facility	313
5. Technology Transfer and Business Development Office	3F Arts and Sciences Building	208
6. Ugnayan ng Pahinungód Office	2F Arts and Sciences Building	212
7. Office of International Linkages	2F Arts and Sciences Building	211
Office of the Vice Chancellor for Academic Affairs	1F Administration Building	124
1. Central Visayas Studies Center	2F Arts and Sciences Building	209
2. Gender and Development	2F Arts and Sciences Building	211
3. National Service Training Program	3F Arts and Sciences Building	204
4. Office of Student Affairs	2F Administration Building	115
5. Office of the University Registrar	1F New Science Building	120
6. Teaching Learning Resource Center	1F Undergrad Building	110
7. University Library	1F Performing Arts Hall	117
Office of the Vice Chancellor for Administration	1F Administration Building	123
1. Accounting Office	1F New Science Building	104
2. Campus Maintenance Office	2F TIC Building	306
3. Cash Office	1F New Science Building	101
4. Guesthouse	Guesthouse	106
5. Health Services Unit	1F TIC Building	305
6. Human Resource Development Office	2F New Science Building	119
7. Information Technology Center	3F Arts and Sciences Building	202



8. Office of the Campus Architect	2F Administration Building	127
9. Safety and Security Unit	2F TIC Building	312
10. Supply Property Management Office	1F New Science Building	325
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
1. College of Social Science (Masters of Education Program)	1F Arts and Sciences Building	203
2. College of Social Sciences (High School Program)	1F High School Building	301
School of Management	School of Management Building	304