UNIVERSITY OF THE PHILIPPINES
Cebu

CITIZEN'S CHARTER
2026 (1st 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 SERVICES

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 altaFlow (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 endorsements, to the Office of the Chancellor.	1.1 Receive the request and check the completeness of the submitted documents. *If the documents are not complete, they are returned to the Requesting Office.*	None	7 Days	*Admin Aide VI* *Admin Asst V* *Executive Asst III* *Asst to the Chancellor* Office of the Chancellor
	1.2 Inspect the details and endorsements of the request. *If the request needs to be referred to another office, then it is forwarded to that office.*			*Admin Aide VI* *Admin Asst V* *Executive Asst III* *Asst to the Chancellor* Office of the Chancellor
	1.3 Review and act on the request.			***Chancellor*** Office of the Chancellor
	1.4 Return to the requesting office. *For BULSA, PUSO, airSlate, Acrobat Sign, the request is automatically forwarded to the requesting unit after approval or action of the Chancellor.*			*Admin Aide VI* *Admin Asst V* *Executive Asst III* *Asst to the Chancellor* *Chancellor* 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 an 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 the 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
	The letter request is automatically forwarded to the next signatory in BULSA.			
	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	*CBO Analyst* Budget Office
	1.2 Review and budget clear the Basic Paper.			*CBO Chief* Budget Office
	The Basic Paper is automatically forwarded to the next signatory in PUSO.			
	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
	The NEER Contract is automatically forwarded to the next signatory in airSlate.			
	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	*CBO Analyst* Budget Office
	1.2 Review and budget clear the Purchase Request.			*CBO Chief* Budget Office
	The Purchase Request is automatically forwarded to the next signatory in BULSA.			
	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
	The Obligation Request is automatically forwarded to the next signatory in BULSA.			
	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

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 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 or 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 REQUIREMENTS	**WHERE TO SECURE**
1. Signed and notarised 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. Issuance of pro-forma affidavits and legal documents

Giving out standard legal forms to the clients to be filled out

Office or 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 or official email requests at the Legal Office.	1. Issuances of the pro-forma affidavit or legal document to the client/office concerned.	None	3 Hours	*Legal Assistant I* *Legal Officer/s* Legal Office
	TOTAL	None	3 Hours	

3. Legal Consultation

Giving verbal legal advice to the client

Office or 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 the availability of the Legal Officer concerned	None	1 Hour	*Legal Assistant I* Legal Office
2. Personal appointment in the Legal Office at the time and day scheduled by Legal Assistant I.	2. Verbally addresses queries/issues requiring application of law or university rules.	None	1 Hour	*Legal Officer* Legal Office
TOTAL		None	2 Hours	

4. Render Legal Opinion

Giving a written legal advice/opinion to the client

Office or 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	*Legal Assistant* Legal Office
	2. Assesses and studies the legal problem;	None	7 Days	

	3. Issues written legal opinion.	None	7 Days	*Legal Officer* Legal Office
	TOTAL	None	14 Days and 1 Hour	

5. Contract Review

Review and assessment of UP Cebu contracts to ensure they are in accordance with Philippine laws and UP rules

Office or 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 the contract to be reviewed to the Legal Office	1. Receives the Contract to be reviewed 1.1. Checks for completeness of attachments and signatures	None	15 Minutes	*Legal Assistant I* Legal Office
	2. Assesses the contract on whether or not it is in accordance with Philippine laws and the university rules		8 Days	*Legal Officer* Legal Office
	3. Issues a legal clearance		1 Day	*Legal Officer* Legal Office
	TOTAL	None	9 Days and 15 Minutes	

6. Draft pleadings, contracts, policy, reports, pleadings, and other legal documents

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

Office or 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 answered by the Office or officer/employee concerned in an official capacity, prior authorisation 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	*Legal Assistant I* Legal Office
	2. Synthesises legal issues and arguments;		10 Days	*Legal Officer* Legal Office
	3. Drafts pleading/contract/document		8 Days	*Legal Officer* Legal Office

	4. Issuance/release of final output to the requesting party	None	1 Day	*Legal Officer* Legal Office
	TOTAL	None	19 Days and 15 Minutes	

7. 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 or 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 authorisation 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 the appearance of the UP Cebu counsel is required; or the endorsement of a service of an order/ subpoena/ notice from the concerned judicial/ quasi- judicial/ administrative bodies.	1. Reads and synthesises the case records;	Depending on the Special Counsel Allowance in the official deputation by the Office of the Solicitor General to the Legal Officer concerned for the fiscal year	5 Days	*Legal Officer With deputation from the Office of the Solicitor General (OSG)* Legal Office
	2. Interviews witnesses/parties concerned;		5 Days	
	3. Makes a case analysis;		5 Days	
	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	

8. Fact-finding/conduct of investigations/grievance

Oversee and conduct fact-finding/investigations and grievance procedures

Office or 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 authorisation 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	*Legal Assistant I* Legal Office
	2. Assesses/reviews document;	None	4 Days	*Legal Officer* 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 forms found at the Office of the Chancellor or at the Legal Office, or may be directly emailed to the office at legal.upcebu@up.edu.ph
How feedback is processed	The Legal Office receives feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 1. Reevaluation of process 2. Corrective action 3. Organisational improvement
How to file a complaint	Complaints may be submitted using the feedback forms found at the Office of the Chancellor or at the Legal Office, 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. Organisational 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 organisations, 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 provide feedback on the availability of the requested within the next 5 working days	None		*OASH Staff/ OASH Coordinator* 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 acknowledgement receipt to: ● OASH Coordinator for review/ endorsement ● Chancellor for courtesy information/other appropriate action 1.3. Check the availability of the 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 of 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 finalised arrangements for the activity	2.1. Provide the client’s needed documentary requirements, e.g. bionote/curriculum vitae, certificate of employment, etc. 2.2. Provide post-activity evaluation unless the 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	*OASH Staff/ OASH Coordinator* Office of Anti-Sexual Harassment

	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 Ant-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 organisations, 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	

OFFICE OF ANTI-SEXUAL HARASSMENT (OASH)

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 acknowledgement receipt to the 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 of receipt of the invite No more than 3 working days Within 48 hours from the lapse of the 3	*OASH Staff/ OASH Coordinator* Office of Anti-Sexual Harassment

	resource person and/or alternative(s)		working days stated above	
2. Confirm the finalised arrangements for the activity	2.1. Provide the 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	*OASH Staff/ OASH Coordinator* Office of Anti-Sexual Harassment
	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 counselling 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 a prima facie case of sexual harassment ● Incident report treated as a complaint, i.e. in writing, signed and notarised ● Response in writing, signed and notarised ● Evidence documentation ● Endorsement to ASH Council	Aggrieved party or witness(es) The 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 notarised response or lapse of the period to response	ASH Council
Formal procedure ● Report and recommendations within 30 working days from receipt of a notarised response or lapse of the period to respond ● Formal charge of sexual harassment ● Constitution of ASH Hearing Committee	ASH Council Chancellor OASH with Chancellor

• 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		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 accompanied	1.1. Respond to the report by: • acknowledging receipt of the report • entering the report in the *Received Disclosures & Incident Reports Log* • 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 the Complainant • receiving the Complaint	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

by a request for: ○ Protection Order; and/or ○ preventive suspension	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	*OASH with GSS* *OASH with Legal Office* *Person complained of* *OASH Staff/ OASH Coordinator* *OASH Staff/ OASH Coordinator*
2. File a response to the Complaint in writing, signed and notarised, with the copy	2.1. Receive the notarised 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	*OASH Staff/ OASH Coordinator*

furnished to the Complainant *(5 working days from receipt of OASH notice)*	2.2. Mark as received the notarised 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 a 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 notarised 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	*OASH Staff/ OASH Coordinator* *Chancellor* *OASH with Chancellor* *OASH with OVCA*

	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	*OASH Staff/ OASH Coordinator*
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 the submission of position papers or the 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	*OASH Staff/ OASH Coordinator* *Chancellor* *OASH Staff/ OASH Coordinator*

6. Appeal from the decision of the Chancellor *(within 10 days from receipt of the Chancellor's decision)*	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	*OASH Staff/ OASH Coordinator*
	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 acknowledgement receipt to the OASH Coordinator for appropriate action	None	Within 24 hours of receipt of the invite No more than 3 working days	*OASH Staff/ OASH Coordinator*

	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	*OASH Staff/ OASH Coordinator*
	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 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. Organisational 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 an 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. Organisational 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 the 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 requesting the 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. Send a letter request to the PIO email or the PIO office	1. Reviews the letter and decides on approval action.	None	1 Day	*PIO Staff* Public Information Office
2. Waits for approval/ endorsement of PIO	2. Approves/disapproves the requested posting and provides feedback to the client of the decision	None	3 Days	*PIO Head* Public Information Office
	TOTAL		4 Days	

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

Provide answers to queries regarding the University and the services offered by the University. Questions are coursed through the PIO email, the Official UP Cebu Facebook Page, and the 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	*PIO Staff* 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 a letter request and publicity material/poster to the PIO email or the PIO office for review	1. Reviews the letter and decides on approval action.	None	1 Day	*PIO Staff* Public Information Office
2. Waits for approval/ endorsement of the PIO for publishing	2. Approves/disapproves the requested posting and provides feedback to the client of the decision		2 Days	*PIO Head* Public Information Office
2.1 Retrieves pubmat from PIO and avails of assistance from the 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	*PIO Staff* 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	*PIO Staff* Public Information Office
	TOTAL	None	1 Day	

5. Organisation of events

Participate in pre-event, event proper, and post-event activities, and 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 a letter of intent for the event concerned and requests assistance with event preparation.	1. Organises events for internal and external stakeholders of the University while coordinating with the host office	None	7 Days	*PIO Staff* Public Information Office
	2. Verifies the budget with the concerned office hosting the event		3 Days	*Staff* Budget Office
	3. Reserves event venue with Campus Maintenance Office		1 Day	*Staff* Campus Maintenance Office
	4. Coordinates with ITC for necessary equipment		2 Days	*Staff* Information Technology Center
	5. Coordinates with Campus Maintenance Office for the preparation of the venue		5 Days	*Staff* Campus Maintenance Office
2. Shows up for the event proper	6. Conducts technical test with ITC before the event		1 Day	*Staff* 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	*PIO Staff* Public Information Office
	TOTAL	None	7 Days	

PUBLIC INFORMATION OFFICE (PIO)

INTERNAL SERVICE

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	*PIO Staff* 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 feedback is 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 the person being complained about - 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 the invention of the product

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

Office or Division:	Office of the Chancellor – TTBDO			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Completed Disclosure Form Official Receipt		UP Cebu STIITCH		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits completed disclosure form. 2. Pays to Cashier's Office 3. Shows official receipt.	1. Reviews the request form and generates a billing statement. 2. Cashier's Office issues official receipt 3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return and pick up assessment.	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 TTBDO Admin Staff Cashier's Office Admin Staff TTBDO
	TOTAL	Basic Assessment – PHP10,000.00 Advanced Assessment – PHP25,000.00	**7 – 20 Working Days**	

2. Basic patentability search for a product or an 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 – TTBDO			
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 TTBDO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits completed request form.	1. Reviews the request form and sets a date for the 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 a product or an 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 – TTBDO
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 TTBDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits completed request form.	1. Reviews the request form and generates a billing statement.	PHP15,000.00	20 Working Days	Admin Staff TTBDO
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 TTBDO
	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 – TTBDO			
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 TTBDO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits completed request form. 2. Pays to Cashier's Office 3. Shows official receipt.	1. Reviews the request form and generates a billing statement. 2. Cashier's Office issues official receipt 3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return, pick up, and review claims drafted.	Utility Model – PHP10,000.00 Patent – PHP25,000.00	20 Working Days	Admin Staff TTBDO Admin Staff Cashier's Office Admin Staff TTBDO
	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 – TTBDO
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 TTBDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits IP documents. 2. Pays to Cashier's Office 3. Shows official receipt.	1. Reviews submitted documents and the request form and generates a billing statement for the admin fee. 2. Cashier's Office issues official receipt 3.1 Make a photocopy of the official receipt. 3.2 Sets date for client to return and pick up filing documents, as well as payment to IPO PHIL.	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	Admin Staff TTBDO Admin Staff Cashier's Office Admin Staff TTBDO

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 the 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 – TTBDO			
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 TTBDO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits required documents. 2. Receives decision of UP Cebu inIT management.	1. Reviews submitted documents. 2. Informs the client of the decision.	None	7 Working Days	Incubator Manager UP Cebu inIT
	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 its being part of said program.

Office or Division:	Office of the Chancellor – TTBDO
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 TTBDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client receives their copy of the MOA. 2. Client submits a signed copy. 3. Receives copy of MOA.	1. Release a copy of the MOA to the locator. 2.1 Receives signed copy and forwards to the Office of the Chancellor. 2.2 Receives signed copy from OC. 3. Releases a copy of the completed MOA.	None	7 Working Days	Admin Staff TTBDO
TOTAL		**None**	**7 Working Days**	

TECHNOLOGY TRANSFER AND BUSINESS DEVELOPMENT OFFICE (TTBDO)

INTERNAL SERVICES

1. Assessment of the invention of the product

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

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

2. Patentability search for a product or an 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 – TTBDO
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Client
Who may avail:	Faculty, Students, Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Completed disclosure form	UP Cebu TTBDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits assessment from STIITCH. 2. Receives search results	1. Receives assessment and performs patentability search. 2. Releases search results	None	20 Working Days	Admin Staff TTBDO
	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 – TTBDO
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 TTBDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits completed request form.	1. Reviews the request form and sets the date for the release of the claims draft.	None	20 Working Days	Admin Staff TTBDO
	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 – TTBDO			
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 TTBDO		
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 TTBDO
	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 feedback is 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 Pahinungód Program

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

Office or Division	UP Cebu Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Barangay Captain within Cebu and Cebu Province

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Survey Form on DRRM Training Needs (1 copy)	Ugnayan ng Pahinungód Office

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits a letter request for DRRM training	1. Accepts letter request and checks for completeness	None	1 Hour	*Pahinungód Staff* Pahinungód Office
	1.1 Reviews the request, assesses, and evaluates the status of the Barangay that requested for a DRRM Buhay Pahinungód training	None	1 Day	*Program Coordinator* Pahinungód Office
	1.2 Writes or emails endorsement letter to Pahinungód Director	None	1 Hour	*Program Coordinator* Pahinungód Office
2. Waits for the approval/ disapproval of the request	2. Reviews the endorsement for approval/ disapproval of the training request	None	1 Day	*Director* Pahinungód Office

3. Receives notice of approval/ disapproval.	3. Draft a letter addressed to the requesting barangay re notice of approval/ disapproval and submits a letter to the Office of the Chancellor for signature.	None	3 Days	*Pahinungód Staff* *Director* Pahinungód Office
	3.1 Sends a letter or emails the letter to the Barangay Captain	None	3 Hours	*Pahinungód Staff* Pahinungód Office
4. Reviews terms of policies and agreements.	4. Prepares contract of agreement and submits draft contract to the Legal Office and Office of the Chancellor for approval and signature	None	7 Days	*Pahinungód Staff* Pahinungód Office
4.1 Invites participants and prepares a venue for the training.	4.1 Coordinates with the Barangay Captain for the list of participants, identifies the venue, and provides a copy of the contract of agreement	None	2 Days	*Program Coordinator* Pahinungód Office
	4.2 Identifies resource speaker(s) from UP Cebu regular staff or faculty to handle the training	None	3 Days	*Program Coordinator* Pahinungód Office
	4.3 Schedules date preferred by the speaker and informs the requesting barangay of the tentative date for them to confirm their availability on the chosen date	None	1 Day	*Program Coordinator* Pahinungód Office
	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 or Division	UP Cebu Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Public Elementary/High School Principal

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Assessment Form (1 copy) 2. Evaluation Form (1 copy) 3. Agreement Form (2 copies)	Ugnayan ng Pahinungód Office

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

3. Receives notice of approval	3. Draft a letter addressed to the requesting school re notice of approval/ disapproval and submit the letter to the Office of the Chancellor for signature	None	3 Days	*Pahinungód Staff Director* Pahinungód Office
	3.1 Send the letter or emails the letter to the School Principal	None	3 Hours	*Pahinungód Staff* 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 and identifies the training venue	None	3 Days	*Program Coordinator* Pahinungód Office
	4.1. Look for UP Cebu Faculty who will conduct the training	None	5 Days	*Program Coordinator* 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	*Program Coordinator* 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. The tutorial program focuses on the students who need intervention because of their low performance in a particular class.

Office or Division	UP Cebu Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Public Elementary/High School Principal

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Assessment Form (1 copy) 2. Evaluation Form (1 copy) 3. Parent's Consent Form (2 copies)	Ugnayan ng Pahinungód Office

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

3. Receives notice of approval/ disapproval	3. Draft letter addressed to the requesting school re notice of approval/ disapproval and submits a letter to the Office of the Chancellor for signature	None	3 Days	*Pahinungód Staff Director* Pahinungód Office
3.1 Notifies the students who will join the tutorial program to have their parents sign the parents' consent form	3.1 Coordinates with the Principal regarding the parents' consent form	None	3 Days	*Pahinungód Staff* Pahinungód Office
3.2 Submits a 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	*Program Coordinator* Pahinungód Office
3.3 Prepares the classroom to be used during the entire tutorial session	3.3 Identifies the classroom to be utilized during the tutorial session	None	2 Days	*Program Coordinator* Pahinungód Office
	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	*Director* Pahinungód Office
	TOTAL	None	17 Days 2 Hours	

4. Processing of Tutorial Service Program Volunteer Application

The Ugnayan ng Pahinungód 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 with students who need reinforcement in the lessons taught in some basic academic subjects.

Office or Division	UP Cebu Ugnayan ng Pahinungód
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Undergraduate Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Volunteer Application Form (1 copy) 2. Volunteer Agreement Form (2 copies)	Ugnayan ng Pahinungód Office

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

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

UP CEBU UGNAYAN NG PAHINUNGOD OFFICE

INTERNAL SERVICES

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 provides a specific budget for the training with counterpart funding from the host school.

Office or 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 to the Pahinungód Office to discuss Collaboration for a Teacher Development Training	1. Accepts and reads the message through email, FB messenger or accepts the hardcopy file of the activity plan upon personal visit to the UP Cebu faculty	None	1 Hour	*Pahinungód Staff* Pahinungód Office
1.1 Submits an 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	*Program Coordinator* Pahinungód Office

2. Waits for the approval/ disapproval	2. Reviews the activity plan and approves/ disapproves the request	None	1 Day	*Director* Pahinungód 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	*Program Coordinator* Pahinungód Office
4. Notifies the school Principal to organise the teachers who will participate in the training and prepares the venue	4. Coordinates with UP Cebu Faculty and schedules a date preferred by the faculty 4.1 Informs the requesting school of the tentative schedule to confirm their availability on the chosen date 4.2 Facilitates the logistics, food, transportation, and per diem, certificates, registration, and evaluation forms for the training.	None None None	1 Day 1 Day 10 Day	*Program Coordinator* Pahinungód Office *Program Coordinator* Pahinungód Office *Pahinungód Staff* Pahinungod Office
	TOTAL	None	12 Days, 1 Hour	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may file feedback/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 feedback is processed	The office receives the feedback and sorts. For suggestions, the office investigates proactive solutions or reevaluation of protocols. 1. Reevaluation of the 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 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: 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 TIME	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	*OIL Coordinator Office of International Linkages* *The Faculty in-Charge who initiates the MOA/MOU* *Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs*

2. Follow up if all the points in the MOA/MOU are in agreement between both parties	2.1 VCAA reviews and endorses the MOA/MOU		10 days	*Vice Chancellor for Academic Affairs* *Office of the Vice Chancellor for Academic Affairs*
	2.2 VCAA submits it to the Legal Office.		1 hour	*Legal Officer Legal Office*
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 by the Chancellor		1 day	*Chancellor's 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*
	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 TIME	PERSON RESPONSIBLE
1. Submit the completed application form endorsed by the Program Adviser/Dean	1.1 The OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	*OIL Coordinator Office of International Linkages* *The Program Adviser/Dean*
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	*Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs* *OIL Coordinator Office of International Linkages*
	2.2 The Office of the Chancellor endorses the application		2 Days	*Chancellor Office of the Chancellor*

	2.3 The OIL Coordinator sends the endorsed application to the OIL System at UP Diliman, Quezon City.		4 hours	*OIL Coordinator Office of International Linkages* *The Applicant*
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 TIME	PERSON RESPONSIBLE
1. Submit the completed application form endorsed by the Program Adviser/Dean	1.1 The OIL Coordinator reviews and endorses the application to the VCAA	None	1 Day	*OIL Coordinator Office of International Linkages* *The Program Adviser/Dean*
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	*Vice Chancellor for Academic Affairs* *Office of the Vice Chancellor for Academic Affairs*
	2.2 The Office of the Chancellor endorses the application		2 Days	*Chancellor* *Office of the Chancellor*

	2.3 The OIL Coordinator sends the endorsed application to the OIL System at UP Diliman, Quezon City.		2 Hours	*OIL Coordinator Office of International Linkages* *The Applicant*
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	*The OIL System Committee Office of the International Linkages System* *OIL Coordinator Office of International Linkages* *Vice Chancellor for Academic Affairs Office of the Vice Chancellor for Academic Affairs*
	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	Feedback 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. Approval of students' requests for readmission due to LOA, PDQ, Delinquent Status, and extension of Waiver of MRR (during the University Admissions Committee meeting).

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 (during the University Admissions Committee meeting).

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**		
Request letter, Form 5, etc.		Concerned students, Office of the University Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Students submit requests to Office of the University Registrar (OUR)	1. OUR staff receives requests for deliberation of the University Admissions Committee	None	3 Days	*Office Staff* Office of the University Registrar University Admissions Committee
	2. UR submits results to OVCAA		2 Days	*Admissions Committee*
	3. OVCAA staff prepares Notices of Action (NOAs)		2 Days	*University Registrar* Office of the University Registrar
	4. VCAA reviews and signs Notices of Action (NOAs)		2 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	5. OVCAA staff releases NOA to the respective Colleges		1 Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	10 Days	

2. Endorsement of students' requests for extension of enrollment, and applications for student loan (via the Document Routing System).

Endorsement of students' requests for extension of enrollment, and applications for student loan (via the Document Routing System).

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**		
Request letter endorsed by the College Dean and the University Registrar		Requesting Party Concerned students		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OVCAA Staff receives through DRS the students' requests forwarded by the UR Staff OVCAA staff receives applications for student loan submitted by the student's applicants	1. OVCAA Staff forwards to VCAA the students' requests duly endorsed by the UR	None	1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. VCAA reviews and acts on the requests		1 Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. OVCAA staff forwards requests through DRS to the Office of the Chancellor, duly endorsed by the VCAA		1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs, and Office of the Chancellor *Chancellor* Office of the Chancellor
	TOTAL	None	3 Days	

3. Endorsement of students' requests for Alternative Class Learning Experience (ACLE), and other activities (via the Document Routing System).

Endorsement of students' requests for Alternative Class Learning Experience (ACLE) and other activities (via the Document Routing System).

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**		
Request letter with endorsement of the College Dean and OSA		Requesting Party Student Council		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OSA submits requests to the OVCAA through Document Routing System (DRS)	1. OVCAA staff receives and reviews requests, with the endorsement of OSA Director and send requests to the VCAA for appropriate action	None	1 Day	*Office Staff* Office of Student Affairs *Office Staff* Office of the Vice Chancellor for Academic Affairs *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	2. OVCAA staff forwards to OC for action of the Chancellor through DRS		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	2 Days	

4. Endorsement of requests to hold student organizations' activities and off-campus activities (via the Document Routing System).

Endorsement of requests for permission to hold student organizations' activities and off-campus activities (via the Document Routing System).

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**		
Letter request with the endorsement of the College Dean and the OSA Director		Requesting Party Students		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OSA Staff submits requests to the OVCAA through DRS	1. OVCAA staff reviews and receives the DRS the request letters with endorsement of the OSA Director	None	1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. OVCAA staff forwards requests to VCAA for review and appropriate action		1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. OVCAA staff forwards to OC for the action of the Chancellor through DRS		1 day	*Office Staff* Office of the Vice Chancellor for Academic Affairs, and Office of the Chancellor *Chancellor* Office of the Chancellor
	TOTAL	None	3 Days	

5. Processing of payment to Suppliers through BULSA.

Processing of payment to Suppliers through BULSA (Budget Clearance, DV, OBR).

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2B – Government to Business Entity		
Who may avail:		Suppliers		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved request letter, Attendance Sheet, Budget Clearance, PO, etc.		Requesting Party Suppliers		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OVCAA staff prepares all the necessary supporting documents	1. OVCAA staff processes the Budget Clearances for each transaction through BULSA	None	3 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. OVCAA staff sends the documents to VCAA for signature and to OC through DRS.	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 *Chancellor* Office of the Chancellor
	3. OVCAA staff scans documents and processes DVs, OBRs through BULSA	None	3 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	9 Days	

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

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

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

OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS (OVCAA)

INTERNAL SERVICES

1. Endorsement of requests of the colleges related to faculty hiring/renewal and tenure (during the APFC meetings).

Endorsement of requests of the colleges for appointment of new faculty, renewal of appointment, tenure, waiver of tenure rule (during the APFC meetings).

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Government		
Who may avail:		Colleges		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Office of the Dean, HRDO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The Academic Personnel and Fellowship Committee (APFC) Secretary collates documents	1. VCAA, as Chair of the APFC, presides over the APFC meetings	None	2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	2. APFC deliberates and acts on the requests		3 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *APFC Secretary* APF Committee
	3. APFC secretary prepares minutes/ summary of actions of the APFC, endorsements and supporting documents, and submits to VCAA (through PUSO/Adobe Acrobat Sign/Airslate)		4 Days	*APFC Secretary* APF Committee *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	10 Days	

2. Endorsement of requests for fellowships, applications for leaves and travels of the Facu.., and REPS (during the APFC meetings/via the Document Routing System).

Endorsement of requests for fellowships and study leave (new and renewal), sabbatical leave, sick leave of not less than 5 months or 1 semester, vacation leave, and foreign travels (during the APFC meetings/via the Document Routing System).

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**		
Request letter, application forms		HRDO, Faculty		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The Academic Personnel and Fellowship Committee (APFC) Secretary collates documents	1. VCAA, as Chair of the APFC, presides over the APFC meetings	None	2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	2. APFC deliberates and acts on the requests		2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *APFC Secretary* APF Committee
	3 . APFC secretary prepares minutes/ summary of actions of the APFC, endorsements and supporting documents, and submits to VCAA.		3 Days	*APFC Secretary* APF Committee *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	7 Days	

3. Endorsement of various requests from HRDO and offices under the OVCAA through PUSO/Adobe sign/Airslate/BULSA.

Endorsement of various requests from HRDO and offices under the OVCAA through PUSO/Adobe sign/Airslate/BULSA.

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Faculty, HRDO, offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter, application forms		Faculty, HRDO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The Office staff creates request through PUSO/Adobe sign/Airslate/ BULSA	3. VCAA checks the requests received	None	1 Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	4. VCAA acts on the requests		1 Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	2 Days	

4. Endorsement of Research Contracts (printed copies).

Endorsement of Research Contracts (printed copies).

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**		
Contract		Faculty, CVSC		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Central Visayas Studies Center (CVSC) staff submits printed copy of the Research Contracts to the OVCAA	1. OVCAA Staff receives the Research Contracts submitted by the CVSC Staff, duly endorsed by the CVSC Director, and with Legal Clearance.	None	2 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs and Central Visayas Studies Center *Director* Central Visayas Studies Center
	2. VCAA reviews and endorses.		2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. OVCAA Staff submits the Research Contracts to the OC for approval.		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 *Office Staff* Office of the Chancellor
	TOTAL	None	6 Days	

5. Endorsement of faculty's application for the UP System Research Dissemination Grant, International Publication Award, etc. (via email/Document Routing System).

Endorsement of requests to avail UP System Research Dissemination Grant, International Publication Award, etc. (via email/Document Routing System).

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**		
Letter request, Application Form, supporting documents		Faculty, CVSC		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
CVSC staff or Faculty submits requests to OVCAA through email.	1. OVCAA staff receives documents	None	1 Day	*Office Staff* OVCAA
	2. The VCAA reviews and endorses requests		2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. OVCAA staff forwards to OC for endorsement and for the approval of the Vice President for Academic Affairs		3 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs *Office Staff* Office of the Chancellor *Chancellor* Office of the Chancellor
	TOTAL	None	7 Days	

6. Endorsement of the UP Forms 67B & 67C for processing of faculty overload honoraria e.. y end of the semester/trimester and Midyear Term (printed copies).

Endorsement of the UP Forms 67B & 67C, for the approval of the Chancellor, for processing of the faculty overload honoraria every end of the semester/trimester and Midyear Term (printed copies).

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**		
Forms 67, 67A, 67B and 67C		Colleges		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Colleges' staff of the 4 colleges submit Forms 67, 67A, 67B/67S, Faculty Loading to Office of the Vice Chancellor for Academic Affairs (OVCAA)	1. OVCAA staff receives, reviews Forms 67, 67A, 67B & 67C	None	3 Days	*College Staff* College *Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. VCAA signs/endorses		2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. OVCAA staff submits documents to the Office of the Chancellor for signature/approval		2 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	4. OC staff returns to the OVCAA the approved documents		2 Days	*Office Staff* Office of the Chancellor
	5. OVCAA staff prepares through BULSA the Obligation Requests and Status (OBRs),		3 Days	*Office Staff* Office of the Vice Chancellor for the Academic Affairs

	and Disbursement Vouchers for both the Undergraduate and Graduate Programs), and submits all printed documents to the Accounting Office.			*Office Staff* Accounting Office *Office Staff* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	12 Days	

7. Endorsement of requests for collaborations and partnerships with UP Cebu (printed copies).

Endorsement of requests for collaborations, partnerships with UP Cebu (with contracts, MOAs/MOUs) (printed copies).

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Contracting Parties		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter, MOA, MOU		Legal Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Personnel concerned submits the legal clearance and documents to OVCAA	1. Receives documents	None	1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. Reviews and endorses		1 Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3. 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	

8. Endorsement of API Proposals and requests for realignment of the approved Line-Item Budget for API activities (printed and e-copies).

Endorsement of API Proposals and requests for realignment of the approved Line-Item Budget for API activities (printed and e-copies).

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**		
API proposals, copy of approved proposals		Office of the Dean		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Requesting offices submit to OVCAA their API proposals, and requests for realignment of the approved Line-Item Budget	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
	2. VCAA endorses		2 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	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. Processing of travel reimbursements for the Chancellor and VCAA, Professional Service . . . for the Resource Persons through BULSA.

Processing of travel reimbursements for the Chancellor and VCAA, Professional Service Fees for the Resource Persons through BULSA (Budget Clearance, DV, OBR).

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**		
Meeting invitation, Travel Order, Budget Clearance, Certificate of Attendance, Certificate of Satisfactory Service, plane tickets, Boarding Passes, etc.		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONSIBLE**
OVCAA staff prepares all the necessary supporting documents	4. OVCAA staff processes the Budget Clearances for each transaction through BULSA	None	3 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	5. OVCAA staff sends the documents to VCAA for signature and to OC through DRS.	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 *Chancellor* Office of the Chancellor
	6. OVCAA staff scans documents and processes DVs, OBRs through BULSA	None	3 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	9 Days	

10. Submission of data/reports (through email/Document Routing System).

Submission of requested data/reports (through email/Document Routing System).

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		UP System, UP Cebu		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		Requesting Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
The requesting office sends an email/ communication, memorandum	1. OVCAA staff receives and disseminates emails	None	1 Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	2. OVCAA staff consolidates data collected/gathered from the colleges/offices		7 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	3. VCAA checks the accuracy of data		3 Days	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	4. OVCAA staff submits data/reports to the requesting office		2 Days	*Office Staff* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	13 Days	

11. Generation of Student Evaluation of Teaching (SET) reports through AMIS.

Generation of SET reports through AMIS and sending them to the Deans and NSTP Coordinator.

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		UP Cebu faculty		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		UP Cebu ITC staff		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
OVCAA staff downloads the semestral/Trimestral/Midyear Term the SET Reports through AMIS prepared by ITC staff	1. OVCAA staff generates/downloads SET reports for each college and the NSTP	None	2 Days	*ITC Staff* Information Technology Center *Office Staff* Office of the Vice Chancellor for Academic Affairs
	3.OVCAA staff sends reports to the 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	3 Days	

12. Signing of Checks

Signing of various checks prepared by the Cash Office.

Office or Division:		Office of the Vice Chancellor for Academic Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		UP Cebu		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		UP System through SAIS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Cash Office staff hand in checks for the signature of the VCAA	1. VCAA signs	None	½ Day	*Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	3.OVCAA staff returns signed checks to the Cash Office		½ Day	*Office Staff* Office of the Vice Chancellor for Academic Affairs *Office Staff* Cash Office
	TOTAL	None	1 Day	

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	

CENTRAL VISAYAS STUDIES CENTER (CVSC)

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	*University Researcher and CVSC Director* 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.			*Admin, Aide, University Researcher and CVSC Director* Central Visayas Studies Center
	6. Monitors status of fund disbursements		15 Days	*University Researcher* Central Visayas Studies Center
	7. Monitors the progress of each study			*University Researcher and CVSC Director* Central Visayas Studies Center
	8. Conduct one of the studies under the CIDS-funded Research Project			*UP Cebu Faculty, University Researcher, and CVSC Director* Central Visayas Studies Center
	9. Submits study outputs namely discussion papers and policy papers to CIDS			*CVSC Director* Central Visayas Studies Center
	10. Facilitates the release of fund tranches			*University Researcher and CVSC Director* Central Visayas Studies Center
	11. Submits financial statements of fund disbursed for the project to CIDS			*University Researcher* 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	OVPAA Website: https://ovpaa.up.edu.ph/enhanced-creative-work-and-research-grant/https://ovpaa.up.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes ECWRG proposal application form	1. Sends the proposal for review to the expert reviewer and UP Cebu Research Ethics Committee (UPCREC)	None	2 Days	*University Researcher and CVSC Director* 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	*CVSC Director* Central Visayas Studies Center
3. Proponent revises the proposal then submits back to CVSC	3. Endorses the revised proposal to OCVAA			*CVSC Director* Central Visayas Studies Center
	4. Facilitates the submission of the revised proposal to the OVCAA			*University Researcher* 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	OVPAA Website: https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/; CVSC website: http://cvsc.upcebu.edu.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP System RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form 2. Submits accomplished forms and documents to CVSC 3. Submits conference report if request is granted	1. Review and assess the reputation of the conference and conference organizers	None	2 Days	*University Researcher* Central Visayas Studies Center
	2. Endorses verified quality and reputable Conferences			*CVSC Director* Central Visayas Studies Center
	3. Facilitates submission of endorsed RDG Application to OVCAA		1 Day	*University Researcher* Central Visayas Studies Center
	4. Endorses conference report submitted		1 Day	*CVSC Director* Central Visayas Studies Center
	5. Facilitates submission of endorsed conference report to OVCAA			*University Researcher/ Admin Aide* 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	OVPAA Website:https://ovpaa.up.edu.ph/downloads-page-awards-and-incentives/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP System IPA Application Form, Publication indexed in either WoS or Scopus, and other supporting documents indicated in the application form	1. Acknowledges the submission of the application for IPA	None	1 Day	*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	
	7. Facilitates the submission of the signed contract for notarization at the Legal Office		1 Day	
	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	
	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 2. Acts on invitations if it is of their field of interest.	E-blasts official communications related to research and research application	None	1 Hour	*University Researcher and CVSC Director* Central Visayas Studies Center
TOTAL		None	1 Hour	

7. FACILITATE AND ENDORSE UP CEBU RESEARCH DISSEMINATION GRANT

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

Office or Division	Central Visayas Studies Center
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Faculty and REPS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Cebu RDG Application form	CVSC Website :http://cvsc.upcebu.edu.ph/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes UP Cebu RDG Form and submits to CVSC Conference Paper Acceptance and other supporting documents prescribed in the application form	1. Reviews and assesses the reputation of the conference and conference organizers	None	2 Days	*University Researcher* Central Visayas Studies Center
	2. Endorses verified quality and reputable Conferences		1 day	*CVSC Director* Central Visayas Studies Center
2. Submits accomplished forms and documents to CVSC	3. Facilitates submission of endorsed RDG Application to OVCAA			*University Researcher and Admin Aide* Central Visayas Studies Center
3. Submits conference report if request is granted	4. Endorses conference report submitted		2 Days	
	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	*University Researcher and CVSC Director* Central Visayas Studies Center
	2. Assesses and verifies the quality of the publication based on the journal reputation and indexing 3. For creative work based on art exhibit organizer and critique 4. Verified, reported publications are posted at the CVSC website		1 Day 2 Days	*University Researcher* Central Visayas Studies Center
	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	*University Researcher and CVSC Director* 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	*CVSC Director* Central Visayas Studies Center
	4. Conducts these during the appointed time.		3 Days	*Admin Staff/Research Aide, University Researcher and CVSC Director* 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) 1.2. Forwards to GAD Coordinator for review and endorsement 1.3. Checks for the availability of requested resource person / or forward the letter to another faculty expert-consultant or VCAA /Chancellor for approval	None	**15 mins** **15 mins** **5 Days**	GAD Staff GAD Staff
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	Rental Fees may vary according to the requested infrastructure and/or facilities/ equipment used based on FPOC rates found at	5 Days	GAD Staff Accounting Staff

	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	the UP Cebu website		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	

GENDER AND DEVELOPMENT OFFICE (GAD)

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 AR) online and physical copy through LIBCAP to UP CWGS and COA - Region 7	3. Receive the signed copy of the GAD Plan and Budget (GPB) and/ or Accomplishment Report (AR)	None	1 Day	GAD Staff
	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	3. Provide requested logistical support to		1 Day and 15 min	GAD Staff

needed	UP Cebu constituents	None		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 2 days	GAD Staff 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) 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	None	5 Days	GAD Staff
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 SERVICES

1. Honorarium of Resource Speaker/s for Plenary Sessions, Training, and Other Services

Processing of honorarium of resource speaker/s for plenary sessions, training, and other services.

Office or Division:	NSTP-CWTS Office
Classification:	Simple
Type of Transaction:	G2G – Government to Citizen
Who may avail:	Resource Speaker (General Public)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
	NSTPW-CWTS Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Accomplish Contract of Service	1. Receives document and forwards it to the pertinent signatory - review and sign	None	3 Days	*Staff* NSTP-CWTS *Coordinator* NSTP-CWTS
	2. Prepares Disbursement Voucher (DV), Obligation Request (OBR), and Certificate of Appearance, and forwards them to the Coordinator - review and sign		2 Days	*Staff* NSTP-CWTS *Coordinator* NSTP-CWTS
	3. Scan attachments, and uploads them to BULSA		1 Day	*Staff* NSTP-CWTS
	4. Forwards documents to Budget Office for endorsement/approval		1 Day	*Staff* NSTP-CWTS Staff Budget Office
	TOTAL	None	7 Days	

2. Requesting of Data from Barangays

Requesting of Serial Numbers from CHED, Cross Enrollees for ROTC, Letters to the different barangays re: possible projects etc.

Office or Division:	NSTP-CWTS Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Secures Letter Request	1. Receives document and forwards it to the Coordinator - review and sign	None	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	

NATIONAL SERVICE TRAINING PROGRAM (NSTP)

INTERNAL SERVICES

1. Basic Requests regarding Lecturers, Equipment, Venue.

Request to hire and renew appointments 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 *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	

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 Time Record Form (TRF)	1. Receives document (TRF) and forwards it to the Coordinator - review and sign	None	3 Days	*Staff* NSTP-CWTS *Coordinator* NSTP-CWTS
	2. Prepares Disbursement Voucher (DV), Obligation Request and Status (OBR), Payroll, Computation and Payslip and forwards them to the Coordinator - review and sign		2 Days	*Staff* NSTP-CWTS *Coordinator* NSTP-CWTS
	3. Scan attachments, and uploads them to BULSA		1 Day	*Staff* NSTP-CWTS
	4. Forwards documents to Budget Office for endorsement/ approval		1 Day	*Staff* NSTP-CWTS *Staff* 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	*Staff* NSTP-CWTS *Coordinator* NSTP-CWTS Lecturers
	2. Forwards document to Client's Originating Office of the College Secretary and gets a copy		1 Day	*Staff* NSTP-CWTS *Staff* Office of the College Secretary
	TOTAL	None	4 Days	

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	Guidance Services Specialist • 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	Admin. Aide
3. Present the call slip and the re-admission 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	Admin. Aide
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	Guidance Services Specialist ● 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	Guidance Services Specialist ● in charge of CCAD ● in charge of COS ● in charge of CSS ● in charge of SOM
6. Submit the re-admission form together with the counselor's certification to the Admissions	6. Accomplish the acknowledgement form and send it to the faculty who made the referral through email, or the certification will be attached to the	None	1 day	Guidance Services Specialist ● in charge of CCAD ● in charge of COS ● in charge of CSS ● in charge of SOM

Committee (for those who are referred).	readmission form for those who are referred by the Admissions Committee.			
7. Attend the follow-up counseling session.	7. Accommodate the scheduled follow-up session of the student	None	1 hour	Guidance Services Specialist ● 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	Guidance Services Specialist ● 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	Guidance Services Specialist ● 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 Services Specialist B.2. Set appointment with the Resident	9. B.1 & 2. Arrange a schedule with the student/client	None	5 Minutes 2 Hours	Resident Psychologist

Psychologist for Referred Clients 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	Guidance Services Specialist ● 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	Guidance Services Specialist ● 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.			Guidance Services Specialist

		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	Guidance Services Specialist • 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	Guidance Services Specialist • 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	OSA Director Guidance Service Specialist

				● 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	OSA Director Guidance Service Specialist ● 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	Admin./Office Aide In collaboration with Guidance Services Specialist ● 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	Admin./Office Aide

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**
A-Group Guidance Sessions *(e.g. Study Habits, Time Management, Goal Setting, Personality Development Topics, etc.)*				
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	Guidance Services Specialist ● 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			Guidance Services Specialist ● in charge of CCAD

	2.2. Secure students participation in the attendance form 2.3. Facilitate the Guidance Session 2.4. Prepare the Evaluation Form	None	2 hours	• in charge of COS • in charge of CSS • in charge of SOM
3. Fills out the evaluation form	3. Give the participants an evaluation form to complete and collect later.	None	15 minutes	Guidance Services Specialist • 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	Admin./Office Aide OSA Director
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	Guidance Services Specialist • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM Admin./Office. Aide

	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	Guidance Service Specialist (GSS) In Charge of Job Fair/Career Guidance
2. Pay the job fair registration fee at the cashier's office.	2. Process payment and issue official receipts	₱4,500	10 minutes	Cashier
3. Submit registration form and other required documents	3. Accept and confirm the company's participation.	None	10 days	Guidance Service Specialist (in charge for Job Fair)

4. Inquire about the location of the venue	4. Prepare and set up a designated area at the venue.	None	1 hour	Guidance Services Specialist ● 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	GSS In Charge (Job fair) Admin. Aide CMO In-charge (AVR/Venues)
6. Conduct job interviews/job testing for students.	6. Facilitate reservation of venue for interview and testing	None	4 hours	Partner Companies in collaboration with Guidance Services Specialist ● in charge of CCAD ● in charge of COS ● in charge of CSS ● in charge of SOM
	TOTAL	₱4,500	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	Admin./Office Aide
2. Secure an approval slip from the Guidance Services Specialist or OSA Director.	2. Approve the request slip.	None	5 minutes	Guidance Services Specialist • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM

				OSA Director
3. Pay the fee at the Cash Office.	3. Accept payment and give OR.	None	10 minutes	Cashier
4. Present the OR and submit a request slip.	4. Accept the OR and request a slip.	None	3 minutes	Admin./Office Aide
	5. Prepare the requested certification and have it signed by authorized personnel.	None	1 day	Admin./Office Aide
5. Claim certification, upon presentation of OR.	6. Give the requested certification upon the client's OR presentation.	None	3 minutes	Admin./Office Aide
	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	Admin./Office Aide
• 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	Guidance Services Specialist • 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	Guidance Services Specialist • in charge of CCAD • in charge of COS • in charge of CSS • in charge of SOM OSA Director
	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	Admin./Office Aide
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	Guidance Services Specialist • 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	Guidance Services Specialist ● in charge of CCAD ● in charge of COS ● in charge of CSS ● in charge of SOM OSA Director
	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	Highly Technical
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	Junior Scholarship Affairs Officer Admin. Assistant.
2. Express intent to apply and agree to the terms and conditions.		None	3 minutes	Junior Scholarship Affairs Officer Admin Assistant
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 after the application period.		5-10 days application period	Junior Scholarship Affairs Officer Admin. Assistant
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	Junior Scholarship Affairs Officer Admin. Assistant

TOTAL	None	10 days; 1hr 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.

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	Junior Scholarship Affairs Officer Admin. Assistant
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	Admin. Assistant
7. Wait for further instructions of the appeal process	3. Email students for the list of supporting documents to be submitted.	None	5 minutes	Admin. Assistant
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	Admin. Assistant
	5. Email the students for the schedule of interview	None	5 minutes	Admin. Assistant
9. Visit OSA for the preferred schedule of interview	6. Accommodate the students of their preferred schedule for the interview	None	5 minutes	Admin. Assistant
	7. Print appeals generated/extracted.	None	3 minutes	Admin. Assistant
10. Undergo interview	8. Conduct an interview.	None	1 hour	Junior Scholarship Affairs Officer

				Admin. Assistant OSA Director Guidance Services Specialist
11. Waits for the SLAS appeal results.	9. Prepare the interview report.	None	2 days	Junior Scholarship Affairs Officer Admin Asst. OSA Director Guidance Services Specialist
	10. Set a meeting with the Committee on Scholarships and Financial Assistance.	None	5 minutes	Junior Scholarship Affairs Officer
	11. CCSFA deliberates appeals.	None	15 days after appeal period	Committee on Scholarships and Financial Assistance
	12. Prepare a summary of results.	None	20 minutes	Junior Scholarship Affairs Officer Admin. Assistant
	13. Encode results at the SLAS online portal.	None	5 minutes	Junior Scholarship Affairs Officer
12. Check for the results. Results can be accessed by logging in	14. Prepare pubmat and announce the availability of	None	10 minutes	Junior Scholarship Affairs Officer

using your UP mail account at slasonline.up.edu.ph	appeal results at OSA FB page.			Admin Asst.
	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	Junior Scholarship Affairs Officer Admin Asst.

2. Send copies of Form 5 and school ID.	2. Checks the veracity of the submitted documents.			5 minutes	Junior Scholarship Affairs Officer Admin Asst.
	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	Junior Scholarship Affairs Officer Admin Asst.
	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	Admin Asst.
2. Wait for an announcement on the schedule of release.	2. Verify if qualified & officially enrolled.		5 minutes	Admin Asst.
	3. Process the stipend. * ** OSA no longer has control after this step, but we usually advise students that it will take 10 working days.*		2 days	Admin Asst.
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	Junior Scholarship Affairs Officer
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)	Donor and/or CCSFA
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	Junior Scholarship Affairs Officer
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 students 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 (plus Good Moral Character Certification, for some).	None	1 minute	Junior Scholarship Affairs Officer
	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	Junior Scholarship Affairs Officer

	5. Evaluate the submitted documents.	None	1 hr	Donor / Representatives
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	Junior Scholarship Affairs Officer
	7. Inform students if their scholarship is renewed/continued.	None	5 minutes	Junior Scholarship Affairs Officer
	TOTAL	None	15 working days; 2 hrs and 21 minutes	

16. Release of Allowances for Scholars

Processing for release of scholars' 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	● OUR

• Letter of Award, Receipt of Remittance/O.R. • ID (in checks), ATM (in cash cards)		• 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	Junior Scholarship Affairs Officer
2. Receive notice of the stipend's availability.	2. Present the deposit slip to the Cash Office for verification. 3. Cash Office issues Official Receipt 4. Prepare DV, payroll, etc., processed through BULSA and forward to Budget Office.* 5. Announce availability of scholarship benefits.		5 minutes 1-2 days after verification with the bank 30 minutes 10 days after step no. 4	Junior Scholarship Affairs Officer Cash Office Personnel Junior Scholarship Affairs Officer Junior Office Aide for SFA Junior Scholarship Affairs Officer

3. Present school ID at the Cash Office and claim allowance (in cheque) or checks at ATM machines (through cash cards).	** OSA no longer has control after this step, but we usually advise students that it will take 7-10 working days.*			
	TOTAL	None	12 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	Junior Scholarship Affairs Officer

				Admin Asst.
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	Junior Scholarship Affairs Officer Admin Asst.
3. Sign the logbook.	3. Instruct the student to sign the logbook.	None	2 minutes	Junior Scholarship Affairs Officer Admin Asst.
4. Undergo an interview.	4. Conduct an interview with the student.	None	5 minutes	Junior Scholarship Affairs Officer Admin Asst.
5. Seek approval of the OSA Director.	5. Approve the application from the OSA Director.	None	5 minutes	OSA Director
6. Submit the approved application form and claim the money.	6. Collect approved applications and give the money.	None	5 minutes	Cash office

				Admin Asst.
	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	Junior Scholarship Affairs Officer Admin Asst.

2. Secure signature from the OSA Director	2. Sign the donation form from the OSA director.	None	5 minutes	OSA Director
3. Submit the donation form and the pledged amount for donation.	3. Receive and verify the completeness of the form together with the donated amount.	None	15 minutes	Junior Scholarship Affairs Officer Admin Asst.
4. Receive an acknowledgment letter for the donation.	4. Prepare and give an acknowledgement letter.	None	5 minutes	Junior Scholarship Affairs Officer Admin Asst.
	TOTAL	None	35 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	Requesting Office
2. Wait for the budget clearance & deliberation of SA requests.	2. Deliberate the request and get clearance from the budget officer.	None	30 minutes	UP Cebu Committee on Scholarships and Financial Assistance (CCSFA) Budget Officer
3. Secure the Notice of approval of SA Request	3. Send Approval Notice.	None	5 days	GSS in-charge of scholarship
4. Submit the evaluation form at the end of the semester.		None	5 minutes	Requesting Office / Admin Assistant
	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 or 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	Admin Asst.
2. Accomplish and submit an application form for screening.	2. Accept the application form and screen the document.	None	10 minutes	Admin Asst.
3. Proceed to OSA for endorsement of the SA application.	3. Verify the SA application form.	None	5 minutes	Admin Asst.
4. Undergo the Interview for Student Assistant	4. Interview the applicant and endorse the SA application.	None	10 minutes	OSA Director

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	HRDO Staff
6. Submit documents and requirements to HRDO.	6. Accept and verify documents and requirements	None	10 minutes	HRDO Staff
7. Wait for the Notice of Appointment prior to reporting for duty.	7. Give Notice of Appointment.	None	18 days	HRDO Staff Admin Asst.
	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	None	5 minutes	GSS in-charge for Student Organization

existing student org. (in person at the OSA office, OSA FB or website, or email).	(in 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	GSS in-charge for Student Organization
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	GSS in-charge for Student Organization
	TOTAL	NA	15 working days and 5 minutes	

24. 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	Admin Aide
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	GSS in-charge OSA Director I

3. Submit security plans & guidelines *for big events/activities that go beyond curfew hours*, 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 *for activities that have more than 100 participants* 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	GSS in-charge

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	OSA Director GSS in-charge
3. Secure approval from VCAA and Chancellor			3 days	Vice Chancellor for Academic Affairs Chancellor
	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	GSS in-charge of OSA Director
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	Public Information Officer
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	Public Information Officer
4. Seek assistance from the Campus Maintenance Office (CMO) for big and large tarpaulins/streamers.			1 day	Campus Maintenance Staff (for actual posting of big tarps or streamers in designated areas only)
	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	Dorm Manager
2. Wait for deliberation of dormitory application requests.	2. Accept and Screen Dormitory Application Form.	None	10 minutes	Dorm Manager

	3. Assess/evaluate documents and deliberate dormitory application requests with the committee.	None	30 days	Dorm Manager and Dormitory Committee
	4. Forward the qualified list of applicants to the Chancellor for approval.	None	1 day	Dorm Manager
3. Inquire about result announcement	5. Send email to the qualified applicants via email.	None	2 hours	Dorm Manager
4. Move in	6. Accept qualified applicants and receive a hard copy of the documents.	None	20 minutes	Dormitory Manager
	TOTAL	None	31 days, 2 hours and 30 minutes	

SUMMARY OF CHANGES

1. External Services, no. 6 Job Fair for Partner Companies, fees from 4,000.00 Php change to 4,500.00 Php
2. External Services, no. 26 Dormitory, added 20 minutes under processing time and Dormitory Manager under Person Responsible.

OFFICE OF STUDENT AFFAIRS (OSA)

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	• Admin Staff • GSS • OSA Director
	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	Guidance Services Specialist
2. Sign in the Client Logbook in the office.	2. Give the logbook to the client.	None	3 minutes	Guidance Services Specialist
3. Psychotherapy—3.1. Secure referral from the Guidance Services Specialist 3.2. Set appointment with the Resident	3. Arrange schedule with the client	None	5 Minutes 2 Hours	Resident Psychologist

Psychologist for Referred Clients 3.3. Proceed to Third Place (Office of Resident Psychologist) for Walk-in Clients	4. Conduct initial assessment		45 minutes	
	TOTAL	NA	3 hours and 23 minutes	

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
If UPCAT Qualifier, UPCAT Admissions Notice, containing ID and PIN;	UP Office of Admissions
If UPCAT Appellant, UP Cebu OUR email confirming admission (through online submission);	UP Cebu Office of the University Registrar
If VAAS /AASS qualifier, high school graduate. 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
If a Certificate of Fine Arts high school graduate, Certification of Admission to the Fine Arts Program;	College of Communication, Art, and Design
If Iskolar ng Bayan grantee, Admission Notice from the Office of Student Affairs;	Office of Student Affairs
If Transferee from other schools, 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)	Varied sources
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 of student
High School Report Card or Form 138 bearing the signature of the principal and the remark “Graduated and eligible for admission to college” (1 original)	High School of student
Certificate of Good Moral Character bearing the signature of the principal or guidance counselor (1 original)	High School of the student
Philippine Statistics Authority (PSA) Birth Certificate (in case 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). *Notarized Affidavit of two disinterested persons in case of discrepancy of name.* (1 original,1 photocopy, and scanned copy through online submission)	Philippine Statistics Authority
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/
If applying for the Fine Arts Program, Talent Test result (1 original)	UP Cebu College of Communication, Art, and Design – Fine Arts Program
If voluntarily opting out of the Free Higher Education privilege, Accomplished Voluntary Opt-out Form (1 original)	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TME	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. *For students who are not eligible for Free Higher Education or voluntarily opting out of this privilege* pay tuition and other school fees. Gets official Form 5 eOR. *Students who are eligible for Free Higher Education*, go directly to the next step.	6.1 Accepts payment of tuition based on Form 5A. 6.2 Issues Official Form 5 eOR (electronic Official Receipt).	₱1,000/unit tuition + ₱1,711.50 other school fees + laboratory and computer laboratory fees	5-10 mins	Cash Office
7. Have one's enrollment validated.	7.1 Stamp "PROVISIONAL" if lack entrance credentials. 7.2 Tags student as "Officially Enrolled" and releases Form 5 to the student.	None	3- 5 mins	Office of the College Secretary of the respective college
	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	Where to Secure
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 certificate, the name on the latter will be used). Notarized Affidavit of two disinterested persons in case of	Philippine Statistics Authority

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	*Window 1 (Angel Kris C. Negro)* 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	*(Camille E. Caputol)* 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	*Adviser* *Of the course/program of respective college* 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. ₱600/unit + ₱1,201.50; MBA ₱1,200/unit + ₱1,201.50	31-55 minutes	

* 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)	Previous school of student

Certificate of Good Moral Character bearing the signature of authorized official (1 original)	Last school attended
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)	Philippine Statistics Authority
PSA Marriage Certificate, for married female applicants only (1 photocopy)	Philippine Statistics Authority
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/
If applying for the Fine Arts Program, Talent Test result (1 original)	UP Cebu College of Communication, Art, and Design – Fine Arts Program
If applying for VAAS /Associate in Arts Program, Talent Determination/Sports Skill, Fitness, and Psychological Tests	UP Cebu College of Social Sciences – VAAS/(AASS program)
Additional requirement like interview and letter of intent may be required by the College	Respective College (CCAD, CS, CSS, SoM)
For Foreign Transfer Applicants only	
Biopage of valid passport (1 copy)	Applicant
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), upon acceptance into a program	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 TME**	**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. *For students who are not eligible for Free Higher Education*, 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	Where to Secure
For Cross-registrants from within UP	
FORM Request to Cross-Register, with home unit approval	Home UP unit
Official copy of grades from the previous semester (1 original)	Home UP unit
Completed University Clearance (1 original or 1 photocopy)	Home UP unit
Supporting documents for reason/s of cross-registration, e.g. medical certificate, adviser's certification re: remaining deficiencies for graduating students (1 original)	Applicant
For Cross-registrants from outside UP or Special Students	
FORM 3.5A Application for Cross-Registrants or Special Students	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/
Passport picture with name and signature at the back (1 recent, colored original photo)	Varied sources
	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)	UP Cebu Health Services Unit
Official copy of grades from each college attended signed by the Registrar or an authorized representative; or Official Transcript of Records with remarks "for evaluation purposes only" (1 original)	Home school of student
Accomplished Student Directory, with one recent, colored, passport photo attached (1 original)	UP Cebu Office of the University Registrar http://our.upcebu.edu.ph/
Additional Requirements for Filipino Special Students only	
Philippine Statistics Authority (PSA) Birth Certificate (1 photocopy)	Philippine Statistics Authority
PSA Marriage Certificate, for married female applicants only (1 photocopy)	Philippine Statistics Authority
Additional Requirements for Foreign Cross-Registrants or Special Students only Biopage of valid passport (1 copy)	Applicant
Alien Certificate of Registration (ACR) for 9(f), 9(g), and 47(a)(2) visa holders (1 copy), upon acceptance into a program	Bureau of Immigration
Special Study Permit (1 copy), upon acceptance into a program	Bureau of Immigration
Certification from a reputable bank in the applicant's country about their capability to finance the travel, educational, personal, and other expenses that may be incurred in relation to their studies in the Philippines; or Statement of Funding Support (2 copies).	Bank in the applicant's country

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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. *(from outside of UP units and special student)* *Exchange students with MOA (Memorandum of Agreement) with UP are exempted from payment of the application fee.*	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 <u>Foreign</u> 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, *paid at the home unit* <u>Outside UP</u> ₱100, *for Filipinos* ₱250, *for resident foreign applicants* US$30, *for non-resident foreign applicants*	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. *For cross-registration outside the UP System,* submit the form for action of the Vice Chancellor for Academic Affairs (VCAA).	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 *University Registrar* Office of the University Registrar *Camille E. Caputol* Office of the University Registrar *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
4. Upon approval, pays the registration fee. Get one's official receipt. *Exchange students to Universities with MOA (Memorandum of Agreement) with UP are exempted from payment of the registration fee.*	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. *One copy for the host unit and one copy to be returned to the home unit*.	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	*Angel Kris C. Negro* 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	*Lyn G. Desucatan* Office of the University Registrar
	2.1 Batch editing (per 100) 2.2 Batch sending to supplier (per 100)		3 - 5 weeks	*Lyn G. Desucatan* *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	*Lyn G. Desucatan* 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* **Assuming no accountabilities*	
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	*_Citizen_s_Charter_Handbook_Template_with_Instructions_-_Accepted_Changes.pdf*)	

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	*Lyn Desucatan* 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	*Lyn Desucatan* Office of the University Registrar University Registrar Office of the University Registrar
4. Claims requested verification, when available.	Releases verification.		10 minutes	*Lyn Desucatan* 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 Jermydel 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	*OUR Staff* 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 (*if applicable,* 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, *in pdf*			

	Form 5 EORs of all students, *in pdf*			
	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. Equipment and Materials Borrowing Service

Items that can be borrowed, provided they are returned **by the next class day:**

Item	Quantity
Small whiteboard	6
Large double-sided mobile whiteboard	1
Small double-sided mobile whiteboard	2
Monobloc chairs	20
Other materials (Please inquire from the TLRC Staff)	

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
TLRC Form 1 (Borrower's Slip) UP ID	TLRC (You may also print out this Borrower's Slip and bring the filled out form to TLRC)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out Borrower's Slip and UP ID.	1. Check the slip and UP ID and approve or deny the request.		1 minute	*TLRC Coordinator*
2. If the request is approved, log the item in the logbook upon claiming to confirm that it was received in good condition.	2. If the request is approved, release the borrowed item on the requested schedule.	None	1 minute	*TLRC Coordinator*
For returning items: 1. Present the borrowed item for inspection.	1. Inspect the borrowed item. If the item is in the same good			*TLRC Coordinator*

	condition, release the borrower's ID. **For damaged items, replacement cost will be paid by the borrower. The TLRC Coordinator has the right to withhold borrower's clearance until the item has been replaced or paid for.*			
2. Sign the logbook to confirm that the borrowed item has been returned in good condition.	2. Sign the logbook to confirm that the item has been inspected and was found to be in good condition upon return.			*TLRC Coordinator*
	TOTAL	None	2 minutes	

2. Peer Tutorials

Supporting Well-being through Effective and Engaging Tutorials (SWEET) is the semestral free tutorial service offered by the TLRC.

Office of Division	TLRC			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	UP Cebu Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
UP Email		Information Technology Center (ITC)		
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Visit TLRC's Facebook Page https://www.facebook.com/upcebutlrc for the official announcement of the opening of tutorials for the semester.	1. Post the booking links of tutors	None	5 minutes	*TLRC Coordinator*
2. Provide the needed information upon signing up.	2. Send the tutorial request via email to the pertinent tutor for approval or disapproval	None	1 day	*TLRC Coordinator*
3. Show up on the set schedule of the tutorials.		None		
	TOTAL	None	1 day 5 minutes	

3. Self-Service Printing, Photocopying, and Scanning

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	UP Cebu Students and the General Public

SELF-SERVICE PRINTING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
File(s) to be printed saved on personal device				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Turn on WiFi and connect to the printer: **DIRECT-9Q-EPSON-L5290 SERIES** Password: 55996144 Or scan the code:	None, except when client's device cannot connect to the printer: Direct the client to a desktop computer and allow them to access their file and print directly from the said computer *Note: All iMAC desktop computers are connected to the printer.*		5 minutes	*TLRC Coordinator*
2. Open the file and set the paper size, and whether to print in colored or black ink.				

Make sure that the paper fed on the printer tray matches the settings.				
3. Click the printer icon and retrieve the printout(s).				
4. Pay for your printout(s) and log in the Printing Services Log Book (include reference number if payment was made via GCash)		Payment in cash or via GCash: **BLACK** A4/Letter PHP 4.00 Long PHP 5.00 **COLORED** A4/Letter PHP 9.00 Long PHP 10.00 **One-peso discount per page if client uses their own paper*		
TOTAL			5 minutes	

PHOTOCOPYING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document(s) to be photocopied				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide information regarding the number of copies and whether to photocopy in colored or black ink.	1. Receive the documents and photocopy them.		1-2 minutes	*TLRC Coordinator*
2. Pay for the copies and log in the Printing Services Log Book (include reference number if payment was made via GCash)		Payment in cash or via GCash: **BLACK** A4/Letter PHP 3.00 **COLORED** A4/Letter PHP 7.00		
	TOTAL		1-2 minutes	

SCANNING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document(s) to be scanned Email address where scanned files will be sent				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide information regarding scanning (e.g. save all files in one PDF file or save as individual PDF files)	1. Receive the documents and scan them.		3-5 minutes	*TLRC Coordinator*
2. Pay for the scanning and log in the Printing Services Log Book (include reference number if payment was made via GCash).		Payment in cash or via GCash: PHP 10.00 per page		
	TOTAL		3-5 minutes	

4. University Virtual Education Commons (UVEC) Assistance

To address client needs that were not covered by the UVEC orientation and the UVEC Handbook: https://bit.ly/UPCebu-UVECStudentsGuide

Office of Division	TLRC
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Email UVEC Details: Browser Used (Chrome, Safari, etc.) Gadget (Mobile phone, Computer, etc.) Operating System (Android, Windows 10, MacOS Ventura, etc.)	Information Technology Center (ITC) Requesting Party

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://support.upcebu.edu.ph/open.php/ 1.1 Select **"Teaching and Learning Resource Center/ UVEC Concerns"** in the Help Topic drop-down and provide the needed information. ***Alternative Step:***	Resolve issues accordingly.	None	Maximum of 3 days for simple transactions; 7 days for complex ones; 20 days for highly technical transactions	*TLRC Coordinator*

Make an inquiry or transact in person at the TLRC located on the ground floor of the Undergraduate Building from 8:00 AM to 5:00 PM. Provide the same UVEC details during face-to-face transactions.				
	TOTAL	None	3 to 20 days on a case-to-case basis	

5. 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 – Government to Citizen
Who may avail	UP Cebu Students

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 client to a desktop computer.	None	10 seconds	*TLRC Coordinator*
Proceed to use the desktop computer.				
TOTAL		None	10 seconds	

6.1. Use of the Interactive Learning Center (ILC)

The ILC is an air-conditioned Audio-Visual Room (AVR) that can accommodate up to fifty (50) people. It is located on the second floor of the Administration Building.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Students or Student Organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reservations must be made **at least three (3) days prior to the event.** You can check the availability of the ILC here: https://bit.ly/TLRC-ILC-DA-Calendar 2026. Be sure to select the correct tab for the month of your reservation.				
2.1. **For NON-Student Organizations**, go to this link: https://bit.ly/ILC-ReservationForm and then click **CMO Forms** → **Facilities and Equipment** and fill out the Facilities and Equipment Request Form. **Proceed to Step Number 5.** 2.2. **For Student Organizations**, in your endorsement letter, include	Sign the endorsement letter.	None*	1 day	*TLRC Coordinator*

the **TLRC Coordinator** among the signatories: **Asst. Prof. FERNAND G. BERNARDEZ** **If submitting a soft copy:** send via email to lrc.upcebu@up.edu.ph and cc: fgbernardez@up.edu.ph **If submitting a hard copy:** Bring it to TLRC for signature *Minimum requirement for the TLRC Coordinator's endorsement: the endorsement letter already signed by the organization's adviser.*				
3. Whether in soft or hard copy, **make sure the endorsement letter has complete signatories.** Go to this link: https://bit.ly/ILC-ReservationForm and then click **CMO Forms → Facilities and Equipment, Student Org.**				
4. Upload your endorsement letter and fill out the Facilities and Equipment Request Form.	Campus Maintenance Office (CMO) forwards the request to OVCA for approval.	None*	1-2 days	
5. A copy of the **approved Reservation Form** will be sent via email. Please present this to the guard on duty upon entering the ILC.				
	TOTAL	None*	2-3 days	

For weekday events held after 4:00 PM, as well as those scheduled on weekends,* ***ILC users will be responsible for covering the overtime pay of maintenance personnel.*
The exact amount will be determined by the CMO upon submission of the request form.

6.2. Use of the Interactive Learning Center (ILC)

The ILC is an air-conditioned Audio-Visual Room (AVR) that can accommodate up to fifty (50) people. It is located on the second floor of the Administration Building.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reservations must be made **at least three (3) days prior to the event.** You can check the availability of the ILC here: https://bit.ly/TLRC-ILC-DA-Calendar 2026. Be sure to select the correct tab for the month of your reservation.				
2. Go to this link https://bit.ly/ILC-ReservationForm and click on **CMO Forms → Facilities and Equipment.**				
3. Fill out the Facilities and Equipment Request Form.	Endorse the request. Block off the requested schedule in the ILC Calendar.		1 day	*TLRC Coordinator*

	E-sign the Facilities and Equipment Request Form.			*TLRC Coordinator*
	Campus Maintenance Office (CMO) forwards the request to OVCA for approval.		1-2 days	
4. A copy of the **approved Reservation Form** will be sent via email. Take note of the Reference Number.				
5. Pay for the necessary fees. **For over-the-counter payments:** Proceed to the Cash Office at the College of Science (New Science Building) for payment (Monday to Friday, 8:00 AM to 5:00 PM). **For online payments:** Go to this link https://bit.ly/ILC-ReservationForm and click on **Cash Office → Online Payments**		**Hourly Rates** Venue PHP 385.00 Aircon (per unit) PHP 55.00 Sound System PHP 110.00 *No fees will be charged for the use of tables and chairs.*		
6. Please present the completed reservation form and payment slip to the guard on duty upon entering the ILC.				
	TOTAL	(Minimum)* PHP 385.00	2-3 days	

For weekday events held after 4:00 PM, as well as those scheduled on weekends, **ILC users will be responsible for covering the overtime pay of maintenance personnel. The exact amount will be determined by the CMO upon submission of the request form.*

7. Use of the TLRC Discussion Area (DA)

The **Discussion Area (DA)** is an air-conditioned room at the TLRC designed for small-group meetings of 10-15 people. Walk-ins may use the DA on a first-come, first-served basis, provided it is not reserved. The process outlined below is intended for those who wish to secure the venue in advance.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Students, Alumni, and Retired Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UP Email	

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Check the availability of the Discussion Area here: https://bit.ly/TLRC-ILC-DA-Calendar2026				
2. Send a reservation request via email addressed to **Asst. Prof. FERNAND G. BERNARDEZ, TLRC Coordinator** State the following details: Date and Time of Use Purpose Email: lrc.upcebu@up.edu.ph cc: fgbernardez@up.edu.ph	1. Make sure that there is no conflict with the requested schedule. 1.1 Endorse the request to the TLRC Coordinator for approval 1.2 Approve the request 1.3 Plot the approved reservation on the DA calendar and send confirmation email (or if applicable, denial of request) to requesting client	None	1 day	*TLRC Coordinator* *TLRC Coordinator* *TLRC Coordinator*
3. Receive confirmation email and show up on the reserved schedule.				
	TOTAL	None	1 day	

TEACHING AND LEARNING RESOURCE CENTER (TLRC)

INTERNAL SERVICES

1. Assistance with Multimedia Presentations

Video clipping, simple graphic design and editing, etc.

Office of Division	TLRC
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Faculty and Staff

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 Confirms with client regarding approval or otherwise	None	Before close of business day	*TLRC Coordinator* *TLRC Coordinator*
2. Provide a copy of the pertinent files and coordinates with TLRC for the implementation of the approved request	2. Coordinates with the client for the implementation of the approved request.	None	5-7 days depending on the nature of request	*TLRC Coordinator*
	TOTAL	None	5-7 days depending on the nature of request	

2. Educator Support Services

TLRC provides support in crafting training designs aimed at enhancing the teaching and learning experiences of the UP Cebu community.

Office of Division	TLRC
Classification	Complex
Type of Transaction	G2G – Government to Government
Who may avail	UP Cebu Colleges and Programs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UP Email	Information Technology Center (ITC)

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. A request should be made **at least one month before the implementation date.** Please send an email addressed to: **Asst. Prof. FERNAND G. BERNARDEZ, TLRC Coordinator** Indicate training needs and target date(s) of implementation Email: lrc.upcebu@up.edu.ph cc: fgbernardez@up.edu.ph	1. Consult with the Office of the Vice Chancellor for Academic Affairs (OVCAA). 2. Confirm approval or disapproval of request.	None	Maximum of 7 days	*TLRC Coordinator*
	TOTAL	None	7 days	

3. Equipment and Materials Borrowing Service

Items that can be borrowed, provided they are returned **by the next class day:**

Item	Quantity
Projector	1
HDMI	1
Small whiteboard	6
Large double-sided mobile whiteboard	1
Small double-sided mobile whiteboard	2
Monobloc chairs	20
Other materials (Please inquire from the TLRC Staff)	

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Offices and Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
TLRC Form 1 (Borrower's Slip) UP ID	TLRC (You may also print out this Borrower's Slip and bring the filled out form to TLRC)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit filled out Borrower's Slip and UP ID.	1. Check the slip and UP ID and approve or deny the request.		1 minute	*TLRC Coordinator*
2. If the request is approved, log the item in the logbook upon claiming to confirm that it was received in good condition.	2. If the request is approved, release the borrowed item on the requested schedule.	None	1 minute	*TLRC Coordinator*

For returning items: 1. Present the borrowed item for inspection.	1. Inspect the borrowed item. If the item is in the same good condition, release the borrower's ID. **For damaged items, replacement cost will be paid by the borrower. The TLRC Coordinator has the right to withhold borrower's clearance until the item has been replaced or paid for.*			*TLRC Coordinator*
2. Sign the logbook to confirm that the borrowed item has been returned in good condition.	2. Sign the logbook to confirm that the item has been inspected and was found to be in good condition upon return.			*TLRC Coordinator*
	TOTAL	None	2 minutes	

4. Event Support Services

Creation of Evaluation Form, and Auto-generation of E-Certificates of Participation

Office of Division	TLRC
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Faculty and Staff

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	Requesting Party

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. Approves or denies request 1.3. Confirms with client regarding approval or otherwise	None	1 day	*TLRC Coordinator* *TLRC Coordinator*
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 days	*TLRC Coordinator*
	TOTAL	None	10-14 days	

5. Printing, Photocopying, and Scanning

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	UP Cebu Offices and Units, Faculty and Staff

PRINTING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
PDF copy of file(s) to be printed				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send your file(s) to lrc.upcebu@up.edu.ph Please indicate: a. paper specifications (size, type, etc.) b. number of printouts to be made; c. whether to print using colored or black ink; and, d. target date of retrieval. **Proceed to Step Number 4.**	1. Receive the files and produce the requested printouts according to specifications.		Maximum of 3 days for simple printing jobs; 7 days for high volume ones;	*TLRC Coordinator*
For those who wish to use self-service printing: 1. Turn on WiFi and connect to the printer:			5 minutes	*TLRC Coordinator*

DIRECT-9Q-EPSON-L5290 SERIES Password: 55996144 Or scan the code: 	None, except when client's device cannot connect to the printer: Direct the client to a desktop computer and allow them to access their file and print directly from the said computer *Note: All iMAC desktop computers are connected to the printer.*			
2. Open the file and set the paper size, and whether to print in colored or black ink. Make sure that the paper fed on the printer tray matches the settings.				
3. Click the printer icon and retrieve the printout(s).				
4. Pay for your printout(s) and log in the Printing Services Log Book (include reference number if payment was made via GCash)		Payment in cash or via GCash:		

		  BLACK A4/Letter PHP 4.00 Long PHP 5.00 **COLORED** A4/Letter PHP 9.00 Long PHP 10.00 **One-peso discount per page if client uses their own paper*		
	TOTAL		5 minutes	

PHOTOCOPYING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document(s) to be photocopied				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide information regarding the number of copies and whether to photocopy in colored or black ink.	1. Receive the documents and photocopy them.		1-2 minutes	*TLRC Coordinator*
2. Pay for the copies and log in the Printing Services Log Book (include reference number if payment was made via GCash)		Payment in cash or via GCash: **BLACK** A4/Letter PHP 3.00 **COLORED** A4/Letter PHP 7.00		
	TOTAL		1-2 minutes	

SCANNING				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document(s) to be scanned Email address where scanned files will be sent				
CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
2. Provide information regarding scanning (e.g. save all files in one PDF file or save as individual PDF files)	2. Receive the documents and scan them.		3-5 minutes	*TLRC Coordinator*
2. Pay for the scanning and log in the Printing Services Log Book (include reference number if payment was made via GCash).		Payment in cash or via GCash: PHP 10.00 per page		
	TOTAL		3-5 minutes	

6. University Virtual Education Commons (UVEC) Assistance

To address client needs that were not covered by the UVEC orientation and the UVEC Handbook:
https://bit.ly/UPCebu-UVECTeachersGuide

Office of Division	TLRC
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Faculty

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
UP Email UVEC Details: Browser Used (Chrome, Safari, etc.) Gadget (Mobile phone, Computer, etc.) Operating System (Android, Windows 10, MacOS Ventura, etc.)	Information Technology Center (ITC) Requesting Party

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to https://support.upcebu.edu.ph/open.php/ 1.1 Select **"Teaching and Learning Resource Center/ UVEC Concerns"** in the Help Topic drop-down and provide the needed information. ***Alternative Step:*** Make an inquiry or transact in person at the TLRC located on the ground floor of the Undergraduate Building from 8:00 AM to 5:00 PM. Provide the	Resolve issues accordingly.	None	Maximum of 3 days for simple transactions; 7 days for complex ones; 20 days for highly technical transactions	*TLRC Coordinator*

same UVEC details during face-to-face transactions.				
TOTAL		None	3 to 20 days on a case-to-case basis	

7. Use of Desktop Computers

TLRC offers free use of iMAC desktop computers that are all connected to the internet and to the printer.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All UP Cebu Faculty, Staff, Units

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UP ID, UP Email	

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For using 1-2 desktop units: 1. Request for computer use and present UP ID. 2. Proceed to use the desktop computer.	1. Check UP ID and refer client to a desktop computer.	None	10 seconds	*TLRC Coordinator*
For using three or more units: 1. Send a request via email addressed to **Asst. Prof. FERNAND G. BERNARDEZ, TLRC Coordinator** State the following details: Date and Time of Use Purpose Email: lrc.upcebu@up.edu.ph cc: fgbernardez@up.edu.ph	1. Endorse the request to the TLRC Coordinator for approval 2. Approve or decline the request and inform the requestor via email.		1 day	*TLRC Coordinator*
	TOTAL	None	10 seconds to 1 day	

8. Use of the Interactive Learning Center (ILC)

The ILC is an air-conditioned Audio-Visual Room (AVR) that can accommodate up to fifty (50) people. It is located on the second floor of the Administration Building.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen, G2G – Government to Government
Who may avail	UP Cebu Offices and Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UP Email	

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reservations must be made **at least three (3) days prior to the event.** You can check the availability of the ILC here: https://bit.ly/TLRC-ILC-DA-Calendar 2026. Be sure to select the correct tab for the month of your reservation.				
2. Go to this link https://bit.ly/ILC-ReservationForm and click on **CMO Forms → Facilities and Equipment.**				
3. Fill out the Facilities and Equipment Request Form.	Endorse the request. Block off the requested schedule in the ILC Calendar.	None*	1 day	*TLRC Coordinator* *TLRC Coordinator*

	E-sign the Facilities and Equipment Request Form. Campus Maintenance Office (CMO) forwards the request to OVCA for approval.			
4. A copy of the **approved Reservation Form** will be sent via email. Please present this to the guard on duty upon entering the ILC.		None*	1-2 days	
	TOTAL	None*	2-3 days	

For weekday events held after 4:00 PM, as well as those scheduled on weekends, **ILC users will be responsible for covering the overtime pay of maintenance personnel. The exact amount will be determined by the CMO upon submission of the request form.*

9. Use of the TLRC Discussion Area (DA)

The **Discussion Area (DA)** is an air-conditioned room at the TLRC designed for small-group meetings of 10-15 people.
Walk-ins may use the DA on a first-come, first-served basis, provided it is not reserved.
The process outlined below is intended for those who wish to secure the venue in advance.

Office of Division	TLRC
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Cebu Offices and Units, Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UP Email	

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Check the availability of the Discussion Area here: https://bit.ly/TLRC-ILC-DA-Calendar2026				
2. Send a reservation request via email addressed to **Asst. Prof. FERNAND G. BERNARDEZ, TLRC Coordinator** State the following details: Date and Time of Use Purpose Email: lrc.upcebu@up.edu.ph cc: fgbernardez@up.edu.ph	2. Make sure that there is no conflict with the requested schedule. 2.1 Endorse the request to the TLRC Coordinator for approval 2.2 Approve the request 2.3 Plot the approved reservation on the DA calendar and send confirmation email (or if applicable, denial of request) to requesting client	None	1 day	*TLRC Coordinator* *TLRC Coordinator* *TLRC Coordinator*

3. Receive confirmation email and show up on the reserved schedule.				
	TOTAL	None	1 day	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	You may send your feedback through this form: https://bit.ly/TLRC-Feedback-and-Complaints or directly email the office at **lrc.upcebu@up.edu.ph**
How feedback is processed	The office receives and sorts the feedback. 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 a complaint through this form: https://bit.ly/TLRC-Feedback-and-Complaints or directly email the office at lrc.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: 2.1. Complaint processing 2.2. Complaint investigation 2.3 Corrective action 2.4 Complaint resolution 2.5 Organizational improvement
Contact information of TLRC	Landline Number: (032) 232 8187 local 314 Email: lrc.upcebu@up.edu.ph Facebook via Meta: https://www.facebook.com/upcebutlrc

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 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 slip 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 accuracy of Official Receipt.	Please see the table below.	2 minutes	Cash Office Personnel
3. Return to 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 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 University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students -Official proof of enrollment (e.g. valid UP ID, Form 5)	1. Office of the University Registrar
2. Duly accomplished book card.	2. University Library / Circulation Counter
3. UP Mail account	3. UP Cebu Information Technology Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the book card with name, degree program, and student number.		None	2 minutes	Library Personnel
2. Hand in duly accomplished book card, the book/s to be borrowed, and valid ID.	2.1. Receive book/s to be borrowed, duly accomplished book card, and valid ID.	None	1 minute	
	2.2. Check ID and verify the borrower's status at the Library Services Platform (Buklod).	None	1 minute	
	2.3. Tap the book to the RFID Workstation and complete the checkout under the borrower’s account.	None	1 minute	

	2.4. Stamp and countersign the date due slip and bookcard.	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 the borrowed book/s on or before the due date to avoid tagging or deficiency by the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Book/s for return 2. Payment for 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. Tap the book to the RFID Workstation to process the return, activate the RFID tag, and clear it from the borrower's account at the Library Services Platform – Buklod.	None	1 minute	
	1.3. If the book/s is/are overdue, pay the corresponding fine. Refer to Payment of Fines Process.	None	1 minute	
	1.4. Inform the borrower as to the number of books left charged out under his/her account if there is any.	None	1 minute	
TOTAL			**4 minutes**	

4. Renewing of Book/s 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
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Valid UP ID	1. Office of the University Registrar
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.	1.1.1 Receive ID and book/s.	None	1 minute	Library Personnel
	1.2.1 Acknowledge intent to renew the book/s.	None	1 minute	
	1.1.2 Retrieve and hand in the book card of the book/s to the borrower.	None	2 minutes	
2. Hand in duly accomplished book card, the book/s to be renewed, and valid ID.	2.1. Check ID and verify borrower's status on Library Services Platform (Buklod).	None	1 minute	
	2.2. Verify if the book/s is/are eligible for renewal (no holds, not overdue, and within the maximum limit for renewal).	None	2 minutes	
	2.3. Hand in book card/s to the borrower.	None	1 minute	

	2.4. Renew the loan duration using the LSP (Buklod) under the borrower's account.	None	1 minute	
	2.5 Stamp "returned" on old due date, stamp new due date, and countersign the Due Date Slip and Book Card.	None	1 minute	
3. Receive book/s renewed.	3. Give book/s renewed to the borrower. For remote transactions, send email to borrower's confirming book/s renewed with the new due date.	None	1 minute	
TOTAL			**11 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
Who may avail	UP Students and Non-UP Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For students - Official proof of enrollment (e.g. valid UP ID, Form 5); 2. Non-UP Researcher – Valid ID and Request Letter	1. Office of the University Registrar 2. Requesting Party
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 book call slip.	1.1 Check the information provided.	None	1 minute	Library Personnel
	1.2 Check the status and availability of the requested material/s.	None	1 minute	
	1.3 Retrieve the requested material/s.	None	10 minutes	
	1.4 Verify correctness of the material/s.	None	2 minutes	
	1.5 Send an email to notify the requestor of the status of the requested material/s.	None	2 minutes	
2. Present valid ID.	2.1 Hand over the book card/s to be filled out by the requestor.	None	1 minute	

	2.2 Hand over to the user the requested material/s.	None	1 minute	
3. Receive requested material/s.	3. Clip together the book card/s and valid ID	None	1 minute	
TOTAL			**19 minutes**	

6. Request for Use of Computers to Access the Internet

This service provides students, faculty members, and staff of UP Cebu with access to all subscribed databases and online information resources for research and academic learning.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official proof of enrollment (e.g. valid UP ID, Form 5);	1. Office of the University Registrar
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 Internet Card.	1.1. Receive ID and Form 5.	None	1 minute	Library Personnel
	1.2. Verify the accuracy of the data.	None	1 minute	
	1.3. Hand over Internet Use Card to the student.	None	1 minute	
2. Accomplish monitoring log sheet and Internet Use Card.	2.1. Verify the user's ID and the Internet Use Card.	None	1 minute	
	2.2. Hand in the monitoring log sheet.	None	1 minute	

	2.3. Check the availability of the computers.	None	1 minute	
3. Receive 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, balance in the Internet Use Card, and counter sign.	None	3 minutes	
5. Claim the ID and Internet Use Card.	5. Return ID and Internet Use Card.	None	1 minute	
TOTAL			**12 minutes**	

7. Request for Use of Computers to Access the UP Cebu Subscribed Library Databases

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

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official proof of enrollment (e.g. valid UP ID, Form 5)	1. Office of the University Registrar
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. Verify the accuracy of the data.	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**	

8. 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, scanned, and delivered via email.

Office or Division	University Library
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Students - Official proof of enrollment (e.g. valid UP ID, Form 5)	1. Office of the University Registrar
2. UP mail account	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 and submit the online form for Document Delivery Service using the UP webmail under the "Services" tab on the Library Website.	1.1. Check availability and location of requested material/s on Tuklas and databases.	None	1 day	Librarians
	1.2. Send confirmation on the availability of the material.	None	10 minutes	
	1.3. If not available, send requests to other UP libraries for the availability of the requested material/s.	None	3 days	
2. Wait for the reply or feedback from the librarian.	2. Prepare and process the material for document delivery.	None	6 days	

3. Receive the requested library material/s.	3. Send material/s to the requestor via email.	None	10 minutes	
TOTAL			**10 days & 20 minutes**	

9. Request for Information Access and Reference Service

This service aids library users in locating, accessing, and effectively using print and electronic information resources.

Office or Division	University Library
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students 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 Non-UP - Valid ID	1. Office of the University Registrar Requesting Party
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 and verify the information needed.	None	5 minutes	Librarians
2. Answer queries.	2.1. Conduct reference interviews for clarification.	None	25 minutes	
	2.2. Analyze 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 the answer to the request.	None	30 minutes	
TOTAL			**3 days & 60 minutes**	

10. 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
Who may avail	UP Students and Non-UP Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For UP clients: 1. For students - Official proof of enrollment (e.g. valid UP ID, Form 5)	1. Office of the University Registrar
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 valid ID and referral letter.	1. Receive ID or letter request.	None	1 minute	Librarians
2. Check and select the material/s to borrow in Tuklas.	2. Retrieve the requested material from the shelves.	None	10 minutes	
3. Fill out the periodical card with name, program, student number, and signature.	3. Verify accuracy of the data.	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**	

11. 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			
Who may avail	UP Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed book/s		1. Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present overdue book/s to the circulation in- charge.	1.1. Check the due date and assess the fine.	None	5 minutes	Librarians
	1.2. Tap the book/s to the Circulation RFID Workstation to be returned.	None	1 minute	
2. Pay fine at the Circulation Counter.	2.2. Issue Provisional Receipt.	See Table of Fines below	1 minute	
	2.3. Clear fine from the borrower's account.	None	1 minute	
3. Receive Provisional Receipt. *Provisional Receipt will serve as proof of payment.*	3. Hand in the provisional receipt to the user.	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)

12. Request for Turnitin Account, Similarity 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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Valid UP ID and Form 5	1. Office of the University Registrar
2. Accomplished Online Form	2. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Turnitin & AI Report online form using UP mail on the Library Website.	1.1. Verify the enrollment status of the students.	None	3 minutes	Librarians
	1.2. Once verified, create a Turnitin class, enroll the student, and notify the student via email.	None	10 minutes	
3. Check UP mail to activate the account.		None	1 minute	
4. Upload the document and email the library for information.	4.1. Verify and run the document in the Turnitin.	None	10 minutes	
	4.2. 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 it to the requester via email.	None	10 minutes	
TOTAL			**44 minutes**	

13. 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
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid UP ID and Form 5	1. Office of the University Registrar
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 Library Services Platform – Buklod.	None	1 minute	
	1.3. Retrieve the book card and inventory card.	None	10 minutes	
	1.4. Compute cost of book and hand in payment slip.	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. Receive the 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's accountability from Buklod and list of accountabilities.	None	5 minutes	
	4.2. Report new book status to the Technical Section.	None	5 minutes	
	4.3. Change status at Library Services Platform – Buklod.	None	5 minutes	
TOTAL			**57 minutes**	

14. Request for Reservation of Makerspaces

This service allows students, faculty, REPS & staff to reserve designated makerspaces at the University Library Learning Commons such as discussion rooms, workshop room and conference room via online request system. This service supports academic, instructional, research-related activities of the university. Reservations are subject to availability and compliance with the library policies and guidelines.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Valid UP ID and Form 5	1. Office of the University Registrar
2. Accomplished Online Request Form	2. Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. For room reservation, visit https://support.upcebu.edu.ph/ to submit a ticket to the Information Technology Center for ROOMS account. Once on the page, select UPC/ITC General Inquiries.	1.1. Verify the status of the requester	None	6 minutes	ITC, Librarians
2. Log in to the system, view room schedules, and submit a reservation request.	2.1. Receive and review submitted online request.	None	3 minutes	Librarians

	2.2. Check the availability of the requested makerspace, date and time.	None	5 minutes	
	2.3 Approve or deny the reservation and record the transaction in the monitoring sheet	None	5 minutes	
3. Receive confirmation of reservation.	3.1.Send to the requester the policy and guidelines of the makerspaces via email.	None	3 minutes	
4. Present valid ID upon arrival and proceed to the designated makerspace on the scheduled time.	4.1. Verify user identity.	None	3 minutes	
5. Vacate the makerspace after use and return any borrowed equipment.	5.1. Inspect the makerspace, borrowed equipment and return ID.	None	3 minutes	
TOTAL			**28 minutes**	

UNIVERSITY LIBRARY

INTERNAL SERVICES

1. **Checking-Out (Borrowing) of Library Books**
   UP Cebu students, faculty members, REPS, and staff can borrow books from the University Library.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of appointment documents	1. Human Resource Development Office
2. Duly accomplished book card	2. University Library / Circulation Counter
3. UP Mail account	3. UP Cebu Information Technology Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the book card with name and employee number.		None	2 minutes	Library Personnel
2. Hand in duly accomplished book card, the book/s to be borrowed, and valid ID.	2.1. Receive book/s to be borrowed, duly accomplished book card, and valid ID.	None	1 minute	
	2.2. Check ID and verify the borrower's status at the Library Services Platform (Buklod).	None	1 minute	

	2.3. Tap the book to the RFID Workstation and complete the checkout under the borrower's account.	None	1 minute	
	2.4. Stamp and countersign the date due slip and bookcard.	None	2 minutes	
3. Receive book/s.	3. Give book/s and ID to the borrower.	None	1 minute	
TOTAL			**8 minutes**	

2. **Checking-In (Returning) of Library Books**
UP Cebu students, faculty members, REPS, and staff must return the borrowed book/s on or before the due date to avoid tagging or deficiency by the University Library.

Office or Division	University Library			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	UP Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Book/s for return 2. Payment for 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. Tap the book to the RFID Workstation to process the return, activate the RFID tag, and clear it from the borrower's account at the Library Services Platform – Buklod.	None	1 minute	
	1.3. Inform the borrower of the number of books left charged out to their account, if there is any.	None	1 minute	
TOTAL			**3 minutes**	

3. **Renewing of Book/s 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	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Appointment documents	1. Human Resource Development Office
2. Book/s for renewal	2. Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1. Onsite renewal: Present valid ID and book/s for renewal. 1.2. Remote : Signify intent to renew the book/s via email.	1.1.1 Receive ID and borrowed book/s.	None	1 minute	Library Personnel
	1.1.2 Retrieve the book card of borrowed book/s.	None	1 minute	
	1.2.1 Acknowledge intent to renew the book/s.	None	2 minutes	
	1.2.2 Retrieve the book card/s and stamp a new due date and countersign.	None	1 minute	
2. For onsite transaction: Hand in duly accomplished book card, the book/s to be renewed, and valid ID.	2.1. Check ID and verify borrower's status on Library Services Platform (Buklod).	None	1 minute	
	2.2. Verify if the book/s is/are eligible for renewal (no holds, not overdue, and within the maximum limit for renewal).	None	2 minutes	

	2.3. Hand in book card/s to the borrower.	None	1 minute	
	2.4. Renew the loan duration using the LSP (Buklod) under the borrower's account.	None	1 minute	
	2.5. Stamp and countersign new due date on the date due slip and book card/s.	None	1 minute	
3. Receive book/s renewed.	3. Give book/s renewed to the borrower. For remote transactions, send email to borrower's confirming book/s renewed with the new due date.	None	1 minute	
TOTAL			**12 minutes**	

4. **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	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of appointment documents	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 book call slip.	1.1 Check and verify the information provided.	None	1 minute	Library Personnel
	1.2 Check the status and availability of the requested material/s.	None	1 minute	
	1.3 Retrieve the requested material/s.	None	10 minutes	
	1.4 Verify correctness of the material/s.	None	2 minutes	
	1.5 Send an email to notify the requestor of the status of the requested material/s.	None	2 minutes	
2. Present valid ID.	2.1 Hand over the book card/s to be filled out by the requestor.	None	1 minute	

	2.2 Hand over to the user the requested material/s.	None	1 minute	
3. Receive requested material/s.	3. Clip together the book card/s and valid ID	None	1 minute	
TOTAL			**19 minutes**	

5. **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, scanned, and delivered via email.

Office or Division	University Library
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of appointment documents	1. Human Resource Development Office
2. UP mail account	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 and submit the online form for Document Delivery Service using the UP webmail under the "Services" tab on the Library Website.	1.1. Check availability and location of requested material/s on Tuklas and databases.	None	1 day	Librarians
	1.2. Send confirmation of availability of material.	None	10 minutes	
	1.3. If not available, send requests to other UP libraries for the availability of the requested material/s.	None	3 days	
2. Wait for the reply or feedback from the librarian.	2. Prepare and process the material for document delivery.	None	6 days	

3. Receive the requested library material/s.	3. Send material/s to the requestor via email.	None	10 minutes	
TOTAL			**10 days & 20 minutes**	

6. **Request for Information Access and Reference Service**
This service aids library users in locating, accessing, and effectively using print and electronic information resources. This includes directional, ready reference, and specific search queries.

Office or Division	University Library			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	UP Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Copy of appointment documents		1. Human Resource Development Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Email letter request and state query of reference question/s.	1. Receive query and verify the information needed.	None	5 minutes	Librarians
2. Answer queries.	2.1. Conduct reference interviews for clarification.	None	25 minutes	
	2.2. Analyze 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 the answer to the request.	None	30 minutes	
TOTAL			**3 days & 60 minutes**	

7. **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	G2G – Government to Government			
Who may avail	UP Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Copy of appointment documents		1. Human Resource Development Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present valid ID.	1. Receive ID.	None	1 minute	Librarians
2. Check and select the material/s to borrow in Tuklas.	2. Retrieve the requested material from the shelves.	None	10 minutes	
3. Fill out the periodical card with name, program, student number, and signature.	3. Verify accuracy of the data.	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**	

8. **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	G2G – Government to Government			
Who may avail	UP Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Borrowed book/s		1. Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present book to the circulation in- charge.	1.1. Check the due date and assess the fine.	None	5 minutes	Librarians
	1.2. Tap the borrowed book/s to the Circulation RFID Workstation.	None	1 minute	
2. Pay fine at the Circulation Counter.	2.2. Issue Provisional Receipt.	See Table of Fines below	1 minute	
	2.3. Clear fine from the borrower's account.	None	1 minute	
3. Receive Provisional Receipt. *Provisional Receipt will serve as proof of payment.*	3. Hand in the provisional receipt to the user.	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)

9. Request for Turnitin Account

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	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Appointment of Employment with any other valid ID for Faculty, Staff, and REPS	1. Human Resource Development Office
2. Accomplished Online Form	2. Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the Turnitin & AI Report online form using UP mail on the Library Website.	1.1. Verify the employment status.	None	3 minutes	Librarians
	1.2. Once the employment's status is verified, create a Turnitin account and notify via email.	None	3 minutes	
3. Receive instruction to Turnitin activate account via UP mail.		None	1 minute	
TOTAL			**7 minutes**	

10. 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	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Appointment documents and any valid ID	1. Human Resource Development Office
2. Formal declaration of lost book/s	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 Library Services Platform – Buklod.	None	1 minute	
	1.3. Retrieve the book card and inventory card.	None	10 minutes	
	1.4. Compute cost of book and hand in payment slip.	Current market price of book/s plus 50% of the current market price of book/s	10 minutes	
	2.1. Receive the official receipt.	None	10 minutes	

2. Pay the corresponding amount at the Cashier's office.				
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 employee accountability from Buklod and the folder.	None	5 minutes	
	4.2. Report new book status to the Technical Section.	None	5 minutes	
	4.3. Change status at Library Services Platform – Buklod.	None	5 minutes	
TOTAL			**58 minutes**	

11. Request for Library Orientation or Instruction

Accommodates requests from faculty to conduct a library orientation or instruction session for classes.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Appointment documents and any valid ID	1. Human Resource Development Office
2. Accomplished Online Form	2. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to the library.	1.1. Receive request letter.	None	1 minute	Librarian
	1.2. Verify the request via email.	None	1 minute	
2. Accomplish Online Form	2.1. Verify responses.	None	1 minute	
	2.2. Verify availability of date, time, and venue.	None	1 minute	
3. Receive email confirmation.	3. Send email confirmation.	None	1 minute	
TOTAL			**5 minutes**	

12. Request for Reservation of Makerspaces

This service allows students, faculty, REPS & staff to reserve designated makerspaces at the University Library Learning Commons sucn as discussion rooms, workshop room and conference room via online request system. This service supports academic, instructional, research-related activities of the university. Reservations are subject to availability and compliance with the library policies and guidelines.

Office or Division	University Library
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	UP Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointment of Employment with any other valid ID	1. Human Resource Development Office
2. Accomplished Online Request Form	2. Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For room reservation, visit https://support.upcebu.edu.ph/ to submit a ticket to the Information Technology Center for ROOMS account. Once on the page, select UPC/ITC General Inquiries.	1.1. Verify the status of the requester	None	6 minutes	ITC, Librarians
2. Log in to the ROOMS system, view room schedules, and submit a reservation request.	2.1. Receive and review submitted online request.	None	3 minutes	Librarians

	2.2. Check the availability and possible schedule conflicts of the requested makerspace, date and time.	None	5 minutes	
	2.3 Approve or deny the reservation and record the transaction in the monitoring sheet	None	5 minutes	
3. Receive confirmation of reservation.	3.1.Send to the requester the policy and guidelines of the makerspaces via email.	None	3 minutes	
4. Present valid ID upon arrival and proceed to the designated makerspace on the scheduled time.	4.1. Verify user identity.	None	3 minutes	
5. Vacate the makerspace after use and return any borrowed equipment.	5.1. Inspect the makerspace, borrowed equipment and return the ID.	None	3 minutes	
TOTAL			**28 minutes**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedback may be filed using the feedback form at the Office of the Chancellor or email directly to the office at oc.upcebu@up.edu.ph or to library.upcebu@up.edu.ph.
How feedbacks are processed	The office received the feedback and sorts. For suggestions, the office investigates proactive solutions or evaluation of protocols. 1. Reevaluation of process 2. Corrective action plan 3. Organizational improvement
How to file a complaint	Submit complaints via email to library.upcebu@up.edu.ph with attached and signed formal complaints.
How complaints are processed	The office receives the complaint and directs the formal processing of the complaints to the proper authority.
Contact Information of CCB, PCC, ARTA	ARTA - complaints@arta.gov.ph 8478 5093 CCB - 0908-881-6565 (SMS) PCC - 8888

OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION (OVCA)

EXTERNAL SERVICES

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 they are 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 TIME	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 people 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 TIME	PERSON RESPONSIBLE
1. Gets application form from the guard house at the Entrance Gate; Fills in the form then attaches OR, CR, and Driver's license; and submits to the guard at entrance gate	1. Safety and Security Unit (SSU) checks and endorses the filled-up application form and forwards it to the OVCA		1 Day	*The guard on duty at the Entrance Gate* *Safety and Security Officer (SSO)* Safety and Security Unit
2. Claims approved application from the OVCA	2. Receives and approves the application and return the form to the client for payment		1 Day	*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:** 1st Sticker PHP300.00 Succeeding PHP500.00 **For Service Providers:** 1st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00	10 Minutes	*Cash Office Staff* Cash Office
4. Presents Official Receipt to OVCA and claims the car sticker	4. Review and issue the Car Sticker	**For Alumni:** 1st Sticker PHP300.00 Succeeding PHP500.00 **For Service Providers:** 1st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00	10 Minutes	*OVCA Staff* Office of the Vice Chancellor for Administration
	TOTAL		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 TIME	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
	1.2 Purchases the plane ticket to Philippine Airlines via email.		1 Day	*OVCA Staff* Office of the Vice Chancellor for Administration
	1.3 Prints 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 TIME	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	WHERE TO SECURE
□ Letter request addressed to the Chancellor, through the Vice Chancellor for Administration □ Reservation Form □ CMO clearance □ Rental computation from the Accounting Office	Campus Maintenance Office (CMO)

CLIENT STEPS	AGENCY ACTIONS	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	*CMO Staff* 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 pay 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.*

OFFICE OF THE VICE CHANCELLOR FOR ADMINISTRATION (OVCA)

INTERNAL SERVICES

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	*The Guard on duty at the Entrance Gate* *Safety and Security Officer (SSO)* Safety and Security Unit
2. Claims approved application from the OVCA	2. Approves the application and return the form to the client for payment		1 Day	*Vice Chancellor for Administration (VCA) and OVCA Staff* Office of the Vice Chancellor for Administration
3. Pays at the Cashier's Office	3. Issues Official Receipt	**For Faculty & Permanent Staff**: 1st Sticker - FREE Succeeding Sticker	10 Minutes	*Cash Office Staff* Cash Office

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

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	**WHERE TO SECURE**
□ Purchase Order (with endorsement from the Head of SPMO) □ Bids and Awards Committee (BAC) Resolution (with endorsement from the BAC) □ Recommendation for Mode of Procurement (RMP) (with endorsement from the BAC)	Supplies Procurements Management Office (SPMO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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 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 TIME	PERSON RESPONSIBLE
1. The Supply Property and Management Office (SPMO) submit PPMPs	1.1Receives 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	**WHERE TO SECURE**
□ PR (Purchase Requests) □ ObR (Obligation Requests) □ DV (Disbursement Vouchers) □ PO (Purchase Orders)	Administrative Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Staff submit 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 TIME	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 TIME	PERSON RESPONSIBLE
1. Staff submits letter request for Authority to Travel addressed to the Chancellor through the Vice Chancellor for Administration via DRS	1.1Receives, 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	**WHERE TO SECURE**
□ Letter with endorsements from OCA and end users □ Material samples	Office of the Campus Architect (OCA) and Contractor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Office of the Campus Architect (OCA) submits a 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 TIME	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 TIME	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
	1.2 Purchases the plane ticket though the procurement service website		1 Day	*OVCA Staff* Office of the Vice Chancellor for Administration
	1.3 Prints 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 □ Letter from the concerned/relevant offices and individuals	**WHERE TO SECURE** From the concerned individual

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	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 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	**WHERE TO SECURE**
□ Letter request addressed to the Chancellor, through the Vice Chancellor for Administration □ Reservation Form □ CMO clearance □ Rental computation from the Accounting Office	Campus Maintenance Office (CMO)

CLIENT STEPS	AGENCY ACTIONS	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	*CMO Staff* 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-endorse ment) 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 pay 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 TIME	PERSON RESPONSIBLE
1. Cash Office staff submit 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 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: 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-Cfor 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 10th 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	

ACCOUNTING OFFICE

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	FEES 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 - 7th, 14th, 22nd and 30th	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

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	*CMO Staff* 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	*CMO Staff* Campus Maintenance Office

	OVCA approved and endorsed the Accounting Office to assess the fees			*OVCA Staff and Vice Chancellor for Administration (VCA)* Office of the Vice Chancellor for Administration
	Accounting Office to review and calculate fees.			*Accounting staff in-charge* 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	*CMO Staff* Campus Maintenance Office and Cash Office Staff
4.2 Cash Office	Cashier's Office receives payment			*Cashier Staff* Cash Office
5. Client notify/email their proof of payment to	Check email if payment has been made.		15 minutes	*CMO Staff*

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			*Guard/SSU Staff* 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	*Head of CMO/Foreman* 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	*Head of CMO/ Foreman* 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			*Students*
	1. Receives form		5 Minutes	*CMO Staff* Campus Maintenance Office
	2. Assign staff to do the job		3-20 days	*CMO Staff* 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

CAMPUS MAINTENANCE OFFICE (CMO)

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 accredited student organizations. Extra-curricular and	2 Days	*CMO Staff* Campus Maintenance Office
2. Email Letter Intent to OVCA cc. CMO	Check email for endorsement.		30 Minutes	*CMO Staff* Campus Maintenance Office
3.Fill up the Reservation Form (Note: attached the approved letter) through this link:	Reviews, calculates fees and endorses form for assessment of fees to the Accounting Office		30 Minutes	*CMO Staff*

upcebu.edu.ph Vehicle Reservation		other income-generating activities are however charged with fees per approved FPOC (Fiscal Policy and Operations Committee) guidelines.		Campus Maintenance Office
	Accounting Office assesses the fees			*Accounting staff in-charge* Accounting Office
	OVCA approval send email to the client to inform ready for payment			*OVCA Staff and Vice Chancellor for Administration (VCA)* 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			*Cashier Staff* Cash Office
5. Provide a copy to SSU	Confirms booking and enforces relevant action			*Guard/SSU Staff* 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)			*UP Faculty / Staf*
	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	*Head of CMO/Foreman* 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	*Head of CMO/ Foreman* 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

EXTERNAL SERVICES

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	As per the amount billed	2 Minutes	Maria Theresa P. Barcena Admin. Assistant II and Other Deputized Special Collecting Officer
	1.2 Informs the client of the amount needed for the request		1 Minute	
2. Pays the required amount	2.1 Receives payment and encodes the name and the corresponding fees paid by the client		2 Minutes	
	2.2 Checks the amount of cash or check (cashier or manager's check) presented		2 Minutes	
	2.3 Prints the official receipt after receiving the payment		2 Minutes	

3. Claims the Official receipt (OR)	3.1 Issues and releases official receipt to 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**	**FEES 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) 2. Pay the required amount of school fees. 3. Claims the Official Receipt (OR)	1.1 Receives the Temporary Form 5, I.D., and Student Loan Form (if applicable) 1.2 Encodes student no. in the Student Collection System and informs the students of the amount to be paid. 2. Receives payment by cash from the students a. Checks the amount received and the authenticity of the bill paid through the counterfeit money detector. b. Encodes the name and the amount paid by the student 3. Release the printed official receipt, I.D., and Temporary Form 5 to the student	As per the amount billed	2 Minutes 2 Minutes 1 Minute 2 Minutes 2 Minutes 1 Minute	Maria Theresa P. Barcena Admin. Assistant II and Other Deputized Special Collecting Officer
TOTAL		As per the amount billed	10 Minutes	

3. Collection of Rental fees of UP 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 1. Office of the Vice Chancellor for Administration 2. Campus Maintenance Office 3. 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

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	and 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 3.2 Informs the client of the amount needed for the request **UPC Constituents (permanent)** 1st sticker 2nd sticker **Contractual Employees /Alumni/Students** 1st sticker 2nd sticker Succeeding stickers **Service Providers** 1st sticker 2nd sticker Succeeding stickers **Motorcycle**	None FREE P 800.00 P 300.00 P 500.00 P 500.00 P 500.00 P 500.00 P 500.00 P 300.00	2 Minutes 1 Minute	Maria Theresa P. Barcena Administrative Assistant II Or Cash Office Staff
2. Pays the required amount	2.1 Receives payment and encodes the name and the corresponding fees 2.2 Prints the official receipt after receiving the payment		2 Minute 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) 2. Filled up ONLINE REQUESTS FORM 3. On-line proof of payment	1. Billing Statement and copy of validated deposit slip issued by the bank, billing unit, or Government Agency concerned 2. UPC online link provided by the billing units such as Registrar, Colleges, Accounting (rentals of facilities), Dormitories and FABLAB 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	
	1.2 Encodes the data in the online collection system for the online deposit	As per the amount deposited/ transferred	2 Minutes	Maria Theresa P. Barcena Admin. Assistant II
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

	1.4 Forward requests to the approving Officer for online approval of the Fidelity Bond application	None	5 minutes	Atty. Leo Malagar Chancellor
	1.5 Generate and print the approved Fidelity Bond application form/s and the list of bonded officials for the applicant's signatures.	None None	2 minutes 2 minutes	Maria Theresa P. Barcena Admin. Assistant II
	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	Leliosa P. Bughao Admin. Officer V 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
	1.10 Receives approved DV & prepares check for payment	None	30 minutes	Janice V. Diola Admin. Aide VI
	1.11 Check preparation, printing, and signing	None	10 minutes	Janice V. Diola Admin. Aide VI
	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

space provided for the payee or claimant. Sign the Warrant register and affix the date. Return to the person in-charge the signed DV & warrant register. 4. **For Suppliers:** Issues Service Invoices, Sales Invoices, collection receipts, and official receipts. The claimant fills up and signs the disbursement voucher and warrant register then returns to the person in-charge.	signature in the DV & warrant register. 3.2 Issues the check to the claimant/supplier		2 Minutes 1 Minute	Gleah T. Kho Janice V. Diola Administrative Aide VI Or Cash Office staff
TOTAL		None	15 Minutes	

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	2. Provide a scanned copy of the check, disbursement voucher, deposit Slip & BIR forms 2306 & 2307 for tax withheld.		2 Minutes 2 Days	Gleah T. Kho Janice V Diola Administrative Aide VI

scanned copy of the deposit slip	2.1 Receives the OR and attaches to the DV			
	TOTAL	As specified above	2 Days, 1 Hour, 9 minutes	

9. Collection of payment for stale, lost, and canceled 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. 1.2 Verifies the details of the check. 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. 1.4 Inform the accounting office of the details of the check canceled stale or lost check 1.5 Inquiries from the bank if the lost check is not presented for payment and fill-up request for stop payment. 1.6 Informs the client of the status of the request	None	2 Minutes 5 Minutes 2 Minutes 30 Minutes 3 Minutes 2 Minutes	Gleah T. Kho Janice V. Diola Administrative Aide VI Leliosa P. Bughao Administrative Officer V Gleah T. Kho Janice V. Diola Administrative Aide VI

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. 2.1 Prepares the new check. 2.2 Forwards the check for the signing of the main signatory and the countersignatory 2.3 Inform the payee and amount of the check and is ready for pick-up	PHP 50.00	2 Minutes 5 Minutes 2 Minutes 1 Hour	Maria Theresa P.Barcena 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
TOTAL		PHP 50.00	1 Hour, 52 Minutes	

CASH OFFICE

INTERNAL SERVICES

10. 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. 1.6 Forwards the ADA & listing to the Chancellor's Office for counter signature.		5 Minutes 30 Minutes	Leliosa P. Bughao Administrative Officer V Leliosa P. Bughao Administrative Officer V

	1.7 Submits the signed ADA & Listing to LBP with the USB. 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.		1 Hour 10 Minutes	Leliosa P. Bughao Administrative Officer V Leliosa P. Bughao Administrative Officer V
	TOTAL	None	4 Hours, 20 minutes	

11. 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 renumeration 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	

12. 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

GUEST HOUSE

EXTERNAL SERVICES

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	*Nurse* 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	*Doctor* 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	*Nurse* 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	*Nurse* Health Services Unit
2. Client with abnormal V/S is referred to the doctor for management	2. Provides medical consultation and evaluation		15 Minutes	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* Health Services Unit
	2. Signs the clearance form		5 Minutes	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* Health Services Unit
	1.2 Evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)		5 Minutes	*Doctor* Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation		Usually done 2 days before desired schedule	*Doctor* 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	*Doctor* 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	*Nurse* 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	*Dentist* Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Dispenses medicine if needed		5 Minutes	*Nurse* 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	*Nurse* 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	*Cash Office Staff* 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	*Dentist* Health Services Unit
4. Patient is released from the treatment area			5 Minutes	*Dentist* 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	*Nurse* 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	*Cash Office Staff* 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	*Dentist* 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	*Nurse* 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	*Dentist* Health Services Unit
3. Patient is released from the treatment area				
	TOTAL	Php 75.00 dental filling/tooth	1 Hour, 5 Minutes	

HEALTH SERVICES UNIT (HSU)

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	*Nurse* Health Services Unit
	2. Examines the documents for completeness; evaluates claims and determines Phil Health case rate 3. Issues patient claims summary		1 Day	*Doctor* Health Services Unit
	TOTAL	None	1 Day, 2 Minutes	

2. Medical Consultation

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

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty, REPS and Administrative Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Presence of patient	N/A

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client walks into clinic reception area for consultation	1. Receives and accommodates; takes vital signs and records it	None	5 Minutes	*Nurse* 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	*Doctor* 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	*Nurse* 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	*Nurse* Health Services Unit
2. Client with abnormal V/S is referred to the doctor for management	2. Provides medical consultation and evaluation		15 Minutes	*Doctor* 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	*Nurse* 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	*Doctor* Health Services Unit
	TOTAL	None	15 Minutes	

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

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

Office or Division:	Health Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty, REPS and Administrative Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Presence of patient Medical examination form (if available) Lab test/ imaging test results (if available)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client proceeds to the clinic reception area	1. Receives the patient, takes vital signs and records it	None	5 Minutes	*Nurse* 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	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* Health Services Unit
	2. Signs the clearance form		5 Minutes	*Doctor* 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	*Nurse* 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	*Doctor* 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	*Nurse* Health Services Unit
	1.2 Evaluates the patient and prescribes the immunization required (to be bought by patient or ordered for delivery)		5 Minutes	*Doctor* Health Services Unit
2. Reservation of requested prescribed vaccine	2. Confirms reservation		Usually done 2 days before desired schedule	*Doctor* 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	*Doctor* 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	*Nurse* 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	*Dentist* Health Services Unit
3. Patient is referred to the reception area for the dispensing of medicine	3. Dispenses medicine if needed		5 Minutes	*Nurse* 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	*Nurse* 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	*Cash Office Staff* 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	*Dentist* Health Services Unit
3. Patient is released from the treatment area			5 Minutes	*Dentist* 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	*Nurse* 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	*Cash Office Staff* 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	*Dentist* 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	*Nurse* 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	*Dentist* 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)

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	*Administrative Assistant II* *HRMO* 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	*Administrative Assistant II* 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**
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 HRMO.	None	2 Hours	*Administrative Assistant II* *HRMO* 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	*Administrative Assistant II* *HRMO* HRDO
	TOTAL	None	3 Hours	

3. Recruitment, Selection, and Placement (RSP)

It is an HR policy to ensure transparency and fair hiring process, select a highly qualified candidate, and recruit the right people for the University following the Equal Employment Opportunity Principle (EEOP).

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; 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	*1.1Administrative Assistant IV* 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*
	2.5 The Appointing Authority selects the deemed most qualified appointment to the vacant position.	None	1 Day	*2.5 Appointing Authority/Chancellor*
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	*3. Administrative Assistant IV*
	TOTAL	None	24 Days	

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)	UP Cebu- HRDO
● Medical Certificate with medical results (1 original; 2 photocopies) + Drug Test and Psychological Test	UPC Clinic and Alpha Diagnostic Center
● 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
● BIR form 1902 if without TIN) (1 original; 1 photocopy)	
● PSA birth certificate (1 original, 1 photocopy)	PSA
● Philhealth Membership Form (2 original copies)	
● Pag-ibig Membership ID verification (1 original; 1 photocopy)	Pag-Ibig
● 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)	Latest employer
● Transcript of Records/ True Copy of Grades (1 original; 1 photocopy)	Issuing School
● Diploma/ Certificate of Graduation (present original; 2 photocopies)	Issuing School
● NBI Clearance (1 original copy)	NBI

● 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	*Administrative Assistant IV* HRDO
	1.2 HRDO sends the documents to the Office of the Chancellor for the oath-taking schedule.		1 Day	*Administrative Aide IV* HRDO
	1.3 The Office of the Chancellor sets a schedule of oath-taking		1 Day	*Administrative Assistant II* 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	*Administrative Assistant* II HRDO

	1.5 HRDO prepares copies of the complete documents of the newly hired administrative staff		2 Days	*Administrative Aide IV* HRDO
	1.6 HRDO submits the documents to the Civil Service Commission Field Office		1 Day	*Administrative Assistant IV* 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	*1.1. Administrative Aide III* 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	

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**

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 1 Hour 1 Hour 30 Minutes 30 Minutes 30 Minutes	*a. Head of Office* Deans or Heads of Administrative Offices *b. Chief* Accounting Office *c. Chief* Supply and Property Management Office *d. Chief* Budget Office *e. Chief* Cash Office *f. Chief* University Library

	g. HRMO h. Legal i. Vice Chancellor for Administration/Academic Affairs j. Chancellor		30 Minutes 30 Minutes 30 Minutes 1 Hour	*g. HRMO* HRDO *h. Chief* Legal Office *i. Vice Chancellors* Office of the Vice Chancellor for Administration/Academic Affairs *j. Chancellor* 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	*Administrative Aide VI* 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	*Administrative Assistant II* HRDO
	TOTAL	None	1 Day	

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	*Administrative Assistant II* 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. 1.2 HRDO staff-in-charge assists and facilitates the retirement process.	None	2 Days	*Administrative Assistant II* HRDO
	1.2 Staff-in-charge submits retirement benefit application forms to GSIS, UP Provident Fund Inc.	None	3 Days	*Administrative Assistant II* 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	*Administrative Assistant II* 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	*Administrative Assistant II* HRDO
4. Submission of Claims for Terminal Leave Benefits	4. Staff in-charge computes the leave benefits and prepares	None	7 Days	*Administrative Assistant II* HRDO

	all documents on claims for terminal leave claims and send to DBM through the UP System			
	TOTAL	None	20 Days	

HUMAN RESOURCE DEVELOPMENT OFFICE (HRDO)

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

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	*Administrative Assistant II* *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	*Administrative Assistant II* *HRMO* HRDO
	TOTAL	None	1 Day	

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	*Administrative Assistant II* *Administrative Aide IV* *HRMO* 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	*Administrative Assistant II* *Administrative Aide IV* HRDO
	TOTAL	None	1 Day	

3. Certification of Leave Balances of Employees

Certification of Leave Balances of Employees for them to determine the record of their leave credits, and for purposes of further leave application.

Office of Division	HRDO
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	All employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Leave application form		HRDO		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Employee gets a copy and fills out the Leave Application form from the HRDO (for vacation leave, sick leave, special leave or other types of leave); 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	*Administrative Assistant II* *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	*Administrative Assistant II* HRDO
	TOTAL	None	1 Hour	

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	*Administrative Aide III* 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 of the employee for ID reprinting.		1 Hour	*Administrative Assistant II* Cash Office
3. Employee claims the ID from HRDO.	4.1 HRDO releases the ID to the employee	None	30 minutes	*Administrative Aide IV* *Administrative Aide III* HRDO
	TOTAL	None	2 Hours	

5. Application for Study Leave/ Fellowships by a faculty/admin staff / REPS

It is a privilege extended by the University to qualified faculty, administrative staff and REPS for advancement and professional growth.

Office of Division	HRDO
Classification	Highly Technical
Type of Transaction	G2C – Government 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	*College Academic Personnel Committee* Colleges
	1.2 Endorsement by the CU: - APFC (faculty) - HRDC (admin) - RPFC (REPS)		1 Day	*Academic Personnel Committee* Constituent University Committee

	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	

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**

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: a. Budget clearance b. Approval of the Chancellor c. Preparation request for necessary requirements such as materials etc. and preparation of request. d. SPMO conducts bidding/canvass and other related work / posting to PhiGEPS is necessary	None	7 days 1 day 1 day 1 day 7 days	*Administrative Aide III* *Administrative Aide IV* *Administrative Assistant II* *HRMO* HRDO *Budget Officer* Budget Office *Chancellor* Office of the Chancellor *Administrative Aide* III HRDO *SPMO Head* SPMO
2. Staff and REPS attend the training	2.1 HRDO facilitates the conduct of the training		2 Days	*Administrative Aide IV* HRDO
	2.2 HRDO gives the participants the feedback form for them to assess the training and provides certificates of participation.		1 Day	*Administrative Aide IV* HRDO
	TOTAL	None	20 Days	

7. Submission of Performance Ratings of Administrative Staff and REPS

It is a requirement under Executive Order 292 that every officer and official of the Civil Service will be subjected to a system of performance measure and evaluation periodically and objectively

Office of Division	HRDO
Classification	Highly Technical
Type of Transaction	G2C – Government of Citizen
Who may avail	Admin Staff and REPS

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. IPCR 2. OPCR	UP Cebu HRDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Each staff/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	*Administrative Aide III* *Administrative Aide IV* *HRMO* HRDO
	TOTAL	None	20 Days	

8. Application of Employees for Authority to Travel Abroad

Application for Travel Authority is a requirement for every government employee when traveling abroad for study, attendance to 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	

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	

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	

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	*Administrative Aide IV* *HRMO* 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. ● HRDO		4 Hours	*HRMO*

	• Budget • VCA • Chancellor • VPA • UP President for approval		4 Hours 4 Hours 4 Hours 4 Hours 2 Days	HRDO *Budget Chief* BUDGET OFFICE *Vice Chancellor for Administration* OVCA *Chancellor* Office of the Chancellor *Vice President for Administration* Office of the Vice President for Administration *UP President* 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	

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**

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

3. Awarding Ceremonies	3.1 HRDO renders assistance during the awarding ceremonies		1 Day	*Administrative Aide III* *Administrative Aide IV* *Administrative Assistant II* *HRMO* HRDO
	TOTAL	None	20 Days	

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	Office of the University Registrar
List of new Students	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/ope	1. Reviews request and validates attached requirements	None	5 minutes	ITC Administrative Staff (Level 1)

n.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.	2. Resolves the request and reverts necessary information to the customer's UP Mail.	None	15 minutes	ITC Administrative Staff (Level 1)
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	

INFORMATION TECHNOLOGY CENTER (ITC)

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	*Architects* Office of the Campus Architect

	3. Endorses to the Vice Chancellor for Administration		3 days	*Architects*
	4. Vice Chancellor's action or comments		3 days	*Vice Chancellor for Administration (VCA)*
	5. Chancellor's action or comments		3 days	*Chancellor*
	6. Returns a copy of decision to the contractor		1 day	*OCA Staff*
	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	*OCA Staff and Architects*
	2. Endorses to the Vice Chancellor for Administration		3 days	*Architects* Office of the Campus Architect
	3. Vice Chancellor's action or comments		3 days	*Vice Chancellor for*

				Administration (VCA)
	4. Chancellor's action or comments		3 days	*Chancellor*
	5. Returns a copy of decision to the contractor		1 day	*OCA Staff*
	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	Contractor

• 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				
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	*OCA Staff and Architects*
	2. Endorses the request for billing of the Contractor		2 days	*OCA Staff and Architects*
	3. Endorses the letter to the Vice Chancellor for Administration		3 days	*OCA Staff and Architects*
	4. Vice Chancellor's action or comments		3 days	*Vice Chancellor for Administration (VCA)*
	5. Chancellor's action or comments on the request		3 days	*Chancellor*
	6. Creates DV, obligation request form and prescribed billing		1 day	*OCA Staff*

	form and generate DV number through BULSA			
	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 • Occupancy Permit • As-built Drawings • Letter of Final Acceptance	Contractor

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	*OCA Staff and Architects*
	2. Evaluates through site inspection together with the Contractor		1 day	*OCA Staff and Architects*
	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	*OCA Staff and Architects*
	7. Endorses to the Vice Chancellor for Administration		2 days	*Vice Chancellor for Administration (VCA)*
	8. Chancellor's action or comments on the request		2 days	*Chancellor*
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		1 day	

	provide a Letter of Final Acceptance			
	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	

OFFICE OF THE CAMPUS ARCHITECT (OCA)

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	*OCA Staff and Architects*

2. Endorses the obligation request to the Budget Office			1 day	*OCA Staff and Architects*
3. Endorses the obligation request to the Vice Chancellor for Administration			2 days	*OCA Staff and Architects*
4. Endorses the job order request to the Budget Office			1 day	*OCA Staff*
5. Endorses the job order request to the Vice Chancellor for Administration			2 days	*Vice Chancellor for Administration (VCA)*
6. Chancellor's action or comments on the request			1 day	*Chancellor*
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	*OCA Staff*
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	*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: Project Inception of the project		15 days	*Architects*
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;	End Users

• Presentation of the DAED: Conceptual Framework for end-user and • Chancellor's comment				
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	*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: Schematic Design of the project		15 days	*Architects*
	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 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: Design Development Plan of the project		15 days	*Architects*
	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	*OCA Staff and Architects*
	3. Chancellor's action or comments on the request		2 days	*Chancellor*
	4. Prepares the DAED: DENR and DPWH Compliance of the project		15 days	*Architects*
	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	*OCA Staff and Architects*
	2. Endorses the request to the Vice Chancellor for Administration		3 days	*OCA Staff and Architects*

	3. Chancellor's action or comments on the request		3 days	*Chancellor*
	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	*OCA Staff and PMT*

	2. Monitors the project per milestone		1 day	*PMT*
	3. Endorses the request to the Vice Chancellor for Administration for approval		3 days	*OCA Staff and PMT*
	4. Give the report to the Contractor for any additional works and correction of work		1 day	*OCA Staff*
	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 *submit it to the Safety and Security Unit Office*	1. Checks and endorses the filled-up application form and forwards it to the OVCA	None	1 Day	*Guard on duty at the Entrance Gate* *Safety and Security Officer (SSO)* Safety and Security Unit
	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:** 1st Sticker PHP300.00 Succeeding PHP500.00 **For Service Providers:** 1st sticker PHP500.00 Succeeding PHP500.00 Motorcycle PHP300.00 **Students:** 1st Sticker- PHP300.00 Succeeding Sticker PHP500.00 For Motorcycle PHP300.00		
Presents Official Receipt to OVCA and claims the car sticker. *Give the car sticker to the Head Guard for the proper area of placement of the car sticker.*	OVCA reviews and issues the Car Sticker			*OVCA Staff* Office of the Vice Chancellor for Administration
	TOTAL		**2 Days**	

2. *Visitor 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 2. Presents bags for Security check (inspection of bags) 3. *Login details on the Security Log Sheet*	1. Issuance of visitor's ID pass.	None	3 Minutes	*Security Guards* Safety and Security
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	Conduct a Safety and Security Survey on the area.			*SSU Staff* Safety and Security

Chancellor and submits a copy to SSU	Provides Security during the Activity.			
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			*OC Staff/ Chancellor* Office of the Chancellor
2. Claims result of investigation, if applicable				*SSU Investigator* Safety and Security Unit
TOTAL		**None**	**12 Days**	

SAFETY AND SECURITY UNIT (SSU)

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 *submit to Safety and Security Unit Office*	1. Checks and endorses the filled-up application form and forwards it to the OVCA	None	1 Day	*Guard on duty at the Entrance Gate* *Safety and Security Officer (SSO)* Safety and Security Unit *Vice Chancellor for Administration (VCA)* Office of the Vice Chancellor for Administration
	OVCA receives and approves the application and return the form to the client for payment		**1 Day**	

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

2. Providing Security for Official School Activity

To provide security details upon request for official school activities.

Office or Division	Safety and Security Unit
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail	Faculty, REPS, Administrative Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• 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	Conducts Safety and Security Surveys in the area.			*SSU Staff* Safety and Security

Chancellor and submits a copy to SSU	Provides Security during the Activity.			
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	*SSU Staff* 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			*OC Staff/ Chancellor* Office of the Chancellor
2. Claims result of investigation, if applicable				*SSU Investigator* 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. 4. Report on findings	None	15 Days	*Head of SSU* Safety and Security

2. Approval from OVCA and OC for Risk Assessment Request				
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 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	

2. 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	*Incoming/Outgoing Staff / Administrative Aide IV*
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 delivery as stated in the PO and accepts the invoice	N/A	20 minutes	Assigned Staff (Buyer in-charge)
	TOTAL	N/A	40 minutes	

3. 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 (*SPMO Staff/Administrative Aide IV*)
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 (*SPMO Staff/Administrative Aide IV*)
	3.1. Provide copy of the bidding documents	None	10 minutes	BAC Secretariat member (*SPMO Staff/Administrative Aide IV*) or the BAC Sec. Staff
	TOTAL	Prescribed rate of RA 9184	40 minutes	

SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

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**
3. List of Items to be brought out of campus 4. Actual physical inventory of the item	SPMO

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Identifies and lists the items to be brought out 6. Signs Gatepass (Pull-out Slip) whoever will bring the items out of campus 7. Secures signature of the head of the concerned unit/office & the Vice Chancellor for Administration 8. 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.	4. Prepares Gate Pass (Pull-out Slip) based on the list submitted by the requestor. 5. Conducts physical inventory and sign the Gate Pass (Pull-out Slip) 6. 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	

2. 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.	*Admin. Officer V* Supply & Property Management Office
	TOTAL	N/A	10 minutes.	

3. 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 1.1Return 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	

4. 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	

5. 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	

6. 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	

7. 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	*Supply Officer I* Supply & Property Management Office
	TOTAL	Bid Docs Fee	3 Days	

8. 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.

9. 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 10 minutes 2 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	

10. 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	

11. 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	

12. 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 2. With property accountabilities: 2a. Secure signature of the new accountable officer who would temporarily assume his/her Property Accountabilities on the List provided by SPMO 2b. Secures the signature of the new accountable officer on the PAR / ICS for the transfer of	1. SPMO receives hardcopy or softcopy of University Clearance Form. 2. Encode the personnel/faculty's data in the clearance logbook 3. Check with Property Records if the requestors have Property Accountabilities 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)	N/A	2 minutes 10 minutes 10 minutes 2 hours	Incoming/Outgoing Administrative Staff Inventory in-charge

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) 4c. Prepare PAR/ICS for the signature of the new accountable officer for the transfer of property accountabilities & get signatures up to VCA 4d. Pull out unserviceable properties and prepare IIRUP for the signature of the unit head		1 day 1 day 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	

13. 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 recommendation by the disposal and appraisal committee		N/A	5 days	SPMO Admin. Aide IV / Inventory In-charge/Disposal In-charge

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	

14. 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	FEES 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	*Central Store In-Charge* Supply & Property Management Office
	TOTAL	None	6 days and 16 hours	

15. 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	*SPMO Staff and Inventory Committee* 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	• CCAD Office Administrative Staff
• Form 137 (High School Report card) for High School Graduates	• High School Principal
• Form 137 – A (High School Transcript of Records) for Senior High Graduates	• High School Principal
• College Diploma and Transcript of Records for Higher Education Graduates	• University where the applicant graduated
• Letter of Intent for Special Students (Non-Credit Intake)	• Applicant
• Folio of Artworks (to be presented after the applicant passes the written and arts examinations)	• Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form 2. Submits Forms 137 and 137-A	1. Office Staff accepts form 2. Program Coordinator evaluates credentials and	None	3 Working Days	*Office Staff* Communication, Art, and Design *Program Coordinator*

	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 *Dean* 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 2. Procures materials to be used for project 3. Returns to the lab when work is completed 4. Pays FEES TO BE PAID to the cashier 5. Collects finished project	1. Office Staff accepts project 2. Production of Work 3. Issues Billing Statement	Varies depending on project specifications	Varies depending on project specifications	*Office Staff* Communication, Art, and Design *FabLab Technician* Communication, Art, and Design *Cash Office Staff* Cash Office
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	
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	*Cashier Staff*
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	*Gallery Coordinator/ Assistant Gallerist*
7. Ingress of the activity	7. Assist in the ingress and egress of the activity	None	2 days	
	TOTAL	Based on FPOC approved rates	7 Working Days	

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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	*Lawak Sinehan* 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	*Office Staff* Communication, Art, and Design *Dean* 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	*Office Staff* Communication, Art, and Design *Faculty* 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	*Office Staff* Communication, Art, and Design *OCS Staff* Office of the College Secretary *Dean* 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	*Office Staff* Communication, Art, and Design *FabLab Technician* Communication, Art, and Design *Cash Office Staff* 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	*Office Staff* Communication, Art, and Design *Dean* Communication, Art, and Design
	TOTAL	None	3 Working Days	

10. 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	

COLLEGE OF COMMUNICATION, ART, AND DESIGN (CCAD)

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	*Department Chair* Communication, Art, and Design *Dean* Communication, Art, and Design *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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	*Office Staff* Communication, Art, and Design *Department Chair or Program Coordinator* Communication, Art, and Design *Dean* 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	*Office Staff* Communication, Art, and Design *Department Chair or Program Coordinator* Communication, Art, and Design *Dean* Communication, Art, and Design *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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 2. Faculty member fills out the leave form	1. College Academic Personnel Committee screens the proposal and recommends its endorsement or non-endorsement by the Department Chair/ Program Coordinator and Dean. 2. CAPC submits documents to AcPFC 3. AcPFC reviews and recommends action on request to the Chancellor 4. Chancellor reviews and acts on the request	None	20 Working Days	*Office Staff* Communication, Art, and Design *Department Chair or Program Coordinator* Communication, Art, and Design *Dean* 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 2. Submits form with supporting documents to the CAPC	1. CAPC reviews documents for endorsement to AcPFC 2. AcPFC reviews applications and ranks applicants for endorsement 3. Chancellor reviews and approves request	None	20 Working Days	*Office Staff* Communication, Art, and Design CAPC AcPFC *Chancellor* Office of the Chancellor
	TOTAL	None	20 Working Days	

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 2. Writes a letter and attach research proposal using the CVSC template 3. Submits to the Dean for endorsement 4. Responds to the reviewer's comments and submit revised proposal to CVSC	1. Dean endorses the form 2. CVSC submits proposal for peer review 3. CVSC returns proposal to faculty for revisions 4. CVSC endorses revised proposal to VCAA 5. VCAA endorses proposal for approval by 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	None	20 Working Days	*Office Staff* Communication, Art, and Design *Dean* Communication, Art, and Design CVSC *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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 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	*Department Chair or Program Coordinator* Communication, Art, and Design *Dean* Communication, Art, and Design *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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	*Department Chair or Program Coordinator or Dean* Communication, Art, and Design CAPC AcPC HRDO *Chancellor* 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 2. Attaches the academic loading for the entire school year or for the remaining semester	1. CAPC endorses the request and forwards the letter with 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	*Department Chair or Program Coordinator* Communication, Art, and Design HRDO AcPFC *Chancellor* 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 *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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 2. 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	*Department Chair or Program Coordinator or Dean* Communication, Art, and Design *Dean* Communication, Art, and Design CAPC HRDO AcPFC *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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 *Vice Chancellor for Academic Affairs* 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			*Dean* Communication, Art, and Design *Chancellor* Office of the Chancellor *Cash Office Staff* 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	*Academic and Administrative Heads*
	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	*Academic and Administrative Heads*
	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. 2. Submits document on accomplishments/ performance to the CAPC for evaluation and ranking	1. CAPC reviews documents and ranks applicants 2. CAPC endorses the assignment of plantilla item to the Chancellor 3. Chancellor reviews and acts on the request	None	20 Working Days	*Department Chair or Program Coordinator* Communication, Art, and Design *Dean* Communication, Art, and Design CAPC AcPF C *Chancellor* Office oft he 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	*Applicant* CAPC *Tenured Faculty* Communication, Art, and Design *Dean* Communication, Art, and Design HRDO AcPFC

	5. Dean sends recommendation of tenured faculty members, together with all supporting documents, to HRDO for AcPFC evaluation and endorsement. Cover letter			*Chancellor* Office of the Chancellor
	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.			*Board of Regents*
	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	UIS
● Obligation Request form	
● Line Item Budget (if API)	UIS
● Project Procurement Management Plan (PPMP)	

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	*Office Staff* Communication, Art, and Design *Dean* Communication, Art, and Design Budget Office *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *or* *Chancellor* Office of the Chancellor

				BAC Chair SPMO
	TOTAL	None	7 Working Days	

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. 2. Fills out UIS for travel order, if applicable	1. Endorsements of the Dean, VCAA, and Chancellor	None	3 Working Days	Applicant *Dean* Communication, Art, and Design *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* 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 *Dean* Communication, Art, and Design Cash Office *Vice Chancellor for Administration* Office of the Vice Chancellor for Administration *Chancellor* 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	*Applicant* CAPC *Dean* Communication, Art, and Design AcPFC *Chancellor* 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	*Applicant* CAPC *Dean* Communication, Art, and Design AcPFC *Chancellor* 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	*Applicant* *Dean* Communication, Art, and Design *Chancellor* 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. 2. The request includes the proposed schedule.	1. Dean of the servicing unit receives the request and identifies the faculty member who is available to handle the requested course 2. Servicing unit approves the request including changes made to the proposed schedule.	None	7 Working Days	*Department Chair or Program Coordinator* Communication, Art, and Design *Dean* College of receiving unit *Dean* 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	*Department Chair or Program Coordinator* Communication, Art, and Design *Dean* College of receiving unit *Dean* 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 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	*Department Chair or Program Coordinator* Communication, Art, and Design *Dean* College of receiving unit *Dean* College of servicing unit
	TOTAL	None	3 Working Days	

27. 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
3. Writes a request for travel order to the Chancellor, through channels stating reason for as well as dates and destination of travel 4. Requests for a travel order through the UIS website	4. 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. 5. Concerned officials and Chancellor approves requests in UIS 6. 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	

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 Mast in Computer Science (MSCS) is offered under the Department of Computer Science (DCS), the Master of Science in E 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 wh[illegible] the undergraduate program requirement of the MSCS program. The Admission Test measures the applicant's readiness t[illegible] 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	

COLLEGE OF SCIENCE (CS)

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 Offfice 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 OFe 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	Studen t 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	Studen t 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	Studen t 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 SERVICES

1. Suggestion from other stakeholders

Stakeholders who want to submit suggestions for the college.

Office or Division:	All Colleges			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-student stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		College Staff		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Stakeholder may email suggestions. 2. Concerned party replies to the email through the college email within 3 days.	1. Staff acknowledges the receipt of email within 3 days. 2. Staff forwards the email to the concerned party. 3. Staff replies to the email with the response of the concerned party within the day.	None	3 Working Days	*College Staff* College of Social Sciences *Dean* 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	*College Staff* College of Social Sciences *Faculty* 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	*College Staff* College of Social Sciences *OCS Staff* Office of the College Secretary *Dean* 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	*College Staff* College of Social Sciences *Dean* College of Social Sciences
	TOTAL	None	3 Working Days	

COLLEGE OF SOCIAL SCIENCES (CSS)

BOTH EXTERNAL & 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.	3 Working Days	*College Staff* College of Social Sciences *Dean* College of Social Sciences *Cash Office Staff* Cash Office
TOTAL		Case-to-case Basis	3 Working Days	

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 • HRDO Form • 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 form available in the flows and forms website.	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 altaflow (or other online platform) and through channels 3. Chancellor approves 4. Office of the Chancellor makes and releases the Travel Order	None	7 Working Days	*College Staff* College of Social Sciences *Department Chair* College of Social Sciences *Dean* College of Social Sciences *For faculty:* *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *For admin staff:* *Vice Chancellor for Administration*

				Office of the Vice Chancellor for Administration For students: OSA Director Office of Student Affairs and *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	TOTAL	None	3 Working Days	

3. 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 the form available in the flows and forms website. 2. Prints approved travel order	1. Through Channels	None	7 Working Days	*Department Chair* College of Social Sciences *Dean* College of Social Sciences *Vice Chancellor for Administration* Office of the Vice Chancellor for Administration *Chancellor* Office of the Chancellor
	TOTAL	None	7 Working Days	

4. 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: *Department Chair* College of Social Sciences CAPC *Dean* College of Social Sciences If request is more than 3 units: *CVSC Director* Central Visayas Studies Center *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	TOTAL	None	15 orking Days	

5. 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. Program coordinator or department chair recommends 2. Dean approves the request.	None	3 Working Days	*College Staff* College of Social Sciences *Department Chair* College of Social Sciences *Dean* College of Social Sciences
	TOTAL	None	3 Working Days	

6. 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. Program coordinator or department chair recommends for approval 2. Dean recommends for approval. 3. Vice Chancellor for Academic Affairs recommends for approval. 4. Chancellor approves the request.	None	7 Working Days	*College Staff* College of Social Sciences *Department Chair* College of Social Sciences *Dean* College of Social Sciences *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
TOTAL		None	7 Working Days	

7. 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	*College Staff* College of Social Sciences *Department Chair or Program Coordinator* College of Social Sciences *Dean* College of Social Sciences *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	TOTAL	None	20 orking Days	

8. 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 2. Submits form with supporting documents to the CAPC for endorsement	1. CAPC reviews documents for endorsement 2. AcPFC reviews, ranks for endorsement 3. Chancellor reviews and approves request	None	20 Working Days	*Staff* College of Social Sciences CAPC AcPFC *Chancellor* Office of the Chancellor
	TOTAL	None	20 Working Days	

9. 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),	None	20 Working Days	*College Staff* College of Social Sciences *Dean* College of Social Sciences *CVSC Director* Central Visayas Studies Center *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *OVCAA Staff* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor

	Obligation Request (OBR) with the signed contract for fund release			
	TOTAL	None	20 orking Days	

10. 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. 2. Accomplishes form at UIS: international travel	1. Department Chair (if applicable), Dean, VCAA endorse the letter. 2. Once approved, the office of the Chancellor issues the Authority to Travel Abroad	None	7 Working Days	*Department Chair* College of Social Sciences *Dean* College of Social Sciences *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	TOTAL	None	7 Working Days	

11. 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	*Department Chair or Program Coordinator* College of Social Sciences *Dean* College of Social Sciences CAPC AcPFC *HRDO Head* Human Resource Development Office *Chancellor* Office of the Chancellor
	TOTAL	None	20 orking Days	

12. 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	*Department Chair or Program Coordinator* 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 *HRDO Head* Human Resource Development Office *Chancellor* Office of the Chancellor
	TOTAL	None	20 orking Days	

13. 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 2. Accomplishes UP Cebu RDG form 3. Attaches supporting documents 4. Once approved, follows up on the release of RDG	1. Endorsed by the Department Chair (if applicable), Dean, CVSC Director, VCAA 2. Approval of the Chancellor 3. Once approved, staff prepares the DV and OBR status 4. Dean endorses the release of payment, OVCAA recommends and Chancellor approves 5. Staff inputs in UIS 6. 6. Cashier prepares & releases	None	15 Working Days	*Applicant* *CVSC Director* Central Visayas Studies Center *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor *College Staff* College of Social Sciences Budget Office

	the check once signed			Accounting C *Cash Office* Cash Office
	TOTAL	None	15 Working Days	

14. 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	*Department Chair or Program Coordinator* College of Social Sciences *Dean or CAPC* College of Social Sciences *HRDO Head* *Human Resources Development Office* *Vice Chancellor for Academic Affairs or AcPFC* Office of the Vice Chancellor for Academic Affairs
	TOTAL	None	20 Working Days	

15. 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. 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	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. 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)	None	45 Working Days	*Applicant* *CVSC Director* *Central Visayas Studies Center* *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs Office of the Vice President for Academic Affairs *Staff* 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			*Dean* College of Social Sciences *Chancellor* Office of the Chancellor *Cashier* Cash Office
TOTAL		None	45 Working Days	

16. 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	7 Working Days	*All Academic and Administratidve Heads*
	TOTAL	None	7 Working Days	

17. 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	*Dean* College of Social Sciences CAPC AcPFC *Chancellor* Office of the Chancellor Office of the Vice President for Academic Affairs
	TOTAL	None	20 Working Days	

18. Application for Plantilla Item

Plantilla item application process for academic personnel

Office or Division	All colleges
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Faculty, REPS, and Admin Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty waits for the call for filling up of items. 2. Submits document on accomplishments/ performances to the CAPC for evaluation and ranking	1. CAPC reviews documents and ranks applicants 2. CAPC endorses the assignment of plantilla item to the Chancellor 3. Chancellor reviews and acts on the request	None	20 Working Days	*Department Chair or* Program Coordinator College of Social Sciences Chairs *Dean* College of Social Sciences CAPC AcPFC *Chancellor* Office of the Chancellor
	TOTAL	None	20 Working Days	

19. 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.	3. Dean sends letter, together with tenure evaluation form and supporting documents, to the CAPC for evaluation. 4. If all papers are complete, CAPC endorses the application for evaluation by the tenured faculty of the college. 5. Dean calls a meeting with the tenured faculty to evaluate the application and attachments. 6. Tenured faculty endorses (or does not endorse) based on the application, tenure evaluation form, and other supporting documents.			Applicant CAPC Tenured Faculty *Dean* College of Social Sciences *HRDO Head* Human Resource and Development Office AcPFC

	7. 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. 8. AcPFC reviews recommendation in (5) and acts on the recommendation. 9. AcPFC sends recommendation to the Chancellor for final action on the application for tenure. 10. Chancellor acts on the recommendation. 11. If recommended, sends the application to the BOR for approval			*Chancellor* Office of the Chancellor Board of Regents
	TOTAL	None	45 Working Days	

20. 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 3. Approved PR with attached documents is submitted to (Bids and Awards Committee) BAC office for mode of procurement	None	7 Working Days	*College Staff* College of Social Sciences *Dean* College of Social Sciences *Budget Officer* Budget Office *Vice Chancellor for Administration* Office of the Vice Chancellor for Administration or *Chancellor* Office of the Chancellor

	4. Supply and Property Management Office (SPMO) for procurement			*BAC Chair* Supply Property Management Office
TOTAL		None	7 Working Days	

21. 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	*Applicant* *Dean* College of Social Sciences *Vice Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
TOTAL		None	3 Working Days	

22. 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 releases the signed check	None	15 Working Days	*Applicant* *Dean* College of Social Sciences *Cashier* Cash Office *Vice Chancellor for Administration* Office of the Vice Chancellor for Administration *Chancellor* Office of the Chancellor
TOTAL		None	15 Working Days	

23. 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 2. Self-evaluates based on the promotion instrument 3. Prepares two sets of supporting documents 4. If cross-ranking, prepares justification for cross-ranking	1. CAPC reviews and evaluates application. 2. Submits to HRDO for AcPFC. 3. AcPFC reviews, evaluates, and recommends 4. Chancellor recommends 5. BOR if cross-ranking to Associate Professor and Full Professor	None	45 Working Days	*Applicant* CAPC *Dean* College of Social Sciences AcPFC *Chancellor* Office of the Chancellor Board of Regents (if cross-ranking from Associate Professor to Full Professor)
	TOTAL	None	45 orking Days	

24. 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	*Applicant* CAPC *Dean* College of Social Sciences AcPFC *Chancellor* Office of the Chancellor
	TOTAL	None	20 orking Days	

25. 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	7 Working Days	*Applicant* *Dean* College of Social Sciences *Chancellor* Office of the Chancellor
	TOTAL	None	7 Working Days	

26. 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	*Department Chair or Program Coordinator* College of Social Sciences *Dean* College of Social Sciences *Dean* College that is servicing the unit
	TOTAL	None	7 Working Days	

27. 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. 2. The request includes the proposed schedule.	1. The concerned faculty is asked for his/her availability 2. Servicing unit, either through the Dean or the faculty, replies in writing if the college can accommodate request or not 3. If the servicing unit or college cannot accommodate the request, then the requester needs to look for their own lecturer	None	7 Working Days	*Department Chair or Program Coordinator* College of Social Sciences *Dean* College of Social Sciences *Dean* College that is servicing the unit
TOTAL		None	7 Working Days	

28. 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 1017

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	7 Working Days	*Department Chair or Program Coordinator* College of Social Sciences *Dean* College of Social Sciences *Dean* College that is servicing the unit
	TOTAL	None	7 Working Days	

29. 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 3. College calls short-listed applicants for interview and demo teaching and submission of other requirements. 4. CAPC conducts interviews, observes demo teaching, reviews other requirements, evaluates, and rates short listed applicants, and submits endorsement to AcPFC through HRDO.	None	45 Working Days	*Applicant* *Dean* College of Social Sciences CAPC AcPFC *Chancellor* Office of the Chancellor

	5. Informs the recommended faculty of the AcPFC action and for him/her to submit employment requirements. 6. Informs faculty to report for duty upon issuance of his/her appointment from the Office of the Chancellor			
	TOTAL	None	45 Working Days	

30. 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	3 Working Days	*Requester* *College Staff* College of Social Sciences *Dean* College of Social Sciences
TOTAL		None	3 Working Days	

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	

COLLEGE OF SOCIAL SCIENCES (CSS) - MASTER OF EDUCATION PROGRAM

EXTERNAL SERVICES

1. APPLICATION TO THE MASTER OF EDUCATION (M.Ed.) PROGRAM

The Master of Education (M.Ed.) Program accepts applications for the following specializations: Biology, Chemistry, Physics, English, Filipino, Mathematics, and Social Studies.

Office or Division	College of Social Sciences – Master of Education Program
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen
Who may avail	Graduates of a bachelor's degree relevant to the specialization applied for

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Application Form	M.Ed. Office / Website
Transcript of Records (TOR)	Last school attended
Two (2) Recommendation Letters	Former professors / supervisors
Two (2) 2x2 ID Photos (recent)	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits accomplished application form with complete requirements to the M.Ed. Office.	1.1 Receives and reviews submitted documents for completeness.	PHP250.00	30 Minutes	*M.Ed. Staff* Office of the Master of Education Program
	1.2 Issues Order of Payment for processing fee.		5 Minutes	*M.Ed. Staff* Office of the Master of Education Program
2. Pays the processing fee at the Cashier's Office.	2. Receives payment and issues Official Receipt (OR).		10 Minutes	*Cashier* Cash Office
3. Presents Official Receipt (OR) to the M.Ed. Office.	3. Records OR number in the application documents and forwards application to Faculty Evaluator.		5 Minutes	*M.Ed. Staff* Office of the Master of Education Program

4. Waits for notification of evaluation result.	4.1Evaluates applicant credentials.		Within 2 working days	*Faculty Evaluator* Office of the Master of Education Program
	4.2 Prepares and releases evaluation result via official email or SMS.		10 Minutes	*M.Ed. Faculty Evaluator* Office of the Master of Education Program
	TOTAL	PHP250.00	2 Working Days and 50 Minutes	

2. TAKING THE MASTER OF EDUCATION ENTRANCE TEST (MEET)

All qualified applicants, upon completion of the assessment and evaluation of their submitted requirements, shall take the scheduled Master of Education Entrance Test (MEET), administered by the Office of Student Affairs/Third Party Examiner (Part I) and the M.Ed. Program (Part II).

Office or Division	College of Social Sciences – Master of Education Program
Classification	Highly Technical Transaction
Type of Transaction	G2C – Government to Citizen
Who may avail	Applicants to the M.Ed. Program who passed the initial credential evaluation

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Test Permit Slip	M.Ed. Office
Official Receipt (Testing Fee)	Cashier's Office
Valid ID	Applicant
Ballpen and Pencil	Applicant

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceeds to the M.Ed. Office to request Order of Payment for testing fee.	1. Issues Order of Payment.	PHP 600.00	5 Minutes	*M.Ed. Staff* Office of the Master of Education Program
2. Pays testing fee at the Cashier's Office.	2. Receives payment and issues Official Receipt (OR).		10 Minutes	*Cashier* Cash Office
3. Presents Official Receipt (OR) to the M.Ed. Office.	3. Records OR number and issues Test Permit Slip indicating examination schedule.		10 Minutes	*M.Ed. Staff* Office of the Master of Education Program
4. Takes the MEET on scheduled examination date.	4.1 Administers IQ Examination (Part I).		1 day (scheduled exam date)	*Office of Student Affairs / Third-Party Examiner*

	4.2 Administers Essay Examination (Part II).		Included in exam schedule	*M.Ed. Staff* Office of the Master of Education Program
5. Waits for release of examination results.	5.1 Checks and evaluates IQ and Essay examinations.		Within 17 working days after exam date	*Examiner/M.Ed. Faculty Evaluators*
	5.2 Consolidates and approves final results.		1 working day	*Program Coordinator* Office of the Master of Education Program
6. Receives examination result.	6.1 Releases official examination result via email or official notice.		10 minutes	*M.Ed. Staff* Office of the Master of Education Program
	TOTAL	PHP600.00	Within 19 Working Days and 35 Minutes	

3. ENROLLMENT OF NEWLY QUALIFIED APPLICANTS

All applicants who pass the Master of Education Entrance Test must complete the required enrollment documents for the specialization to which they were admitted.

Office or Division	College of Social Sciences – Master of Education Program
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen
Who may avail	Applicants who passed the MEET

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Slip	M.Ed. Office
Honorable Dismissal	Last School Attended
Transcript of Records	Last School Attended
PSA Birth Certificate	PSA
Marriage Certificate (if applicable)	PSA
Medical Certificate (UP Health Services)	HSU
Four (4) 2x2 ID Photos	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures medical certificate from UP Health Services.	1.1 Conducts medical assessment and issues certificate.	Tuition Fee: PHP 1,200 per unit Miscellaneous Fees: PHP 1,395 (subject to change)	15 Minutes	*HSU Staff* Health Services Unit

2. Submits complete requirements to the Office of the University Registrar (OUR).	2.2. Verifies documents and encodes student in academic system.		40 Minutes	*OUR Staff* Office of the University Registrar
3. Proceeds to College Secretary for subject enrollment.	3.1 Reviews subjects, enrolls student in system.		10 Minutes	*OCS Staff* Office of the College Secretary
4. Proceeds to M.Ed. Office for billing assessment.	4.1 Computes tuition and tags student as “Advised.”		40 Minutes	*M.Ed. Staff/Adviser* Office of the Master of Education Program
5. Pays tuition and fees at Cashier’s Office.	5.1 Issues Official Receipt and prints Form 5.		20 Minutes	*Cashier* Cash Office
6. Returns to College Secretary for final tagging.	6.1 Tags as “Officially Enrolled”, and stamps Form 5.		15 Minutes	*OCS Staff* Office of the College Secretary
	TOTAL	Case-to-case basis	2 Hours and 20 Minutes	

4. ENROLLMENT OF CONTINUING STUDENTS

The Master of Education Program determines the subjects to be offered each trimester and prepares the schedule for continuing and returning students.

Office or Division	College of Social Sciences – Master of Education Program
Classification	Simple Transaction
Type of Transaction	G2C – Government to Citizen
Who may avail	Continuing and returning M.Ed. students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Two (2) Temporary Form 5A (pre-registered)	Student Portal

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents Temporary Form 5A.	1.1 Reviews enrolled subjects for accuracy.	Tuition Fee: PHP 1,200 per unit Miscellaneous Fees: PHP 1,395 (subject to change) Laboratory Fees: PHP 100-400 (if applicable)	10 Minutes	*M.Ed. Staff* Office of the Master of Education Program
	1.2 Prints billing assessment.		20 Minutes	*M.Ed. staff* Office of the Master of Education Program
	1.3 Tags student as "Advised."		20 Minutes	*M.Ed. Adviser* Office of the Master of Education Program
2. Pays assessed fees at the Cash Office.	2. Issues Official Receipt (OR) and prints Form 5.		20 Minutes	*Cashier* Cash Office
3. Returns for final validation.	3. Tags as "Officially Enrolled" and stamps Form 5.		15 Minutes	*CSS College Secretary* Office of the College Secretary
	TOTAL	Case-to-case basis	1 Hour and 25 Minutes	

COLLEGE OF SOCIAL SCIENCES (CSS) - MASTER OF EDUCATION PROGRAM

INTERNAL SERVICES

1. ADMINISTRATION OF STUDENT EVALUATION OF TEACHERS (SET)

The online Student Evaluation of Teachers (SET) is done every trimester for all M.Ed. Program classes. The students' faculty evaluation results will be generated through the website and printed. Copies of which will be submitted to the Chancellor, Dean, and each faculty member will be given a copy of their evaluation results.

Office or Division	College of Social Sciences (M.Ed. Program)
Classification	Internal Service – Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Currently enrolled M.Ed. students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Online SET Account	M.Ed. Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Logs into SET portal and evaluates faculty.	1.1 Facilitates and monitors completion of evaluations.	None	Within evaluation period (5 working days window)	*M.Ed. Staff* Office of the Master of Education
	1.2 Consolidates and prints evaluation results.		2 days	*M.Ed. Staff* Office of the Master of Education
	1.3 Distributes results to faculty and administration.		30 minutes	*M.Ed. Staff* Office of the Master of Education
	1.4 Keeps copies of the SET in the M.Ed. office for filing		10 Minutes	*M.Ed. Staff* Office of the Master of Education
	TOTAL	None	2 days and 40 minutes	

2. RENEWAL OF LECTURER APPOINTMENT

The Office of the Master of Education (M.Ed.) 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	Internal Service – Complex
Type of Transaction	G2G – Government to Government
Who may avail	Lecturers for Renewal of Appointment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Medical Certificate	UP Health Services Unit (HSU)
Updated Personal Data Sheet	Faculty
Supporting Documents (as required)	Faculty

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Undergoes medical examination.	1.1 Issues medical certificate.	None	30 Minutes	*HSU Staff* Health Services Unit
2. Submits certificate to M.Ed. Office.	2.1 Prepares renewal documents.		2 Days	*M.Ed. Staff* Office of the Master of Education
	2.2 Prepares justification letter and endorsement.		2 Days	*M.Ed. Program Coordinator* Office of the Master of Education
	2.3 Forwards documents to HRDO.		30 Minutes	*M.Ed. Staff* Office of the Master of Education
	TOTAL	None	4 Days and 1 Hour	

Clients may send feedback or complaints through	Email: med.upcebu@up.edu.ph Telephone: (032) 232 8187 local 204 Office Address: M.Ed. Program, College of Social Sciences, UP Cebu, Gorordo Ave., Lahug, Cebu City
Complaint Handling Procedure	1. Acknowledgment within three (3) working days. 2. Investigation and resolution within seven (7) working days. **3.** If unresolved, complaints may be elevated to the appropriate oversight agencies.
For more information about the Anti-Red Tape Act, please log on to: www.contactcenterngbayan.gov.ph Presidential Complaints Center: 8888	

COLLEGE OF SOCIAL SCIENCES (CSS) - 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. Attaches payment receipt to the application form		30 Minutes	
5. Interview by Application Committee	5. Application Committee		30 Minutes	*High School; Faculty and Application Committee*
6. Qualified applicants claims test permits	6. Releases test permits.		5 Minutes	*Office staff, Office of the High School Program*
7. Take HSAT	7. Proctors the HSAT		4 Hours	*High School; Faculty and Application Committee*
8. Gets test results	8. Releases Test Results		5 Minutes	*Office staff Office of the High School Program*
	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	

COLLEGE OF SOCIAL SCIENCES (CSS) - HIGH SCHOOL PROGRAM

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**
• Generated Username and Password for the Online SET	• Office of the High School Program

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Officially enrolled students get their generated UP email, username and password	1.1 Prepares the names of the faculty and subjects handled per semester	None	10 Minutes	*High School Staff* Office of the High School Program
	1.2 Requests google form from ITC for online SET and shares the link to the homeroom advisers		10 Minutes	
2. Opens the shared link using their UP email account and starts to evaluate the teachers concerned	2.1 Checks per grade level if evaluation of teachers was done completely		2 Days	
	2.2 Summarizes and computes the SET result per teacher		7 Days	
	2.3 Sends the SET evaluation forms for signature to the High School principal and dean and then gives copy to the concerned teacher		3 Days	
	2.4 Keeps copies of the SET in the High School office for filing		10 Minutes	
	TOTAL	None	12 Days, 30 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 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	

COLLEGE OF SOCIAL SCIENCES (CSS) - MASTERS IN PUBLIC AFFAIRS PROGRAM (MPAf)

EXTERNAL SERVICES

EXTERNAL SERVICES

1. Enrolment to the Graduate Program of Newly Qualified Applicants

All passers of the MASTERS IN PUBLIC AFFAIRS 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 (MPAf Program)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Qualifiers for admission to the MPAf program

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 PSA Birth Certificate • Photocopy of PSA Marriage Cert. for female married applicants • Medical Certificate issued by the UPC Health Services Unit	• Office of the MASTERS IN PUBLIC AFFAIRS (MPAf) 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 1800/unit		*HSU Staff* *Health Services Unit*

2. Enrollee submits all required documents to the Office of the University Registrar (OUR)	a. Receives and checks the documents	(The MPAf Program requires 31 units to graduate in the chosen specialization) Miscellaneous Fees: P 1,701.50		*OUR Staff* Office of the University Registrar
	2.2 Encodes the enrollee to SAIS website and issues his/her SAIS account.			*OUR Staff* Office of the University Registrar
3. Enrollee proceeds back to the MPAf Office and presents the Admission slip	3.1 Coordinator/ MPAf Staff checks on the subjects to be taken and/or pre-registered to make sure that they are correct			*MPAf Staff* Office of the MASTERS IN PUBLIC AFFAIRS Program
	3.2 MPAf program adviser checks/ advises and calculates tuition and other fees			*MPAf Adviser* Office of the MASTERS IN PUBLIC AFFAIRS 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.)			*Cash Office Staff* Cash Office
5. Goes back to the MPAf Staff for checking before going to the 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			*CSS College Secretary* Office of the College Secretary
	TOTAL	Case-to-case basis	1 day	

COLLEGE OF SOCIAL SCIENCES (CSS) - MASTERS IN PUBLIC AFFAIRS PROGRAM (MPAf)

INTERNAL SERVICES

1. Preparation of Lecturer/s Renewal of Appointments

The Office of the MASTERS IN PUBLIC AFFAIRS (MPAf) 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 (MPAf 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. Lecturer expresses interest to continue teaching for the program in the next semester	1.1 Program prepares request for renewal		30 Minutes	Program coordinator
	1.2 Program coordinator presents request to CAPC		1-2 weeks	*Program Coordinator*

	1.3 Upon endorsement by CAPC, CSS office forwards this request to the APFC for their deliberation		1 day	*CSS Staff* Office of the Dean
	1.4 Upon approval, program submits the renewal documents to HRDO via PUSO		30 Minutes	*MPAf Staff*
	1.5 Upon approval, program informs lecturer of renewal and send him/her copy of the document		1 day	*MPAf Staff*
	TOTAL	None	1-2 weeks	

FEEDBACK AND COMPLAINTS MECHANISM

Where to send feedbacks/complaints	Email: mpaf.upcebu@up.edu.ph Call: (032) 232 8187 local 214 Write: The MPAf Coordinator MASTERS IN PUBLIC AFFAIRS 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	

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	*College Staff* College *Dean* 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	None	1 Day	*Dean College CAPC College*

	2.2 If an applicant is qualified, the Dean prepares the endorsement letter & other necessary documents to be signed by the Dean & CAPC Members: Cover Letter, Justification of the newly hired Faculty with attached teaching demo, Faculty Loading, Application Letter, CV, TOR, Diploma & other requirements c/o HRDO		1 Day	*Dean College* *CAPC* *College*
	2.3 College Staff informs the new hire to prepare other documentation as required by the HRDO.		1 Day	*College Staff* *College* *Head* *HRDO*
3. Submits the requirements to the HRDO	3. HRDO Staff accepts the requirements.		1 Day	*HRDO Staff* Human Resource Department Office
	TOTAL		5 days	

3. HIRING PROCEDURE OF NEW FACULTY (FULL TIME AND LECTURER)

Process of hiring new faculty/lecturer for the college.

Office of Division	School of Management
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Faculty Applicant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application Letter addressed to the Dean (1 original) Curriculum Vitae (1 original) Transcript of Records (1 photocopy)	Applicant

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents to the Office of the Dean	1.1 Dean receives the applications.	None	1 Day	*Dean* College
	1.2 CAPC reviews the applications based on hiring criteria and schedules interviews and demo teaching of short-listed applicants.		1 Day	*College Academic Program Committee (CAPC)* College
	1.3 College informs non-shortlisted applicants of the result of their application		1 Day	*Staff* College
	1.4 College calls short-listed applicants for interview and demo teaching and submission of other requirements.		3 Days	*Staff* College

	1.5 CAPC conducts interviews, observe demo teaching, review other requirements, evaluate and rate short listed applicants, and submit		7 Days	*College Academic Program Committee (CAPC)* College
	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	*Staff* Human Resource Development Office *Academic Personnel Fellowship Committee* (APFC) *Chancellor* Office of the Chancellor *Staff* College
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	*Staff* Human Resource Development Office *Chancellor* Office of the Chancellor

				Staff College
	TOTAL	None	30 Days	

4. SUGGESTION FROM OTHER STAKEHOLDERS

Stakeholders who want to submit suggestions for the college.

Office of Division	School of Management
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Non-student Stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Email account	Applicant

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Emails suggestions to som.upcebu@up.edu.ph	1.1 College Staff acknowledges the receipt of email.	None	1 Day	***College Staff*** **College**
	1.2 College Staff forwards the email to the concerned party		5 Minutes	
	1.3 Concerned party replies through the College Staff.		2 Days	***Concerned party***
	1.4 College Staff replies to the email with the response of the concerned party within the day.		5 Minutes	***College Staff*** **College**
	TOTAL	None	3 Days	

SCHOOL OF MANAGEMENT (SoM)

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 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	None	1 Day 3 Days	*Program Adviser* College *College Secretary* Office of the College Secretary *Dean* College *Administrative Heads* Respective Office *Chancellor* 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		*Applicant*
2. Submits the form with supporting documents to the Dean for endorsement	Dean endorses the application		30 Minutes	*Dean*

2. Submits the form to CVSC through the office staff	2.1 Staff submits CVSC for review and endorsement 2.2 After CVSC endorses, Staff brings the paper to the Vice-Chancellor for Academic Affairs then to the Chancellor for their signature 2.3 CVSC informs college that the grant was approved (or not approved) 2.4 Once grant is approved, CVSC prepares the contract		4 Days 1 Day 1 Day 15 Days	*College Staff* *CVSC* *Director* *Vice-Chancellor for Academic Affairs* *Chancellor* Office of the Chancellor *CVSC* *College Staff* *Legal Office*
3. Faculty signs the contract	3.1 Staff forwards the contract to the		10 Minutes	*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* *Colleg e* *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	*College Staff* College *Dean* College *HRDO staff* 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. 2. Fills up the Leave Form.	1.1 CAPC recommends, and Dean endorses the request. 1.2 Forwards to the OVCAA for endorsement for approval. 1.3 Chancellor approves the request.	None	1 Day 1 Day 2 Days	*CAPC* College *Dean* College *Vice-Chancellor for Academic Affairs* Office of the Vice-Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	TOTAL	None	4 Days	

6. APPLICATION FOR LOCAL TRAVEL ORDER (non-official)

Local Travel Order Application process

Office of Division	School of Management
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Faculty

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
UIS account	uis.up.edu.ph

CLIENT STEP	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up University Information System (UIS)	1.1 Forwards request to the Dean for endorsement 1.2 Forwards to the Chancellor for approval	None	1 Day 1 Day	*Dean* College *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. 1.2 Submits to HRDO for APFC (wait for APFC meeting). 1.3 APFC reviews, evaluates and recommends 1.4 Chancellor recommends 1.5 BOR if cross-ranking to Association Professor and Full Professor	None	5 Days 15 Days 10 Days 10 Days 20 Days	*CAPC* College *HRDO* *APFC* *Office of the Vice-Chancellor for Academic Affairs* *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. 3.2 College Staff forwards it to CVSC 3.3 CVSC sends the research document out for peer review 3.4 CVSC returns the proposal to the faculty for revisions		30 Minutes 15 Minutes 20 Days 1 Day	*Dean* College *College Staff* College *CVSC Staff* 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. 4.2 VCAA endorses the proposal for Chancellor's approval.		1 Day 1 Day	*CVSC Staff* 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. 5.2 Once signed, the contract will be notarized 5.3 Gives notarized contract back to the college 5.4 OVCAA staff prepares the DV, OBR, with the signed contract for fund release.		10 Minutes 5 Days 10 Minutes 3 Days	*Staff* College *Chancellor* *Office of the Chancellor* *Staff* College *staff* Office of the Vice Chancellor for Academic Affairs
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. 1.2 Dean endorses form for approval 1.3 College Staff forwards the form to HRDO for APFC deliberation. 1.4 College Staff forwards the form to HRDO for APFC deliberation. Waits for the schedule. 1.5 APFC / VCAA endorses the form for approval.	None	1 Day 30 Minutes 30 Minutes 15 Days 1 Day	*CAPC* College *Dean* College *College Staff* College HRDO staff *APFC / Vice-Chancellor for Academic Affairs (VCAA)*

				HRDO
				Vice-Chancellor for Academic Affairs (VCAA)
	1.6 The Chancellor approves requests. 1.7 College Staff informs the faculty once the request is approved.		1 Day	*Chancellor* Office of the Chancellor *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	*Tenured Faculty*

	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	*Dean* *HRD* *O* *Staff* HRDO *APFC* Office of the Vice-Chancellor for Academic Affairs *Chancellor* Office of the Chancellor *Board of Regents* Office of the Secretary of the University

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	*MBA Staff* 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	*Cashier* Cash Office
3. Returns the payment slip to the SoM staff with the signature of the cash office	MBA Staff receives the payment slip			*MBA Staff* 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) Certificate of GWA (1 copy) UP Form 5 (1 copy) Events Form (1 copy)	School of Management Office Office of the College Secretary Office of the Vice-Chancellor for Administration (OVCA)

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	*Program Coordinator* College

computer laboratory and technical assistance Attachment: OVCA Events form to	MBA Staff forwards it to the concerned			*Dean* College *MBA Staff* College
6. Pays the required amount	Cash office staff receives payment	PHP 450 / hour; up to PHP 5,850.00	10 Minutes	*Cash Office Staff* Cash Office
7. Pays the technical Staff their honorarium		Technical Staff's hourly rate		*Dean* College
8. Block representative sends a request to VECO for no power interruption on the exam date				*Block Representative*

TOTAL	GWA - PHP50.00 Comprehensive Exam – PHP200.00 Lab use – PHP450/hr up to PHP5,850.00 + Tech Staff hourly rate	3 Days	

14. APPLICATION TO MBA PROGRAM

MBA Program application process for aspiring applicants

Office of Division	School of Management
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Bachelor's degree holder with at least two (2) years of work experience

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms 2. Transcript of Records (1 scanned copy sent via email) 3. Letter of Recommendation from two (2) former professors and/or immediate supervisors (1 copy from each) 4. Certificate of Employment / Business Permit (1 copy / 1 photocopy for Business Permit) 5. 2x2 ID Photo, white background (2 copies) 6. GMAT and TOEFL scores for overseas applicants	School of Management or online (http://som.upcebu.edu.ph/master-of-business - administration/mba-applicant-notice/)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Transcript of Records (TOR) for evaluation through email	MBA Staff evaluates the TOR If the applicant is qualified, MBA Staff sends an email with the list of requirements; else MBA Staff sends an email for the applicant to apply next time with the initial requirements	None	1 Hour 1 Hour	*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 based on the proof of payment received	PHP700.00	5 mins	*Cash Office Staff* Cash Office

to mba.upcebu@up.edu.ph (accepts online payment)	3.2 Cash office staff verifies payments and issues OR			
	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	*College Staff* College
2. Gets an approval of the Dean	Dean approves the request		2 Minutes	*Dean* College
3. Submits the approved Reservation Form to the Cashier and pay the fees	Cash office staff receives payment		5 Minutes	*Cash Office Staff* 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	*College Staff* College

TOTAL	Academic Use - PHP 50/unit x no. of hours Non-academic use - PHP 150 / unit x no. of hours	12 Minutes	

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 1.2 Faculty gives consent 1.3 College Staff informs the student	None	30 Minutes 10 Minutes 10 Minutes	*College Staff* College *Faculty* College
	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	*Dean* 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	*College Staff* College *Budget Staff* Budget Office *Accounting Staff* Accounting Office *Cash Office Staff* Cash Office

	1.2 Processing and signing of checks. For checks above PHP 100,000, the Chancellor's signature is required.		3 Days	Dean Colleg e *Vice-Chancellor for Administration* Office of the Vice-Chancellor for Administration *Chancellor* Office of the Chancellor
	1.3 When the check is available, College Staff informs the lecturer to pick up the check		None	10 Minutes	*College Staff* College
2. Picks up the Check at the Cash Office				10 Minutes	*Cash Office Staff* 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. College Staff enters request in University Information System (UIS) for Disbursement Voucher number	None	30 Minutes 30 Minutes 5 Minutes	*College Staff* College *Dean* College *Budget Staff* Budget Office

	Dean signs the Itinerary of Travel, DV, and OBR. Submits the signed Itinerary of		2 Days	*Accounting Staff* Accounting Office

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 If all documents are complete, the Cash office prepares and releases the signed check 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 The traveler & Dean signs the Liquidation Report, Certificate of Travel Completed and Itinerary of Travel. Submits signed documents together with the supporting documents to the Accounting office for checking and approval to the Chief Accountant		30 Minutes 2 Hours 30 Minutes 15 Minutes 2 Hours 2 days	*Vice-Chancellor for Administration* Office of the Vice-Chancellor for Administration *Cash Office Staff* Cash Office
For CA Reimbursement:				

	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) SET (1 original) Justification for Renewal (1 original) Annual Academic Loading (1 original)	Requesting Program Coordinator / Department Chair College Staff

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a letter to the Chancellor through channels two (2) months before the term starts. Attaches the following documents: Justification of Renewal with CAPC endorsement, recent SET of Faculty, Annual Academic Loading of Faculty	1.1 College Staff receives the documents for endorsement by the CAPC. CAPC endorses the request and forwards the letter and attachments to the HRDO for APFC review and endorsement. (wait for the schedule of APFC)	None	1 Day 20 Days	*College Staff* College *AcPFC* Office of the Vice-Chancellor for Academic Affairs (OVCAA)
	1.2 APFC forwards the request to the Chancellor for approval		3 Days	*Chancellor* Office of the Chancellor
	TOTAL	None	24 Days	

21. RENEWAL OF APPOINTMENT OF LECTURERS

Process of renewal of appointment of lecturers for the next academic term/s

Office of Division	School of Management
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	Lecturer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original) Justification of the Renewal Appointment (1 original) Basic Paper (1 original) Student Evaluation for Teaching Result (SET, 1 original) Tentative Faculty Loading (1 original)	College Staff

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Program Coordinator prepares the faculty loading for the entire year or for the remaining semester, approved by the Dean	None	5 Days	*Program Coordinator* College
	Program Coordinator / Dean writes a letter addressed to the Chancellor through channels to request the renewal of the faculty with attachments endorsed by the CAPC. Attached are the justification of the renewal / appointment, basic papers, student evaluation for teaching results, and the Tentative Faculty		5 Days	*Program Coordinator / Dean* College

	Loading			
	College Staff forwards the request and other attachments to the		10 Minutes	*College Staff* College

	HRDO for APFC review, endorsement, and approval of the Chancellor. Wait for APFC meeting.		15 Days	*HRDO Staff* Human Resource Development Office *APFC* Office of the Vice-Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	HRDO issues the Notice of Appointment (NOA) and informs the college. College Staff picks up the NOA.		1 Day	*HRDO Staff* Human Resource Development Office
	College Staff informs the lecturer/s of the NOA		2 Minutes	*College Staff* College
Lecturer picks up the NOA	College Staff releases the NOA		2 Minutes	*College Staff* 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	Applicant
Academic Loading	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. 1.2 Waits for the scheduled APFC meeting 1.3 APFC forwards the request to the Chancellor for approval. 1.4 Chancellor approves 1.5 Approval goes back to the college staff and Staff informs the department chair/dean.	None	1 Day 17 Days 1 Day 1 Day	*Program Coordinator* College *Dean* College *HRDO Staff* HRDO *APFC* OVCAA *Chancellor* Office of the Chancellor *Staff*

				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	*College Staff* College
	1.2 College Secretary / Dean signs the document/s.		30 Minutes	*College Secretary* Office of the College Secretary *Dean* College
	1.3 College Staff releases the document/s to the requestor		1 Minute	*College Staff* 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	*Dean* College of requesting unit *Faculty* College of servicing unit *Dean* 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	*Dean* College
	1.2 VCAA endorses request in UIS		4 Hours	*Vice-Chancellor for Academic Affairs* Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves/disapproves request in UIS		4 Hours	*Chancellor* Office of the Chancellor
	TOTAL	None	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* Colleg e *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	*Dean* College
	1.2 VCAA endorses the request.		4 Hours	*Vice-Chancellor for Academic Affairs (VCAA)* Office of the Vice-Chancellor for Academic Affairs
	1.3 Chancellor approves the request		4 Hours	*Chancellor* Office of the Chancellor
	TOTAL	None	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	*College Staff* College *CAPC* Office of the Vice-Chancellor for Academic Affairs *Dean* College

	1.2 VCAA endorses the request.		4 Hours	*Vice-Chancellor for Academic Affairs (VCAA)* Office of the Vice-Chancellor for Academic Affairs (OVCAA)

	1.3 Chancellor approves the request. Office of the Chancellor makes and releases the travel order		1 Day	*Chancellor* Office of the Chancellor
If funding was requested	1.4 College Staff prepares and prints the Itinerary of Travel, OBR, Status, and DV with attached supporting documents		1 Day	College Staff College
	Staff encodes in the UIS portal the DV entry to secure the DV number. Staff also scans the approved pertinent documents & attached them to the UIS DV entry.		4 Hours	College Staff College

	Staff submits the documents for budget clearance and approval:			Dean 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	*College Staff* College *Dean* College *Collge Staff* College

	1.2 CVSC Director reviews the document and endorses the request		3 Days	*CVSC Director* Central Visayas Studies Center
	1.3 VCAA reviews and endorses the		4 Hours	*Vice-Chancellor for*

	request.			*Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	1.4 Chancellor approves the request.		4 Hours	*Chancellor* Office of the Chancellor
	1.5 Once approved, the College Staff prepared the Disbursement Voucher and Obligation Request and Status. Dean endorses the release of payment		4 Hours 10 Minutes	*College Staff* College *Dean* College
	1.6 OVCAA endorses the release of payment.		4 Hours	*Vice-Chancellor for Academic Affairs* Office of the Vice Chancellor for Academic Affairs
	1.7 Chancellor approves the release of payment.		4 Hours	*Chancellor* Office of the Chancellor
	1.8 College Staff inputs request in UIS. The Cashier prepares the check for signature. Then routes it for signature		1 Hour 4 Hours	*College Staff* College *Cash Office Staff* Cash Office

	College Staff informs the applicant that the check is ready for pickup		4 Hours 1 Minute	*Vice-Chancellor for Academic Affairs or Chancellor* *College Staff* College
2. Pick up the check from the Cash Office	Cashier releases signed check		10 Minutes	*Cashier* Cash Office
	TOTAL	None	8 Days	

30. REQUEST FOR UP SYSTEM RDG GRANTS / INTERNATIONAL PUBLICATION AWARD

Process of requesting and releasing of Research Dissemination Grant (RDG) from UP System

Office of Division	School of Management
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form Request letter addressed to the Chancellor through channels Attachments: ● Official invitation or acceptance letter from the conference organizers which indicates the title of the invited lecture or accepted paper ● Official information about the conference ● Abstract of the paper (For associate and full professors, this must include the citation of the ISI-indexed publication to be presented at the conference.)	https://ovpaa.up.edu.ph/up-research-dissemination-grant-rdg/ Applicant Organizer

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter of request with the accomplished application form and attach supporting documents to the College Staff	1.1 College Staff receives the request with attachments for endorsement of the Dean. Dean endorses the request.	None	4 Hours 3 Days	*College Staff* College *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	*Vice-Chancellor for Academic Affairs* Office of the Vice-Chancellor for Academic Affairs
	1.4 Chancellor endorses the request.			*Chancellor* Office of the Chancellor
2. Emails scanned endorsed application forms and attachments to rdg.ovpaa@up.edu.ph for the RDG and ipa.ovpaa@up.edu.ph for the IPA. Mails to UP (OVPAA) the printed form (with endorsements and attachments)	2.1 OVPAA (through rdg.ovpaa@up.edu.ph or ipa.ovpaa@up.edu.ph) informs the applicant by email if the application was approved. Once approved, OVPAA sends an email to the applicant for the release of the grant/award.	None	17 Days	*OVPAA Staff* Office of the Vice President for Academic Affairs
	2.2 College Staff prepares the Disbursement Voucher (DV) and Obligation Request and Status (OBR). Dean endorses the release of payment.		1 Day	*College Staff* College *Dean* College
	2.3 OVCAA endorses release of payment		4 Hours	*Vice-Chancellor for Academic Affairs* Office of the Vice-Chancellor for Academic Affairs

	2.4 Chancellor approves the release of payment.		4 Hours	*Chancellor* Office of the Chancellor
3. Forwards the email of OVPAA to College Staff to prepare the release of the grant/award.	3.1 College Staff inputs request in UIS. Cash office staff prepares the check for signature. Routing of checks for signature.		30 Minutes 4 Hours 4 Hours 10 Minutes	*College Staff* College *Cash Office Staff* Cash Office *Vice-Chancellor for Administration*

	College Staff informs the applicant that the check is ready for pickup			*Chancellor* *College Staff*
4. Picks up the check	3.2 Cash office staff releases signed check			*Cash Office Staff* 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	*Program Coordinator / Dean* *College Staff* *CAPC* College *HRDO Staff* *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	*Chancellor* 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	*CMO Staff / Janitor* Campus Maintenance Office *College Staff* College *Dean* 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		*Cash Office Staff* 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	*Program Adviser / Program Coordinator* College *Dean* 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	*College Staff* College

	College Staff enters the request in the University Information System (UIS) – DV Entry to secure the DV		5 Minutes	*College Staff* College

	number			
	College Staff routes the necessary documents for budget clearance, endorsements, and approval of the Chancellor		10 Minutes	*Head* Budget Office *Guidance Counselor* Office of Student Affairs *VCAA* Office of the Vice-Chancellor for Academic Affairs *Chancellor* Office of the Chancellor
	Once approved, College Staff scans the documents as attachments to the request on UIS		5 Minutes	*College Staff* College
	Once all papers are complete, Cashier issues the check and routes it for signatures		1 Day and 4 Hours	*Cash Office Staff* *Vice Chancellor for Administration*
	College Staff informs the student to pick up check from the Cash Office		5 Minutes	*College Staff* College
Claim Check	Cashier issues check		1 Minute	*Cash Office Staff* 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	*College Staff* College *College Secretary* Office of the College Secretary
	1.2 College Secretary / Dean responds to the suggestion		2 Days	*College Secretary* Office of the College Secretary *Dean* College
	1.3 College Staff replies to the student if required			*College Staff* College
	TOTAL	None	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	*Applicant* *Cash Office Staff*
2. On the specified date, be at the test location 30 minutes before the start of the Comprehensive Exam	2.1 Examiner starts registration 30 minutes before the exam		30 Minutes	*Examiner*
	2.2 Examiner assigns code numbers to examinees randomly by drawing lots. An IT Staff is present at all times for any technical service		1 Minute	*Examiner* *IT Staff* ITC
	2.3 Takes the comprehensive exams on the specified dates		2 Days	*Applicant*
	2.4 Checks the comprehensive exams		15 Days	*Comprehensive Exam committee checkers*

	2.5 MBA Staff sends out a notification to the examinees to pick up the MBA Comprehensive Exam results		1 Day	*MBA Staff* College
3. Gets the results from the MBA Staff	3.1 MBA Staff issues the results. For examinees who failed, MBA Staff			*MBA Staff* College

	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	*MBA Staff* College
	Examiner conducts the written exam in the morning, followed by a panel interview in the afternoon.		1 Day	*Examiners*
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	*MPAT Checkers* Admissions Committee *Dean* College
	MBA Staff notifies all MPAT examinees to pick up the MPAT results		30 Minutes	*MBA Staff* College

3. Picks up the letter at the School of Management Office	MBA Staff issues the letter.		1 Minute	*MBA Staff* College
	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			*Program Adviser* Home College *Instructor* 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			*OCS Staff* 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)		*Cash Office Staff* Cash Office
5. Submits paid form to OCS Staff	5.1 OCS Staff processes form and issues student copy to student.			*OCS Staff* 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.			*Instructor* 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.			*OCS Staff* Office of the College Secretary *College Secretary* 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		*Cash Office Staff* Cash Office
5. Submits form to OCS	OCS Staff records the dropping and issues one (1) copy to the student.			*OCS Staff* 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.			*Program Adviser / Coordinator* 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]		*Cash Office Staff* 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.			*OCS Staff* 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			*Department Chair / Program Coordinator* 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	*Program Adviser* 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.			*Program Coordinator* College *Dean* College
4. Submits the approved form to the OCS.	OCS Staff receives the forms and issues (1) copy to the student.			*OCS Staff* Office of the College Secretary
	TOTAL	None	3 Days	

6. APPLICATION FOR READMISSION AND WAIVER OF MAXIMUM RESIDENCY RULES (MRR)

Application for readmission of students into the College.

Office of Division	Office of the College Secretary (OCS)
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students who have incurred one or a combination of the following: ● 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)	Student
Plan of Study (1 copy)	
Appeal for Readmission Form (1 copy)	OCS, Office of the University Registrar (OUR)
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:	Health Services Unit OCS, OUR
Medical Certificate or equivalent such as latest Annual Physical Exam results (if working)	

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).			*OCS Staff* Office of the College Secretary

	8.2 If student has incurred a "Good Academic Standing" as of the end of their last enrolled term, the College Dean approves the appeal. OCS Staff then advises the student when the Notice of Action (NOA) will be issued. 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.			*Dean* College *OCS Staff* 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			*OCS Staff* College Office of the University Registrar *OVCAA Staff* Office of the Vice Chancellor for Academic Affairs
	9.2 OCS Staff gets a copy of the NOA. For approved readmission from AWOL cases, OCS staff issues a College Readmission Slip. For all approved cases, OCS Staff updates the student's			*OCS Staff* 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		*Cashier* 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.			*OCS Staff* Office of the College Secretary
	TOTAL	TCG – PHP 50.00/page Readmission Fee – PHp 225.00	20 Days	

7. APPLICATION FOR SHIFTING OF PROGRAM

Application for a student to transfer to another program of study

Office of Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application for Shifting (1 copy)	OCS, Office of the University Registrar (OUR)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. 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			*Program Adviser* Current College *Program Adviser / Program Coordinator* Current College *College Secretary* Office of the College Secretary of Current College
3. Have your GWA and Total Units Earned computed by the OCS Staff of the accepting college.	OCS Staff of the accepting college computes the GWA and writes it on the form			*OCS Staff* Office of the College Secretary of Accepting College

4. Gets the endorsement of the College Secretary and approval of the Dean of the accepting college.	The College Secretary and Dean sign the form upon approval of the application.			*Dean* Accepting College *College Secretary* 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.			*OCS Staff* 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.			*University Registrar* 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.			*Faculty* 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			*OCS Staff* Office of the College Secretary
	TOTAL	None	10 Days	

9. ENROLLMENT OF INCOMING GRADUATE STUDENTS

Enrollment for students who are enrolled in a Master's degree program

Office of Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	UP Students (Graduate Program)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Admission Slip (1 copy)	Office of the University Registrar (OUR)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			3 Days	
1. Goes to the OCS and submit your Admission Slip.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A.			*OCS Staff* Office of the College Secretary
2. Have the Form 5A assessed by the College Clerk and signed by the Program Coordinator	College Clerk indicates amount to be paid on the Form 5A. Program Coordinator signs the Form 5A.			*College Staff* College
3. Pays fees at the Cashier's Office.	Cash office staff receives payment and issues three (3) copies of Form 5	Tuition Fees + Other School Fees		*Cash Office Staff* Cash Office
4. Have the Form 5 signed by the Program Coordinator	Program Coordinator signs the Form 5.			*Program Coordinator* College

5. Submits all copies of the Form 5 and 5A	OCS Staff validates enrollment and issues one (1) copy of the Form 5 stamped with “Registered”. This will serve as your study load.			*OCS Staff* Office of the College Secretary
	TOTAL	Tuition Fees + Other School Fees	3 Days	

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) Opt-out Form	Office of the University Registrar (OUR) OCS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip from OUR			2 Days	
2. Submits Admission Slip to OCS.	OCS Staff encodes the subjects and issues two (2) copies of Form 5A. If student is eligible under the Free Tuition (FT) Scheme (RA 10931), OCS Staff validates your enrollment and issues one (1) copy of the Form 5 to the student which serves as your Study Load. Else, OCS Staff issues an Opt-out Form and continues with Step #3	None if FT-eligible.		*OCS Staff* Office of the College Secretary

3. If you opt out of the FT scheme or not FT-eligible, pays the fee at the Cash Office and return to the	Cash office staff receives payment and issues the Form 5 (3 copies).	Tuition Fees + Other School Fees		*Cash Office Staff* Cash Office
OCS				
4. Submits the Form 5 to the OCS Staff. You can submit the accomplished Opt-out Form (if applicable) on a later date.	OCS Staff validates your enrolment and issues one (1) copy of the Form 5 stamped with “REGISTERED”. This will serve as your study load.			*OCS Staff* Office of the College Secretary
	TOTAL	varies	2 Days	

11. FILING FOR RESIDENCY

Enrollment of students for Residency

Office of Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Students who meet 1 or more of the following criteria: ● 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	*OCS Staff* Office of the College Secretary *College Staff* College
2. Submits form to Program Adviser / Program Adviser	Program Adviser / Program Coordinator signs the form			*Program Adviser / Coordinator* 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		*Cash Office Staff* Cash Office *OCS Staff*
	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) True Copy of Grades (TCG, 1 copy) Program Study Plan (1 copy)	OCS OCS of home college

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits your Program Study Plan and TCG to the accepting college's Program Adviser or Program Coordinator	Program Adviser or Program Coordinator checks courses that can be credited and determines courses to be enrolled	PHP 50 / page for TCG (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		*Cash Office Staff* 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.			*OCS Staff* Office of the College Secretary
	TOTAL	Eligible for Free-Tuition - None TCG - PHP 50/page Tuition Fees (PHP 1,000 / unit) + Other School Fees	3 Days	

14. ENROLLMENT OF TRANSFEREES

Enrollment for students from other UP Constituent Units or other universities

Office of Division	Office of the College Secretary (OCS)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail	Transferees from other UP units and other universities / institutions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Slip	Office of the University Registrar (OUR)
Program Study Plan	OCS
True Copy of Grades (1 copy)	Home UP Unit
Copy of Official Transcript of Records (OTR for non-UP transferees, 1 photocopy)	Transferee's home university / institution

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	*Program Adviser / Coordinator* College
2. Submits your Admission Slip to the OCS Staff	OCS Staff encodes the courses.			*OCS Staff* 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) Report for Completion / Removal of Grades (Form 13C, 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 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.			*Instructor* College where course is offered *College Staff* College *OCS Staff* 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.				
2. Requests for validation of subjects to cross-register from your Program Adviser.	Program Adviser / Program Coordinator validates the subjects and signs the form		5 Days	*Program Adviser / Coordinator* 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).			*OCS Staff* Office of the College Secretary
4. Submits the form to the OUR	The University Registrar signs the form			*University Registrar* 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			*Vice Chancellor for Academic Affairs* 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		*Cash Office Staff* 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.			*OUR Staff* Office of the University Registrar
	TOTAL	P 40.00	5 Days	

17. REQUEST FOR SUBSTITUTION OF COURSES

Request for a student for his or her previous course/s taken to be credited towards his/her current program

Office of Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Substitution Form (3 copies) True Copy of Grades (TCG, 1 copy)	OCS, Office of the University Registrar (OUR)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out the Substitution Form.				
2. Have it endorsed by the signatories in the form except the Dean.	2.1 Instructors sign the form. 2.2 Program Adviser signs the form 2.3 Program Coordinator / Dept Chair signs the form		5 Days	*Instructor* College/s offering requested subject/s *Program Adviser* College/s offering requested subject/s *Program Coordinator / Department Chair* 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.			*OCS Staff* Office of the College Secretary *College Secretary* Office of the College Secretary *OCS Staff* 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) UP ID and Valid ID for authorized representatives (1 copy) Authorization Letter with photocopy of the Valid ID of authorized representative (1 photocopy)	OCS Student

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.			*OCS Staff* Office of the College Secretary
	TOTAL	PHP 50.00 / page	3 Days	

19. REQUEST FOR WAIVER OF PREREQUISITES

Request for a student to take a course despite not yet passing the required prerequisite/s.

Office of Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Students who wish to take a course without having passed the prerequisite course/s

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Application for Waiver of Prerequisites Form (3 copies) Updated Program Checklist / Study Plan	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 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”			*Program Adviser / Coordinator* College where courses are offered *Instructor* 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.			*OCS Staff* Office of the College Secretary *Program Adviser & Waiver Committee* *College Dean*

	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.				
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.		3 Days	*Program Adviser / Coordinator* College

3. Submits Form 5A to the College Clerk for assessment	College Clerk assesses payment and writes the amount on the Form 5A.			*College Staff* 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		*Cash Office Staff* Cash Office *OCS Staff* 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.			*OCS Staff* Office of the College Secretary
	TOTAL	Tuition Fees + Other School Fees	3 Days	

21. REQUEST FOR COLLEGE / UNIVERSITY CLEARANCE

A student’s request for clearance from the College / University

Office of Division	Office of the College Secretary (OCS)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail	Students / Alumni who wish to apply for clearance for specific transactions College Clearance: 1. Cross-registration 2. Leave of Absence University Clearance: 1. Diploma 2. Honorable Dismissal 3. Official Transcript of Records 4. Readmission (If readmitted from Absent Without Leave – AWOL)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
University Clearance Form (3 copies) UP ID (Affidavit of Loss if no longer in possession of UP ID)	OCS / Office of the University Registrar (OUR) Student or any legal resource

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills out the University Clearance Form		None		*Applicant*
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.			*OCS Staff* Office of the College Secretary *College Secretary* 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.			*OUR Staff* Office of the University Registrar *University Registrar* 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